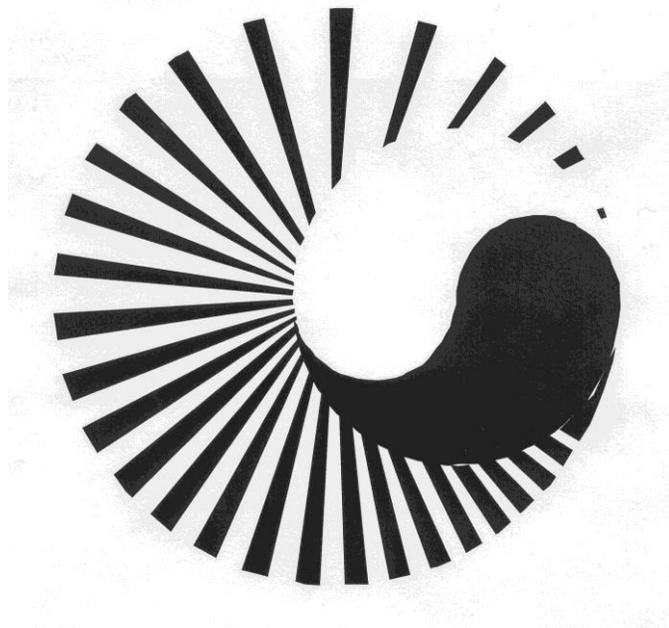


CENTER FOR NATURAL WELLNESS

SCHOOL OF MASSAGE THERAPY

Student Handbook



January 2021
CNWSMT

STUDENT HANDBOOK

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Contents Subject to Change

This CNWSMT student handbook and its contents are subject to change. The school retains the right to change requirements, regulations, tuition, and fees. Such changes will be in compliance with the regulations of the state of New York. The student shall be subject to the tuition that is in effect as of the date on which the student signs the enrollment agreement, as long as the student is continuously enrolled and making satisfactory progress toward graduation. The handbook does not constitute an irrevocable contract between the student and the school; however, the policies described herein will generally be those to which the student is subject. Information contained in this handbook supersedes all previously published handbooks. Policy changes made after the publication of this handbook will be on file in the office of the Executive Director.

The Vision of CNWSMT:

- A. At the Center for Natural Wellness School of Massage Therapy (CNWSMT) we believe that a massage therapist should understand, embody, and be able to apply detailed anatomical knowledge, skilled bodywork techniques, strong communication skills, solid traits of professionalism, and a deep honoring of the transformational energy of loving touch. Our comprehensive curriculum covers the art and science of therapeutic massage, and supports the development of interpersonal skills, professionalism, and self-awareness essential for success as a massage therapist.
- B. More specifically, CNWSMT teaches anatomy, physiology, myology, neurology and pathology to help students understand the physiological benefits of massage therapy, and to understand the language and concepts necessary to communicate intelligently and clearly with clients, colleagues, and other health care practitioners. Scientific anatomical knowledge is also essential to plan and carry out safe and appropriate massage therapy sessions for clients with diverse health issues. In the science courses, students receive clear, comprehensive instruction reflecting student centered teaching principles.
- C. The curriculum of CNWSMT includes eleven hands on courses (FOM, Assessment Skills, Sports Massage, Chair Massage, NMT, MFR, Introduction to Energy, Polarity, CST, Applied Techniques, and Shiatsu) to help students develop extensive hands-on skills, and to know when and how to apply these techniques to support the health and well-being of clients. Students are guided auditorily, visually and kinesthetically, as they learn techniques and perform practice massage sessions. Students provide numerous massages in classes, at supervised community settings, and in the student clinic.
- D. CNWSMT supports the development of students' professionalism, ethics and business skills. The curriculum includes a business course which teaches skills and knowledge helpful for success in the field of massage therapy.
- E. Next, CNWSMT's curriculum reflects the belief that self awareness and self-responsibility are important aspects of being a compassionate and effective body-worker. Our program provides students with the opportunity to grow personally and examine their own relationship to self and others in a supportive environment. Students are encouraged to experience each moment with mindfulness and awareness. Students are expected to be aware of their own needs and aware of CNWSMT expectations and policies. Students are expected to use the academic and emotional services available to support their academic success. Use of conscious communication skills are taught and expected, including the use of "I" statements, and open, respectful conflict resolution. We believe that a balance of body, mind, emotions and spirit naturally allows health and wellness to arise. Therefore we seek a school environment in which all community members honor the physical, mental and emotional aspects of each other.
- F. Finally, our faculty members are trained and experienced both as educators and as body-workers. They maintain high standards of integrity and ethics. Each teacher is deeply committed to creating a safe, effective and nurturing learning environment for all students, and an environment that honors the diversity and unique gifts of each student. The process of becoming a massage therapist can be a life changing experience that allows individuals to bring their hearts more openly into their lives and work. Our faculty works diligently to support this process.

Educational Goals and Objectives:

In order to achieve our vision, we strive to prepare each student to reach their goal of becoming a successful massage therapist and successfully passing the New York State licensing exam for massage therapy. Our faculty and staff work hard to unfold each student's special talents and abilities into a deeper understanding of the art of massage therapy and healing modalities by adhering to the objectives listed below. We seek:

1. To provide each student with a safe, supportive, challenging, and quality learning environment.
2. To provide a broad educational experience including the art, science, practice and ethics of massage therapy.
3. To meet each student where they are and to address individual student's needs as best as we can.
4. To encourage personal growth and self-awareness among students, as well as among faculty and staff.
5. To employ faculty and staff who are dedicated health practitioners or massage therapists and who possess exemplary educational and ethical standards.
6. To assist every graduate in finding successful and gratifying employment as a massage therapist.

Introduction

The Student Handbook provides a wealth of information to assist you in receiving the full benefit of your participation in CNWSMT's massage therapy program. The handbook contains guidelines, policies, and standards that are unique to CNWSMT, and are designed to create an environment that is conducive to learning and supportive of personal growth and professional development.

Your knowledge and familiarity with the contents of the handbook are essential to full participation in the massage therapy program. Please consult the handbook whenever you have a question about any aspect of your experience at the school. If the handbook does not give you the information you need, contact a staff member or instructor, and we will make sure your question is answered, or you are directed to the person who can help.

We are genuinely interested in your feedback and suggestions regarding all aspects of the school and our program. Please let us know how the handbook might be improved, and we will take your ideas into consideration.

SECTION 1: CNWSMT Structure, Communication, Expectations

Structure and Personnel (revised 1/12/15)

The School is a for-profit corporation, owned by TONDA Corporation. Employees of the school include administrative staff members and instructors.

Administrative staff is responsible for the day-to-day operation of the school. Their names and positions are as follows:

Desirae Carosi, LMT	Director of Education
Lisa Kay, LMT	Clinic Director
Isabelle Carosi	Office Manager /Book Store Manager
Sara Young, LMT	Registrar / Bursar
Lani Young	Director of Admissions
Jacob Bonney	Administrative Support
Lenny Zeigler, LMT	Clinic Supervisor
Julia Koopman	Professional Clinic Supervisor

Instructors

Instructors teach the school's curriculum, provide feedback to students regarding academic progress and professionalism, perform related administrative duties such as recording attendance and grades, collaborate on curriculum revision, and assist with ongoing improvements to academic policies and procedures.

Hours of Operation (revised 4/10/12)

The main office of the school is open during the following hours:

Monday through Thursday: 8:30 a.m. to 5:00 p.m. and Friday: 8:30 a.m. – 2:00 p.m.

Bookstore

The bookstore is generally open during office hours.

Library

The library is available for student use during hours of operation of the school.

Student Clinic

The hours of the Student Clinic are generally Monday through Thursday evenings and Friday and Saturday morning and afternoons as scheduled. Note that clinic hours are subject to change. Please see clinic handbook for specific appointment times.

Communication Methods (revised 1/2/13)

Students, instructors and administrative staff members are all busy people. We use communication methods that are respectful of each other's demanding schedules. It may seem easy to stop someone in the hall and

enter into a spontaneous conversation about school business, but please keep in mind that it is often more effective for you and another to handle the business according to one of the methods described below.

1. **MAILBOXES** -- Instructors and administrative staff members have mailboxes that are located in the front office near the copy machine and are to be used for submitting sensitive materials. **PAYMENTS SHOULD NOT BE LEFT IN MAILBOXES THEY SHOULD BE GIVEN DIRECTLY TO STAFF.** Assignments, logs, quizzes etc can be turned into teachers mailboxes. Students also have mail folders where instructors, staff, or students can leave correspondence. They are located in the library. Students are expected to check these folders often as information is frequently left in them.
2. **BULLETIN BOARDS** -- Students are expected to read the official notices posted on bulletin boards to stay informed about schedule changes, course and program requirement changes, community service and sporting events. Items to be hung on the bulletin boards are subject to approval. Please bring anything you would like to see on the bulletin board to the office manager.
 - a. **Student Information Bulletin Board** is located on the first floor in the main hallway.
 - b. **Continuing Education Bulletin Board** is located on the first floor in the main hallway.
 - c. **Community Referral Bulletin Board** is located on the first floor near the elevator.
 - d. **Sports Events Bulletin Board** is located outside the Aspen classroom on the first floor.
 - e. **Community Bulletin Board** is located outside the downstairs bathrooms and will list items for sale, upcoming events and space available.
 - f. **“Massage in the News” and Grade Posting Bulletin Board** is located in the student library.
 - g. **Community Service Bulletin Board** is located by the elevator.
 - h. **Placement Bulletin Board** is located on the first floor in the main hallway.
3. **EMERGENCY MESSAGES** -- When any staff member receives an emergency message for a student, the staff member will attempt to locate the student in the building. The school’s main number is **489-4026**. This phone number is answered during normal business hours.
4. **MEETINGS/OFFICE HOURS** – Some instructors have regular question and answer hours. Students can also schedule meetings with an instructor by speaking with that specific instructor. Students can schedule an appointment with administrative staff members through the front desk staff.
5. **COMMUNITY MEETINGS** – If and when necessary, Community Meetings are scheduled. These meetings provide an opportunity for a class to come together in an atmosphere of mindfulness and mutual respect to listen to fellow students share stories, feelings, joys or

concerns and give feedback to one another or the school. It is a time of community building and trust building. These meetings are facilitated by the Dean of Students and/or the Director of Education.

6. FORMS -- At the back of this handbook, you will find sample forms related to many routine procedures. Each sample form includes directions on where to obtain a blank form and how to use the form.

What Students Can Expect of the School

Your instructors and the administrative staff strive to provide a high quality-learning environment. We are committed to ongoing improvements, and we make changes as our decision-making processes and resources allow.

Students can expect that:

1. The training program will adequately prepare you to enter the profession of massage therapy.
2. Your instructors will be competent, caring, experienced, and prepared to teach.
3. You will be treated with respect.
4. Testing and grading will be consistent and fair.
5. Your personal information will be kept confidential among the staff.
6. Your suggestions and feedback will be actively solicited and seriously considered.
7. Your workload will be substantial and challenging.
8. Instructors and administrative staff will work actively to provide a safe and nurturing environment in which you may experience significant personal, spiritual and professional development. We need participation of all students to ensure an emotionally safe and nurturing environment.

What the School Expects from Students (revised 2012)

The staff and faculty wish to support your success at CNWSMT. In order to ensure your success, we recommend and/or require the following:

1. Prepare to enter the program. Make all necessary arrangements for managing work, family, and other obligations. Set up a quiet place to study. Make sure you have reliable transportation. Keep in mind that the first week of school starts with a full load of class work and homework assignments!
2. Make sure all your admissions paperwork is complete. If a student's admissions paperwork is not complete within one week of the start of the program, s/he will be suspended from the program until

it is complete. If the student does not submit all admissions paperwork within 10 days of the suspension, s/he will be dismissed from the program.

3. Understand and accept the workload that your program requires of you. Our full time program is the equivalent of a full time job. You will be in class approximately 28 hours per week, and will have approximately 10 to 15 hours of homework per week. Our evening program is the equivalent of a part time job. You will be in class 17 hours per week, and you will have approximately 6 to 10 hours of homework per week. Our morning program is the equivalent of a part time job. You will be in class 17 to 24 hours per week, and you will have approximately 9 to 12 hours of homework per week.
4. Take responsibility for your education. Ask questions when you do not understand something. Meet with the Dean of Students if you fail two quizzes. Obtain tutorials whenever you need additional help.
5. Participate fully in the learning process. Every component of the program is there for a reason. Regular attendance and active participation are essential. Learning activities include listening and note taking, discussion, role-play, hands-on practice, reading and writing assignments, participation in community service and sporting events, and written and hands-on exams. In addition, instructors can require students to have a tutorial at any point if an instructor feels the student needs extra help.
Students are encouraged to obtain a tutorial whenever they feel the need for extra help.
6. Be willing to learn a variety of techniques. You may find that you prefer one massage therapy technique or bodywork method to another. While you are in the program, you will be expected to learn, practice, and demonstrate proficiency in all forms of massage therapy and bodywork that are taught.
7. Take care of yourself physically, mentally, emotionally, and spiritually. The program will challenge you on all levels and will give you wonderful opportunities to experience intensive personal growth. Eat a healthy diet, get enough rest and exercise, give yourself some time for recreation, and use your time and energy as carefully and consciously as possible.
8. The school actively supports diversity within the student body, our staff and faculty, clinic clients, and all individuals and groups associated with the school. Students are expected to be accepting and respectful of people of various ages, ethnicities, religions, sexual orientations, body types, personalities, and life styles. Personal feelings about an individual may need to be set aside in order to work and learn in this environment.
9. Students are expected to maintain and express respect for, and proper boundaries with all people associated with the school. When conflicts arise, students need to be honest, demonstrate respect for

all points of view, and speak directly to the person with whom you are experiencing a problem. Use “I statements.” Students are responsible for taking steps to avoid unnecessary conflict. Students must maintain professional boundaries with faculty, staff, and all massage therapy clients.

(Socializing and other types of relationships are not permitted.) Be thoughtful about appropriate boundaries with other students as well.

10. Students are expected to be genuinely receptive to constructive criticism and feedback. Classmates, instructors, and clinic clients are asked to give feedback about students’ knowledge, skills, personal hygiene, communication skills and appropriate behavior. CNWSMT uses a PQA form (see appendix of forms) to evaluate students. The intention of the PQA form is to provide helpful feedback to assist a student in being successful within the profession of massage therapy. Students are expected to listen carefully to feedback, respond non-defensively, and make appropriate changes to support their success.
11. Students are expected to take extra care in the classroom, clinic and when participating in school-related public events, to maintain high standards of personal appearance and hygiene, as described in the Code of Conduct in Section 3 of this handbook.
12. The school provides a variety of ways in which students may contribute opinions and suggestions for future improvements to the school and the program. Students are expected to use established communication channels to contribute their voices to ongoing dialogue and consideration of changes to policies, procedures, program content, and academic standards. Additionally, students are asked to evaluate their instructors and courses on a regular basis. When completing the evaluation forms provided by the school, students are expected to be honest and thorough in their answers. When the school distributes questionnaires or surveys to students, it is expected that students will spend a reasonable amount of time to complete the forms.
13. Understand what you must do to meet the financial obligations of attending school. Each student is required to have a complete financial plan in place with our Financial Aid Advisor before starting classes. If a student’s financial plan is not complete within one week of the start of the program, s/he will be suspended from the program until it is complete. If the student does not submit all required financial aid documents within 10 days of the suspension, s/he will be dismissed from the program. Based on the above description of the workload, be realistic about your job schedule, and be clear about your financial plan for meeting both your personal expenses and all of the costs of the program, as described in the catalog.
14. The school maintains regular contact with graduates for the placement assistance, offering

professional support, receiving feedback about the ongoing benefits of the program, and gathering data that we are required to submit to our regulatory and accrediting agencies. We enjoy hearing our graduates' news and celebrating their successes. We very much appreciate graduates participation in surveys and other methods for receiving opinions and suggestions for ongoing improvements to the school and the program.

SECTION 2: CNWSMT Policies and Procedures (revised January 2014)

CNWSMT Standards and Measures of Progress

CNWSMT has five key areas in which progress is monitored.

1. Attendance
2. Grading
3. Code of Conduct
4. Satisfactory Academic Progress (SAP) for Financial Aid
5. Fulfillment of financial obligations

For each of these categories, CNWSMT has defined probation and termination policies.

CNW Standards for Attendance and Attendance Policy (revised January, 2014)

Attendance

CNWSMT expects students to demonstrate professionalism necessary for success in the field of Massage Therapy. Attendance and punctuality are habits that are essential for success as a professional massage therapist. Absenteeism and tardiness diminish one's ability to maintain a satisfied clientele and employer. Therefore classroom attendance is very important and student attendance and punctuality are tracked and recorded daily for each class. In addition, the material covered in each class is important and serves as a building block for future course work.

Whenever a student is absent, he or she must learn the material that was covered in the missed class. Each time a student is absent, the class instructor will place a makeup form in the student's mail folder. The instructor may require a tutorial (at a fee of \$35), a bodywork exchange, a written assignment, and/or obtaining class notes from a fellow student. The student must complete all the requirements written on the makeup form, obtain the signatures required, (signatures required are stated on the form), and must place the completed makeup form in the Registrar's mailbox. The form should be turned into the Registrar within 2 weeks of the missed class. Students must complete a class makeup form for each and every missed class.

In addition, CNWSMT requires all “**bodywork**” class absences, in which the student has missed the entire class, to fulfill an additional massage requirement. A bodywork class absence is defined as an absence in any of the following courses: FOM, Sports, Assessment Skills, NMT, Chair, Polarity, MFR, CST, Applied Techniques or Shiatsu. To fulfill the additional massage requirement, the student must complete an extra massage in the Student Clinic and complete required paperwork. The student clinic staff will keep track of the number of additional clinic massages required due to absences in bodywork classes. Students must complete all assigned additional clinic massages in order to fulfill their clinic requirements.

Students are allowed a total of **five (5) times they can arrive late to class or leave early from class during the course of the program** and not be marked absent. The first five times a student is late or leaves early, s/he will not be marked absent, but will be given a grace. **IT IS THE STUDENT’S RESPONSIBILITY TO INFORM THE INSTRUCTOR THAT S/HE HAS ARRIVED LATE OR WILL BE LEAVING EARLY, SO THAT THE INSTRUCTOR CAN RECORD A GRACE.** **NOTE:** Once a student has used all 5 graces, s/he will be marked absent if s/he arrives after attendance is taken or leaves before the end of class. If a student is marked absent for being late, s/he will receive a make-up form and must complete the requirements noted on the form, obtain the necessary signatures and turn the completed form into the registrar. In the case of an absence due to a late arrival or early departure, the student will not be assigned an additional clinic massage requirement.

If a student is graced for being late or leaving early, s/he is expected to make up all missed material. The instructor may issue an “extra work requirement” form, outlining the work to be made up due to missing a portion of class. A tutorial may be required as well, and if a tutorial is required, this will be indicated on the form. The student must complete the “extra work requirement” form and turn it into the instructor in order to complete the course.

As a courtesy, we request that students call the school whenever they will be late or absent. If you are not present in class, and we do not know why, we will be concerned about you. If a student is absent from class for more than 14 consecutive calendar days (including weekends and CNW vacation days), s/he may be dismissed. Students are asked to notify CNWSMT if they will be absent for an extended period (i.e. illness or a planned vacation).

Attendance Warning

If any student is absent from 10 classes, s/he will receive a formal warning notice from the Registrar, and s/he may be required to meet with the Dean of Students to discuss attendance.

Attendance Probation

If any student is absent from 15 classes over the course of the program, s/he will be put on attendance probation. S/he will receive a notice from the Registrar that s/he has been put on probation and will be required to meet with the Dean of Students to discuss attendance. (The student is expected to initiate this meeting.) In addition, the student may be required to attend a review panel meeting. The panel will recommend whether or not the student should be dismissed from the program, and will list any conditions for remaining in the program. The student will be expected to follow all such conditions or may face dismissal. The student will remain on probation until the end of his/her program.

If a student moves to another program and reduces his/her absences by retaking a course or courses such that the student's accumulated absence total is less than 20, s/he will be removed from academic probation.

Attendance Dismissal

If a student is absent from 20 classes over the course of the program, he or she will be dismissed and will be sent home that day. A student may submit an appeal to be reinstated to the program. CNWSMT recognizes extenuating circumstances that have influenced attendance (medical emergency, death in family, etc) and will consider such circumstances on a case-by-case basis in making decisions regarding a student's reinstatement. If a student is reinstated into the program, s/he will remain on attendance probation and must comply with strict attendance requirements.

Grading

CNW Standards for Grading and Grading Policy (revised January, 2014)

The academic program at CNW is designed to provide students with skills and knowledge necessary for success in the profession of massage therapy. Each course contributes to a thorough and well rounded education. Students must pass all courses in order to graduate from CNWSMT.

CNWSMT uses a grading system of: A, B, C or F. A passing grade equals 75% or higher. A= 90-100, B= 80-89, C= 75-79, F= 74 and below. Student grades will be determined by written and/or practical (hands on) evaluations. For each course, a specific formula is utilized to determine student grades. The formula lists the percentage of each evaluation tool in the overall grade. For example, a science course may use this formula:

quizzes = 20%, homework = 20%, and final exam = 60%. In bodywork classes, students' hands-on skills as well as students' understanding of theory and technique are evaluated. An example of the formula used to determine a course grade in a hands on course is:

Hands on final examination = 40%, Written final examination = 40%, Bodywork write-ups or logs = 20%.

In addition to grades, students receive ongoing verbal feedback from their instructors and their classmates.

Completed course grades will be posted by student ID number in the student library within 10 days of the instructor's submission of course grades to the registrar. Any student who receives a grade of

INCOMPLETE (INC) in any course, will receive a written notice indicating that s/he has received an

incomplete in the course and explaining what needs to be done to complete the course. Such a student has 28 days from the date of the notice to complete and pass the course. Any student who still has an incomplete after 28 days will be subject to suspension (See suspension policy).

Failure to Perform Well in a Course or to Pass a Course:

Academic Warning

Failure to Pass 2 quizzes

If a student fails two quizzes in any given course, s/he is expected to promptly set up a meeting with the Dean of Students to discuss needs for academic or other support services. The student may be required to complete a learning contract. Failure to meet with the Dean of Students after failing two quizzes, or failure to comply with the conditions of a learning contract is grounds for dismissal. An instructor may give a student an Academic Warning with Recommendation to Obtain Academic Support Form, (see appendix) if s/he has failed two quizzes.

Failure to Hand in Class Work on the Due Date

If a student fails to hand in an assignment (homework, projects, logs, etc.) or fails to make up work on time, the student will receive a zero. This "zero" will be averaged into a student's overall grade. If the assignment is handed in after its due date, the zero may be converted to a 50%. This is done at the discretion of the instructor. An instructor may give a student an Academic Warning with Recommendation to Obtain Academic Support Form, (see appendix) if s/he has failed to complete homework and this is in danger of failing a course.

Academic Probation

Failure to Pass a Final Exam

Students must pass the final exam of each course (with a score of 75 or higher) in order to pass the course. Any student who fails the first attempt of the **final exam of A & P (part I or Part II), Myology (part I or Part II), Pathology I, Neurology, FOM, Shiatsu, or Pathology I** will be placed on academic probation. See the *Protocol for Failure of a Course or Failure to Test- in to Clinic* below. Such a student will remain on academic probation until the end of his/her program. Students are entitled to re-take any failed final exam **once**. This retake must be done within **ten days** of failing the final exam. NOTE: There is a \$35 fee to retake a final. Failure to **retake** the final exam within ten days of taking the initial exam will result in the student failing the course, and potential dismissal. If a student passes the retake of final exam of a course, s/he will be able to continue in his/her program, but will remain on academic probation for the remainder of his/her time as a student at CNWSMT. If a student fails the retake of final exam, she has failed the course and must follow the protocol outlined below. All students who take or retake a final exam will be charged a fee of \$35.

If a student is absent on the day that the final exam of a course is first administered, s/he must provide a note from a medical doctor excusing his/her absence, or other evidence of emergency to the Dean of Students, or else the student forfeits the right to two attempts to take the final exam. If no acceptable documentation is presented, the student must take the exam on the assigned retake date and will be allowed only one attempt to pass the exam. If a student fails the first attempt at a final exam and is absent for the retake, s/he must provide a doctor's notice or other evidence of emergency to the Dean of Students in order to be allowed to retake the final at another date. If the student does not have a doctor's note or other acceptable evidence of emergency, s/he forfeits his/her right to a second attempt to pass the final exam and has failed the course.

Academic Dismissal

Failure to Pass a Course or Test into Clinic

Any student who fails a course will receive a grade notification form in his/her mail folder indicating the failure. The school has the discretion to dismiss a student who has failed any course. CNWSMT will use the following protocol when a student fails a course:

Protocol for Failure of a Course or Failure to Test- in to Clinic

The procedure followed when a student fails a course is determined by which course has been failed.

The protocol for failure of each course, and for failure to test into clinic is listed below:

- A. Failure to pass Myology (either part I or II) **and** A & P (either part I or II) simultaneously,
- B. Failure to pass Myology (either part I or II) **or** A & P (either part I or II)
- C. Failure to pass FOM, Pathology I, Neurology, or Shiatsu
- D. Failure to Test into Clinic
- E. Failure to pass any other course in the program

For the specific steps of this protocol, see A through E below.

A. If student has failed Myology (either part I OR part II) **and** A & P (either part I OR part II) simultaneously, s/he must be dismissed from his/her program. The student may be allowed to apply for re-admission to an upcoming program or another program in process. If the student is granted this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). If a student has failed part II of Myology or A & P, and is allowed to re-enter CNWSMT s/he must retake the entire course over (parts I and II). The student will not be billed for part I of the course. However, the student may be required to wait a year and/or take a college level English, Study Skills or A & P course before re-applying to CNWSMT. In this instance, re-application is done through the Admissions Department of CNWSMT. If the student is allowed to enter another program, s/he will be placed on academic probation for the remainder of her program and will be required to take one science course at a time.

B. If a student has failed either part of Myology **or** part of A & P, then note if it is the first or second time the student has failed part of a course. (See 1 or 2 below)

1. If a student has 2 science course failures (s/he has failed both parts of Myology or both parts of A & P, or failed either part of a science course twice, or failed one part of each science), the student will be dismissed from his/her program. The student may be allowed to apply for immediate re-admission to an upcoming program or another program in process. If the student is granted this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). (See description of the process at the end of this protocol.) If a student has failed part II of Myology or A & P, and is allowed to re-enter CNWSMT s/he must retake the entire course over (parts I and II). The student will not be billed for part I of the course. However, the student may be required to wait a year and/or take a college level English, Study Skills or A & P course before re-applying to CNWSMT. In this instance, re-application is done through the Admissions Department of CNWSMT. If the student is

allowed re-entry into a new program, s/he will be placed on academic probation for the remainder of his/her program.

2. If a student fails either part of Myology or A & P for the first time, (one part of one science course only) then note if student earned a 68 or higher on the final exam. (See a, b and c below.)
 - a. If student has failed one of the above science courses, and received a score of 68 or above on the final exam, s/he may be offered the option of retaking the course via small group instruction. For this option to be available to the student, an instructor must be available to teach small group instruction. In addition, the instructor must feel that small group instruction is a sound educational option for the student, and that the student will be able to learn the course material in 20 % or less of the hours of the course. If an instructor is not available, or if the course instructor feels that the student will require more than 20 % of the course hours, then the student may apply for admission into an upcoming program or another program in process (See description of the process at the end of this protocol.) The student will remain on academic probation for the remainder of his/her program.
 - b. If student failed one science course and received a 67 or below on the final exam of the course, the student will be dismissed from his/her program. The student may be allowed to apply for immediate re-admission to an upcoming program or another program in process. If the student is granted this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). (See description of the process at the end of this protocol.) If a student has failed part II of Myology or A & P, and is allowed to re-enter CNWSMT s/he must retake the entire course over (parts I and II). The student will not be billed for part I of the course. However, the student may be required to wait a year and/or take a college level English, Study Skills or A & P course before re-applying to CNWSMT. In this instance, re-application is done through the Admissions Department of CNWSMT. If a student is allowed re-entry into CNWSMT, s/he will remain on academic probation for the remainder of his/her program.
 - c. If a student is taking part I of both science courses simultaneously, and fails one of the science courses with a score under 68 on the final exam, but passes the other science course, s/he may be given the option of taking part II of the science course s/he passed with his/her current program, and then retaking the science course s/he failed in a new program. If a student is offered this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). The student will remain on academic probation for the remainder of his/her program.

C. If a student fails FOM, Pathology I, Neurology, or Shiatsu, s/he must retake the course. Note the student's score on the final exam of the failed course. (The higher score of the two attempts at the final exam is considered.)

1. If the student fails one of these courses and earned a score of 68-74 on his/her final exam, s/he may be given the option of re-taking the course via small group instruction. For this option to be available to the student, an instructor must be available to teach small group instruction. In addition, the instructor must feel that small group instruction is a sound educational option for the student, and that the student will be able to learn the course material in 20 % or less of the hours of the course. If an instructor is not available, or if the course instructor feels that the student will require more than 20 % of the course hours, then the student may apply for admission into an upcoming program or another program in process (See description of the process at the end of this protocol.) The student will remain on academic probation for the remainder of his/her program.
2. If a student fails one of the above courses and received a grade of 67 or less on the final exam, s/he will be dismissed from his/her program. The student may be allowed to apply for immediate re-admission to an upcoming program or another program in process. If the student is granted this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). (See description of the process at the end of this protocol.) However, the student may be required to wait a year and/or take a college level English, Study Skills or A & P course before re-applying to CNWSMT. In this instance, re-application is done through the Admissions Department of CNWSMT. The student will remain on academic probation for the remainder of his/her program.

D. As per our Student Handbook, if a student fails his/her test-in to clinic twice, s/he will be dismissed from the program. The student may be allowed to apply for immediate re-admission to an upcoming program or another program in process. If the student is granted this option, s/he must complete the re-admission process with the Dean of Students or Director of Education (DOE). (See description of the process at the end of this protocol.) However, the student may be required to wait a year and/or complete additional requirements before re-applying to CNWSMT. In this instance, re-application is done through the Admissions Department of CNWSMT. The student will remain on academic probation for the remainder of his/her program.

E. If a student fails any other course at CNWSMT, the student will work together with the instructor, Dean of Students and/or the Director of Education to determine if and how the student can complete the course successfully. The student may be put on academic probation or dismissed from the program. (As per the Student Handbook, CNWSMT reserves the right to dismiss any student who has failed any course.) Or course completion/retake could occur via additional assignments, tutorials, small group instruction, or retake of the course in another program. These courses have a different protocol because they are not courses that typically indicate academic difficulty.

Re-Admission Process with the Dean of Students or Director of Education:

The student who is applying to enter a different program must complete the following tasks:

1. Write a statement of his/her intention to be successful in course retake. The statement must include a specific description of the student's strategy for successfully passing the course retake and completing the massage program. (i.e. what services will the student use and with what frequency). The statement must also show that the student understands that s/he is limited to two or three attempts to pass the course.
2. Meet with Dean of Students to discuss any needed strategies to address relevant life issues and time management strategies.
3. Obtain a course schedule for the student's new program
4. Meet with Registrar to discuss financial implications of entering a new program, and deadlines for payment(s).
5. Meet with FA Administrator to discuss and create a financial plan to address new and existent costs of attending CNWSMT.
6. Completion of course retake contract with the DOE or Dean of Students. (If applicable)

After completion of these tasks, the Dean of Students and Director of Education will meet to decide if the student will be allowed to enter the new program. Students who are given a course retake contract must comply with the conditions of the contract. Failure to do so may result in dismissal from CNWSMT.

APPLICATION FORM for RE-ENTRY into a DIFFERENT PROGRAM at CNWSMT

This Admissions Process is facilitated by the Dean of Students or Director of Education

Student Name: _____ Prior Program _____ New Program _____

Reason for re-admission to another program:

_____ **Failure to comply with attendance policy**

_____ **Personal, Time and/ or Financial Issues**

_____ **Academic failure requiring re-take of a course in another program**

_____ **Other:** _____

Explanation _____

The student who is applying to enter a different program must complete the following tasks:

1. _____ Write a statement of his/her intention to be successful in his/her new program. This statement should provide a detailed description of how the student’s participation in the new program will differ from his/her participation in the prior program. The statement must include a specific description of the student’s strategy for successfully managing personal issues, passing course retakes, complying with the attendance policy, satisfying financial obligations, and successfully completing the massage program. (i.e. what services will the student use and with what frequency). The statement must also show that the student understands that s/he is limited to two or three attempts to pass each course.
2. _____ Meet with Dean to discuss any needed strategies to address relevant life issues and time management strategies.
3. _____ Obtain a course schedule for the student’s new program
4. _____ Meet with Registrar to discuss financial implications of entering a new program, and deadlines for payment(s). There is a fee and may be additional tuition costs for switching programs.
5. _____ Meet with FA Admin to discuss and create a financial plan to address new and existent costs of attending CNWSMT.
6. _____ Completion and signing of this document with DOE and/or Dean of Students.
7. I am requesting to enter _____ Program. I understand that it is my responsibility to complete all coursework successfully and pass all courses. I understand that it is my responsibility to track and comply with CNWSMT’s attendance policy. I understand that I must meet my financial obligations to the school.
 - a. Student signature: _____ Date: _____
 - b. Dean of Students _____ Date: _____
 - c. Director of Education _____ Date _____
 - d. Registrar _____ Date _____
 - e. Financial Aid Administrator _____ Date _____

SMALL GROUP INSTRUCTION COURSE RETAKE CONTRACT

Student Name: _____ Program _____

Course Failed: _____ Instructor _____

This contract is for use when a student has failed one course, and received a 68 – 74 on the final exam. In addition, the instructor must be available to teach small group instruction and must feel that small group instruction is a sound educational option for the student, and that the student will be able to learn the course material in 20 % or less of the hours of the course.

This contract for course retake via small group instruction must be filled out and submitted to the registrar before small group instruction may begin. Instructor must fill out the portion below:

Number of Hours Required _____ (May not be more than 20% of total course hours)

Tuition = \$35 x _____ hours required = \$ _____

A DEPOSIT of \$ _____ IS REQUIRED BEFORE BEGINNING SMALL GROUP INSTRUCTION

Schedule of small group classes _____

After completion of the required hours, the student must pass the final exam(s) of the course, with a score of 80 or higher. Students have two attempts to pass the final exam(s).

Date Final Exam(s) will be given: _____

****Students must give 24-hour notice if they need to miss a scheduled small class, or they will be charged for the time.**

Method of final evaluation _____

Course retake will be completed by (date) _____

Prior to beginning the retake hours, the student must meet with the Registrar to discuss the student’s financial status, and with the Financial Aid Administrator to discuss payment planning for the course retake. The signature of each person named below indicates that each person approves the plan for the student to retake the course via small group instruction.

I have read the contract and agree to the above terms.

Student signature: _____ Date: _____

Instructor signature: _____ Date: _____

Dean of Students: _____ Date: _____

Director of Education _____ Date _____

Registrar _____ Date _____

Financial Aid Administrator _____ Date _____ (over)

SMALL GROUP INSTRUCTION COURSE RETAKE CONTRACT (Continued)

****A COPY OF THIS CONTRACT MUST BE GIVEN TO THE REGISTRAR BEFORE THE START OF THE COURSE RETAKE**

If a student does not pass the final exam and/or hands on evaluation, the student will be dismissed from the program. S/he may be able to re-apply to another program, as described in the protocol for course failure.

RESULTS OF RETAKE: (To be completed by instructor after course retake, and submitted to the Registrar) Submission of this completed form to the registrar will initiate payment for the instructor.

Grade_____ Number of small group class hours competed_____

Student Conduct

CNW Standards for Student Conduct and Student Code of Conduct Policy (revised January, 2014)

The CNWSMT Code of Conduct and Guidelines for Student Behavior have been developed to inform students of the criteria by which behavior is measured and the ideals that form the foundation of the school's philosophy, and guide us in our interactions with each other as adult members of a learning community. These standards serve as guidelines to help students respond in a proper and caring manner to circumstances that may arise in their personal and professional lives, including participation in all activities related to enrollment in our programs. When an instructor or staff member observes behavior that may be in violation of school policies, including the code of conduct, the student will be notified of the concern. Violation of any of the codes of conduct may result in a written warning, probation or dismissal. This is at the discretion of the administration.

According to the CNWSMT Student Code of Conduct, students must refrain from:

1. Physical harm or threat of physical harm to any person or persons, including but not limited to assault, sexual abuse, or other forms of physical abuse.
2. Bullying and/or Harassment, whether physical or verbal, oral or written, which is beyond the bounds of protected free speech, directed at specific individual(s), and likely to cause an immediate breach of the peace. This includes intimidating speech and actions.
3. Accepting “tips” or other gratuities for services rendered while participating in the Student Clinic.
4. Academic dishonesty, including but not limited to plagiarism and cheating, and other forms of misconduct including but not limited to misuse of academic resources or facilities, computer equipment or learning aids.
5. Theft of, or damage to school property or services and to another students’ property.
6. Forgery, alteration and other misuses of records, grades and diplomas, or misrepresentation of any kind to a school official.
7. Unauthorized entry, use, or occupation of the school facilities that are locked, closed, or otherwise restricted as to use.
8. The use, possession or distribution of alcohol, drugs, or controlled substances on school premises.
9. Conduct assessed as disruptive or harmful, or in any other way disrupts the learning process during class.
10. Crossing boundaries with fellow students, clinic clients and staff and faculty including inappropriate touching during a massage.

Guidelines for Classroom Conduct and Classroom Communication:

1. We require students to remain quiet in class and NOT talk/whisper or act in a distracting manner in class. One person speaks at a time. The person speaking “has the floor”. Raise your hand if you wish to speak. Be PRESENT. Be fully attentive and actively engaged in class. Practice active listening when a student or instructor is speaking. The following behavior is not allowed: sleeping in class, lounging on others during class. Some instructors may require particular seating arrangements in class, such as sitting upright or sitting in chairs at tables. Be mindful of personal space. An instructor will bring any behavior deemed distracting or disrespectful to the student’s attention if it occurs. The student may be asked to leave class, take an absence and make up any missed work.

2. We ask that all students use “I statements” when expressing concerns and feelings. Judgmental or “put down” language is not permitted at CNW. Be respectful of the opinions, thoughts, words, stories of other classmates and instructors. Refrain from using statements of judgment about another student’s beliefs, values, race, gender, sexual orientation or lifestyle. We ask that you refrain from the use of profanity in the classroom.
3. Be mindful of time when sharing and be mindful of others who may want to share. Stay on the topic being discussed.
4. We seek to assist all students in developing appropriate, professional attitudes and behaviors to aid your success in the field of massage therapy. We have developed a Professional Qualities Assessment form to assist our evaluation of each student, regarding attributes which are necessary for success in the field of massage therapy. See appendix for sample form. We ask you to be open to our feedback and expectations in this realm. Examples: Have eye contact when you communicate. Maintain good personal hygiene. Display a positive attitude about the profession of Massage Therapy.
5. It is common for students to experience tremendous growth and change while in school. Sometimes this includes the rise of significant emotional issues. If such issues arise for you, we ask you to seek assistance outside of the classroom setting, as individual emotional processing must be limited within the classroom. Remember that you have counseling support available via Joy Adler and Human Resources Associates at no cost.
6. Students must comply with the CNWSMT dress code. This code is designed to ensure that dress in school is professional. Students must wear an unaltered CNW tee shirt or CNW polo shirt, loosely fitting pants, shorts or skirts, and acceptable footwear while in school. (socks, slippers, or indoor shoes, but NO bare feet). The specific CNWSMT dress code is as follows:
 - a. Students must wear a CNWSMT tee shirt or polo shirt (any color). Non black or white shirts can be ordered through the bookstore. Shirts received at sporting events do not count as CNW tee shirts. Tee shirts may not be cut or altered.
 - b. Students can wear sweaters or sweatshirts over their CNWSMT shirts for warmth.
 - c. Students must wear loose fitting pants. Jeans are discouraged as they limit stretching and palpation
 - d. Students may wear loose fitting shorts or skirts (no shorter than mid-thigh).

- e. Socks or indoor shoes are required in the classroom. It is recommended that students purchase/bring supportive **indoor** shoes for classroom use. Shoes that are or have been worn outdoors are not considered indoor shoes and thus are not allowed in the classroom.
- f. Students may not wear exercise clothes -- lycra, exercise thongs, tank tops or short running shorts, etc.
- g. Students may not wear excessively worn or torn clothing
- h. Students may not wear tight pants/shorts (jeans, etc.), and low cut pants/shorts
- i. Students may not have on perfume, essential oil, and scented cosmetics.
- 7. Students may not wear jewelry that interferes with giving or receiving massage. This includes rings, necklaces, bracelets, and some ear rings.

Failure to comply with the dress code policy will result in a student taking an absence for the class in order to return home and change into appropriate dress.

- 8. We require that all students refrain from using cell phones during class, including emailing and texting. Cell phones must be turned off or silenced and put away so that they are not visible. If a student wishes to record class with his/her cell phone, it must be put on the table at the front of the room. No photos or videos may be taken during class. We require all students and faculty to refrain from bringing food or any drink other than water into the classroom. This enables us to have a cleaner classroom. (Food is allowed during Q & A sessions)
- 9. Each student is responsible for his/her own education. We expect all students to arrive to class on time and arrive prepared to focus and learn. We have a strict attendance policy to assist students in achieving academic success.
- 10. We ask you to ensure that you have adequate time to study, and practice the massage techniques. Be sure to take care of yourself physically, mentally, emotionally, and spiritually. It is not only essential to your success in school, but to your success as a massage therapist and perhaps to your success in life.
- 11. We ask you to accept the responsibility to seek help when you need it. Please ask questions and set up tutorials when you need academic assistance. If you fail two quizzes, or feel you are struggling in a course, discuss your progress with your instructor and have a meeting with the Dean of Students to discuss your academic progress. Please make sure that you understand the grading policy and satisfactory academic progress policy at CNWSMT. We require all students to complete all course work with integrity, and refrain from cheating.

12. We require all students to participate fully in all aspects of each class. If you have a concern about participating in a specific activity, please communicate with your instructor about the concern. Participation is essential to receive the full benefits of each course, and may be used to determine your course grade.
13. Please check-in with yourself regularly about your goal to become a massage therapist. Please evaluate your progress toward this goal, and seek assistance as needed.
14. Remain as open minded and open hearted towards your fellow students; you are here to learn and expand your experience!

CNW Standards for Satisfactory Academic Progress (SAP) for Financial Aid (revised January 2014.)

All students, both full and part time, must meet the following minimum standards of academic achievement and successful course completion. The CNWSMT will consider both a student's grades (qualitative progress) and rate of progression through his or her program (quantitative progress). A student's progress will be evaluated at the end of each payment period to determine Satisfactory Academic Progress (SAP).

Qualitative Measurement of Satisfactory Academic Progress (SAP)

A student must achieve a passing grade in a course in order for it to be considered complete and count towards the completion of the payment period. A student must maintain a passing cumulative grade average in order to maintain SAP (see Grading policy). Grades of incomplete courses will not be utilized in computing a student's cumulative grade average. This could affect a student's SAP determination. The Registrar, will monitor qualitative progress, or the student's grades in the program. A qualitative evaluation will be done at the end of each payment period.

Appeal Process

If the student does not make SAP at the end of the Financial Aid Warning period, they lose their Title IV financial aid eligibility. The student may have the opportunity to reinstate their financial aid eligibility by appealing the decision and being placed on Financial Aid Probation. The student has five days to institute an appeal. The appeal must be given to the Executive Director, who in turn will meet with the Admissions Director, the Financial Aid Director and the Registrar/ Bursar to make a decision on the appeal. The basis on which a student may file an appeal is: death of a relative, an injury; or illness of the student; or other special circumstance. The student must provide supporting documents and describe in writing any unusual

circumstance(s) that the student believes to deserve special consideration. The student must provide information as to why they did not make SAP and what changes have been made to allow them to make SAP by the next evaluation point. Once the School Director receives the appeal, they will evaluate the appeal and provide a decision within ten (10) business days. The School Director will notify the student in writing of the decision and that decision is final.

Transfer Credits

Credits or completed hours which a student transfers in from another school have no effect on a student's SAP at The CNWSMT.

CNW Standards For Fulfilling Financial Obligations

If a student fails to meet the terms of the payment plan, the student may face disciplinary action. As soon as a student becomes aware that he/she may not be able to fully meet a financial obligation on or before the deadline date, the student must contact the Registrar/Bursar to discuss the situation. At the discretion of the Registrar/Bursar, a modification in the student's payment plan may be made. Failure to notify staff and/or make timely payments may result in additional fees. At the time of graduation if a student does not fulfill all financial obligation including tuition balance, bookstore balance, late fees, or any outstanding administrative fees or have a plan in place with the Registrar/Bursar to meet these obligations, the student will be unable to "walk" at graduation or receive a diploma; New York State Licensing Form 2 with transcripts will also not be released by the Registrar/Bursar.

Past Due Accounts

Current Students

For any student who is on a monthly or deferred payment plan and a payment is missed, a check is returned or a charge card is rejected, a notice will be issued to the student indicating the problem.

The following protocol will be followed:

At 30 days past the due date of the tuition payment, the student will receive a reminder notice indicating that their payment is past due. The notice will be put in the student's mail folder.

At 45 days, if the payment has still not been made, the Registrar/Bursar will make note on the attendance sheet to ask that the instructor send the student to the Registrar/Bursar's office. The student will be reminded of the past due payment(s) and asked what their plan is to get their account

current. At this time the student is verbally notified of what to expect if the account is not made current.

Past Due Account Warning

At 60 days, if the payment has still not been made, the student must meet with the Registrar and will be given a “Financial Obligation Default Warning” notice that will advise the student that s/he is on Past Due Account Warning and that his/her account must be made current before 90 days from the original due date, or s/he could face suspension or dismissal from their program (see suspension policy). The student will remain on Financial/Past Due Account Warning until their account is made current.

Past Due Account Probation

At 90 days, if the student’s account still is not current, a meeting involving the President and the Registrar/Bursar will be held. At that time the student’s record will be reviewed for attendance, academic progress, and financial history. The meeting participants will review all the items identified and make a determination regarding the student’s future status at the school. If the student is allowed to remain in the program, s/he will notified that s/he is on Financial Probation/Past Due Probation. When the student is put on Past Due Probation, s/he will remain on probation until his/her account is made current.

Withdrawn or Former Students

All former students owing money to the School will be notified of their debts in writing and informed that no transcript will be forwarded or new registration processed until resolved or paid in full. It should be emphasized that despite a student’s withdrawal, the debt remains on the School’s ledgers and must be paid. If more than 60 days pass (from the date of notice) without resolution, the School will refer the outstanding debt to a collection agency and seek all remedies available under law.

Attendance/Balance Due Notification

The Registrar will issue quarterly reports to all students throughout their time at CNWSMT. In addition to attendance, quarterly reports list grades and outstanding balances a student may have for tuition, bookstore, table and/or chairs purchased.

Student Sickness and Injury

Students who have a fever and/or flu-like symptoms (nausea, vomiting, diarrhea, chills, aches) are not to come to school until they are symptom-free without Tylenol or other medication for 24-hours. Students that have a fever at school will be sent home.

Students are requested to contact CNWSMT each day that s/he is absent. This not only allows the school to accurately document medical absences, but also provides the Dean of Students with an update on the student's health and recovery. Remember, being absent for 4 days in a row without contacting the school is grounds for dismissal from the program.

Anytime a student goes to a physician due to an illness or injury, the student must bring documentation of this visit to be kept on file at school. The student should present this documentation to the Office Manager, once s/he returns to school.

Students should not jeopardize their health or the health of other students and staff by coming to school sick or returning to school too soon after an illness.

If a student is absent due to illness, s/he will be given make up forms to complete, as per the attendance policy. Students are responsible for the class material and quizzes/tests/assignments missed while home sick. Instructors may assign a student tutorials and/or bodywork exchanges as part of making up missed material/work. Though rest and treatment needs to be the priority, teachers will do everything they can to work with students and help them keep pace as they recover.

The school attendance policy allows each student 29 absences. Thus, students are dismissed when reaching 30 absences, and must appeal their dismissal to continue in school. Illness is one of the factors considered during the appeal process.

Specific Guidelines related to illness/injury/skin conditions:

1. Students who feel that they cannot give or receive bodywork because of illness, must stay home, (or go home), take an absence (or a grace if applicable) for the class, and complete a makeup form. Assignment of a tutorial and/or exchange is at the instructor's discretion.
2. Students who feel unable to do their clinic massages must stay/go home. It is not allowable for a student to attend class, and then skip clinic due to illness. If a student is not going to participate

in clinic due to illness, they must go home and take absences (or grace if applicable) for missed classes.

3. If a student has a skin condition s/he must have the condition diagnosed. The student must take appropriate precautions in order to give or receive massage. The student may be required to receive physician's clearance before giving or receiving massage. The student must inform the Dean of Students of all skin related medical issues.
4. Students who feel that they cannot do a bodywork exchange because of an injury (i.e. tendonitis, wrist/hand pain, etc.) or non-contagious medical issue, and wish to observe instead of practicing must check in with the instructor about how to make up the missed bodywork. The student must inform the Dean of Students of the injury/medical issue. If the injury/medical issue persists, a student may be required to get a medical diagnosis and clearance from a healthcare provider in order to participate in a bodywork class. Instructors may assign tutorials and/or bodywork exchanges to ensure that a student who has missed class is achieving proficiency in all coursework.

If a student develops any medical condition, which limits his/her ability to give or receive massage, the student must inform the Dean of Students. The Dean of Students may require the student to obtain medical clearance before receiving or giving any bodywork

Our intention as a school is to encourage all students to remain healthy and balanced, and ensure that all students obtain all necessary practice to fulfill course requirements and achieve competency in all courses and modalities.

Student Injury Policy

While learning to perform strokes for massage class, it is common for students to experience some mild discomfort due to the soft tissue strengthening process. A small percentage of students may find that muscular discomfort lingers and the repetitive motion of the massage strokes they are learning exacerbates the discomfort. We believe that this does not necessarily indicate that the student is not able to enter a career in massage therapy. It may be that the student can adapt his/her body mechanics or use alternative ways of performing massage techniques which cause no discomfort. Student may seek tutorials with body mechanics tutors to gain assistance in adapting body mechanics.

If a student has a musculoskeletal injury/issue that prevents the student from participating in bodywork classes, the school may require the student to seek medical advice and clearance to continue to participate in

class. In such an instance, the student will be required to bring a note from a health care provider stating that the student is able to safely participate in all classes.

Student Evaluation of Courses, Instructors and the Overall Program

At the conclusion of every course within the program, at the conclusion of the entire program, and at other times as needed, students are given the opportunity to evaluate their learning experiences. Instructors distribute evaluation forms to students. The forms may be completed anonymously. The Director of Education reviews the completed forms, compiles the data, and uses the information to consider changes to the curriculum and teaching methods, to identify ongoing needs for teacher training in both content and methods, and to provide helpful feedback to instructors. It is essential that the opinions and comments contributed by students be as clear, honest and thorough as possible. Students are expected to use responsible communication in their choice of words and tone of their remarks, focusing not on personalities but on standards of performance and the quality of the educational experience.

Students Who Wish to Change to Different Programs, or Withdraw from CNWSMT, and Reapply after Withdrawal for reasons other than Dismissal due to Attendance, Grading, Code of Conduct Violations, SAP, and/or Failure to fulfil financial obligations to CNWSMT:

A student may withdraw from the program by notifying the school of his/her decision to withdraw from CNWSMT. All students who withdraw or consider withdrawing from CNWSMT are invited to meet with the Dean of Students to discuss their situation and options for remaining in school or returning to school at a later date. If a student wishes to move into a different program, s/he must apply to do so. Students who withdraw or switch programs will be charged an administrative fee of \$150. Refunds for program withdrawal will be made in accordance with the Tuition Refund Policy. (See *Financial Information*). Credit for courses completed will be determined. Students may apply for re-entry into another program, and may be able to receive credit for courses or coursework completed. Students who wish to return after 18 months or more have passed since their last date of attendance, will have to test out of A & P, Myology, Neurology, Pathology I and Shiatsu, or retake these courses. Such students will also have to complete a test-in or test out of clinic in order to retain credit for FOM or completed clinic massages. Students may have to test out of other hands on classes to retain credit for those classes as well. CNWSMT charges a \$150 processing fee for re-entry into a different program, a \$50 fee to test out per science course, and a \$35 fee to test in or out of clinic. Students who wish to return to school after 5 years have passed since their last date of attendance will not be able to retain any credit for courses completed, but will have to take the full program.

Maximum Time for Completing the Program

When circumstances result in a student not being able to graduate as scheduled, additional time may be granted, with the understanding that the student must complete the program in a period of time no longer than one and one-half times (150%) the normal length of the program;

Full-Time - 9 months: this program must be completed within 15 months from the day training begins.

Part-Time Morning-14 months: this program must be completed within 21 months from the day training begins.

Part-Time Evening - 22 months: this program must be completed within 33 months from the day training begins.

Student Complaint and Grievance Procedures

As described below in the section entitled Disciplinary Procedures, students may appeal disciplinary actions. Additionally, if a student believes that any member of the school community has treated him or her unfairly or inappropriately, the student may use the following complaint procedure. The word “complaint” applies to both complaints and grievances. All individuals involved in a complaint procedure are expected to communicate with temperance and mutual respect in a responsible, honest, and direct manner. All efforts will be made to conduct the complaint procedure with the highest possible level of confidentiality.

The steps in the complaint procedure are:

1. Speak to the person with whom you have your concern, complaint or grievance to resolve the situation. Use “I statements” to express your perspective.
2. If you have reason to fear repercussions from approaching the person directly or if the two of you are unable to come to a resolution, proceed to Step 3.
3. Use the Complaint Form (see Sample in Appendix) to notify the Director of Education of your concern. The DOE will meet with all involved individuals and help them come to a resolution. If the individuals are unable to come to a mutually agreeable resolution, the President shall make a final decision, which may include conditions with which all involved individuals will be required to comply. If the student believes that this process has not resulted in a fair resolution of the complaint, the student may submit the complaint, in writing, to New York State Board of Massage, Office of The Professions, Bureau of Comparative Education, Education Building, 2nd fl., West Wing, 89 Washington Ave, Albany, NY 12234-1000. The student may also contact the accrediting commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a

response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. A copy of the Commission's complaint form may be obtained by contacting: Accrediting Commission of Career Schools and Colleges 2101 Wilson Blvd./Suite 302 Arlington, VA 22201 (703) 247 4212

Proof of CPR and First Aid Certification

CNWSMT and New York State requires all students to have training in Cardiopulmonary Resuscitation (CPR) and First Aid in order to graduate from CNWSMT. CNWSMT offers these classes as part of the curriculum. If you have taken CPR/First Aid, and your certification will be current at the time of your New York State Licensing exam, you are not required to attend the CPR First Aid classes offered at CNWSMT. You must provide the Registrar proof of your certification at least one month before graduation. A photocopy will be placed in your file to document your completion of this requirement for graduation. CPR/First Aid is part of the CNWSMT curriculum and refunds are not issued to students who do not attend this class.

Graduation Requirements and Graduation Procedure

The following requirements must be met in order for a student to graduate from the program:

1. Pass all courses with 75 average or above. (This includes passing all final exams.)
2. Complete all requirements related to Student Clinic.
3. Hold a currently valid certificate in First Aid and CPR.
4. Return all borrowed books, equipment, and supplies.
5. Make payment in full of all tuition fees and outstanding bookstore debt.
6. Meet all conditions of any warning, probation or suspension.
7. Be in compliance with all school standards, policies, and procedures.

Prior to graduation, school staff reviews each student's entire file to determine if all of the above requirements have been met. Any student who has not completed all of the requirements will be notified of what must be done in order to graduate as scheduled. However, **it is the responsibility of the student** to follow through with all conditions of learning contracts, incomplete grades, disciplinary actions, and financial obligations. If the student has any questions about his/her file, s/he should contact the Registrar as soon as possible.

A graduation ceremony is held shortly after the last day of classes of each program. Each graduating student will be presented with a Certificate of Completion at the ceremony and a final transcript in the mail shortly after graduation.

Note: Prior to releasing Licensure paperwork to NYS for the student to receive a permit or license, all monthly payments to the school must be current.

Practicing Massage Therapy Before Graduation from the Program

While enrolled in the program, it is strongly recommended that students perform practice massage sessions on family members. When practicing, students are expected to follow these guidelines:

1. Choose family members who understand that the intention of the session is for you to practice and improve your skills and fulfill course requirements.
2. Do not represent yourself as a massage therapist or use any designation that implies that you are legally qualified to provide professional services. Always represent yourself as a student of massage therapy.
3. Do not use the term “appointment.” Use “practice session” instead.

It is against CNWSMT policy for students to receive compensation for massage therapy performed before graduating from the program. Compensation includes accepting a fee, donation, barter or trade, tip, or any other form of payment for services. The following reasons are the basis for the schools position on this issue:

1. Standards of Practice: The school believes the training program that we offer is a minimum standard for preparation for professional practice. We cannot in good faith endorse students practicing as professional massage therapists before completing the entire program. There is an inherent conflict between being a student and representing oneself as a professional practitioner.
2. Professional Liability Insurance Coverage: The insurance that covers students while engaged in curriculum-related activities is not in force whenever a student receives any form of compensation for massage therapy practice sessions or services.
3. Potential Legal Violation: By law, New York State does not allow students to perform massage on others unless supervised by a School Instructor that is a Licensed Massage Therapist.
4. Potential Harm to the Student, the School and the Profession: Complaints filed against massage therapists are most often in the areas of unethical conduct and physical harm. If such a complaint were to be made against a student of the school who is representing him/herself as a professional practitioner, the resulting public and/or media attention could cause significant damage to the reputation of the student, the school and the profession.

Diploma

The *Diploma* that each graduating student receives certifies that the student has completed the program. Graduates are encouraged to make several high quality photocopies of the *Diploma* to submit with applications for licensure, national certification, and job openings. If a graduate loses the original *Diploma*, a new one can be obtained by submitting a written request and the appropriate fee (see Financial Information).

Access to Student Records

Information in student files is considered confidential. Only those instructors and administrative staff

members who have a legitimate need to know particular information will have access to student files. Students have the right to have access to their files, and may inspect the contents of their files by making an appointment with the designated administrative staff person. A student must submit a written request for copies of their student file, with a cost of \$.10/page. The school will release student information to the state agency that regulates and approves the school and to nationally recognized accrediting agencies, and when required by law, to judicial or law enforcement agencies. Student records will not be released to any other individual or organization without the student's written consent. Students are invited to sign an agreement giving their consent to release certain materials to prospective employers. (see sample form in Appendix).

Self-responsibility and Accountability

The school provides students with detailed information about course and program requirements, standards of conduct, academic and administrative policies and procedures, and strategies for receiving the full benefit of all that the school offers to our students. We expect that students will thoroughly read, listen to, and regularly refer to all information provided by the school, taking responsibility for knowing, understanding and complying with all requirements. The student is accountable for knowing and fulfilling all requirements.

Appearance and Dress Code (please see specific policy in Student Code of Conduct)

In accordance with the school's consciously maintained environment, and in accordance with the schools efforts to earn and safeguard the respect of the public for the school and the profession, students are required to wear a CNWSMT shirt and neat and clean pants/shorts/skirts

No bare feet are allowed anywhere in the school or classroom. Instructors have the authority to use their discretion in determining what constitutes appropriate appearance and dress. **In addition, some instructors may specify a slightly modified dress code for certain classes.** The CNWSMT dress code can be found in the section of this handbook entitled, **Student Code of Conduct.**

Hygiene and Hand Washing

High standards of personal hygiene are required. Students must take extra care to insure clean and neatly groomed hair, clean clothes, short fingernails (no white of the nail showing), and an absence of offensive odors such as cigarette smoke, bad breath, and body odor. Due to allergy/chemical sensitivity concerns, we ask that students refrain from wearing any type of perfume or cologne.

Students are required to wash their hands before and after performing massage therapy on a classmate or client, after using the toilet, after blowing or wiping your nose, and after smoking. Students must use the

detailed procedures for hand washing outlined in section 6 of this handbook.

Dressing, Undressing and Nudity

Individual modesty is to be respected at all times. Students are given the option of removing only essential clothing. No visible nudity is allowed in the classroom. Students must undress in the bathrooms or under sheets. Students must be fully clothed when giving massage.

Draping

As a general rule, only the body parts actually being massaged are undraped at any time. The body must not be fully uncovered at any time. Genital areas, gluteal cleft, and female breasts are always to be covered.

CNWSMT Classroom Protocol for Students to Follow Before Giving Bodywork in Class

1. Wash your hands and check your hands to see if you have any openings that need to be covered. Cover any open areas.
2. Check in with your own body and see if there are any areas you need to stretch or shake out.
3. Ask your fellow student/client if s/he has any current or recent injuries, illnesses, surgeries, or areas of pain. Ask if s/he has any cardiovascular, kidney or skin issues. If so, ask follow up questions to determine if you need to avoid any area or avoid any type of massage. Ask your instructor for help, if needed.
4. Ask your fellow student/client if s/he is comfortable, (including face cradle and bolster), and ask if s/he feels safe. Ask fellow student/client to tell you right away if anything is uncomfortable or feels unsafe during the massage, and if s/he wants more or less pressure.
5. Take a deep breath and ground yourself. Remember, your only responsibility during the massage is to the client in front of you.
6. Set your intention. (What do you seek to accomplish during this massage?)
7. Begin with a hold and let your hands listen to the tissue beneath them.

CNWSMT Classroom Protocol for Students Receiving Bodywork in Class

1. Tell your student therapist about any current or recent injuries, illnesses, surgeries, areas of pain, cardiovascular issues, kidney or skin issues, allergies, and any areas you want avoided. Tell your student therapist if you are pregnant.
2. Take responsibility to give clear feedback about the massage you are receiving. Give feedback about:
 - a. Your student therapist's communication

- b. Pressure
 - c. Comfort level of the stroke/technique. If anything is uncomfortable, you must tell your student therapist – they need to know!
 - d. Effectiveness-Make sure you know the physiological effects of each stroke. Help your fellow student learn them!
 - e. Draping-if you are uncomfortable, tell your therapist-they need to know!
3. Keep communication limited to direct feedback or communication about your safety or comfort. Avoid other conversation. Help create a focused learning environment for all! Avoid unnecessary chatter
 4. During role-plays, play your part. You can also learn by acting. Be ready to start on time! Work quickly when changing places or changing sheets. Give yourself and your fellow students the full amount of practice time.

Confidentiality

Massage therapists are ethically and professionally obligated to hold client information in confidence; students are expected to maintain the same high standards. Students must keep in confidence all personal information (including health information) divulged by classmates, clinic clients, instructors, and staff, until and unless the individual gives permission to reveal specific information. When an individual chooses to share personal information, he/she is encouraged to clarify which specific information is to remain confidential. Care should be taken to avoid discussing confidential information in public areas such as school hallways and restrooms, and graduates are expected to maintain confidentiality of information shared while they were students at the school.

Dual Relationships and Appropriate Boundaries

Students are prohibited from having friendships, employment relationships, dating and/or sexual relationships with instructors and school staff. While the student is enrolled in the school's program, the relationship between instructor and student is that of teacher and learner. Any other type of relationship has the potential of interfering with the primary relationship. Students may receive bodywork from an instructor two times during their tenure as a student (3 times for part time evening students). These bodywork sessions must be for two reasons only:

1. To allow student to experience an instructor's bodywork.
2. For injury prevention or treatment.

Possible negative consequences of dual relationships include favoritism, unfair treatment, breach of confidentiality, and confusion over issues of authority and accountability, hurt feelings, and unclear boundaries.

Once an instructor has completed ALL teaching, tutoring and supervisory work with a student, s/he may provide additional bodywork to the student.

Dual relationships and personal and professional boundaries are discussed in detail in various classes throughout the program.

Harassment and Bullying

Harassment and bullying may be, but are not limited to, words, signs, jokes, pranks, intimidation, physical contact, racial, gender or ethnic slurs, violence, or threat of violence. Bullying involves an improper attempt to use power. Sexual harassment is a type of harassment which may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively participating in learning activities, or when such conduct is made a condition of participation, either implicitly or explicitly. Students are prohibited from engaging in any form of verbal, physical, or emotional abuse; harassment, bullying, intimidation; violence or threat of violence toward any student, clinic client, instructor, staff member or any individual associated with the school.

Discrimination

Students must follow the school's policy on discrimination, which prohibits discrimination, based on race, ethnicity, religion, gender, and sexual orientation.

Personal Property and Proprietary Information

Students must respect the property of the school and of individuals, and obtain permission before taking or using any property belonging to the school and/or any individual. Curriculum materials and all information regarding the school are considered to be the property of the school. Proprietary information shall not be shared with persons unauthorized to have it.

Academic Honesty

Students must use accepted practices for acknowledging original academic work, citing accurately stated references to the author of any original work on which any materials are based, either in whole or in part. Students must not plagiarize the work of others, cheat on exams (quizzes or tests), or otherwise compromise the integrity of their schoolwork. Students caught cheating may be dismissed from the program.

False Claims

Students must not misrepresent or make false claims regarding the curative powers of massage therapy and/or any bodywork technique.

Substance Abuse

Students are prohibited from using, abusing, possessing, exchanging, selling, and/or distributing controlled substances (illicit drugs), alcohol, or any legal or illegal mind-altering substance while on school premises or while engaged in any school-sponsored activity, including the fulfillment of any course requirement.

Students are prohibited from coming to class while under the influence of alcohol, legal or illegal drugs or any legal or illegal mind altering substance. Any student who is convicted of a drug- or alcohol-related offense, which occurred on school premises or while engaged in school-sponsored activities must inform the Executive Director of the conviction within five days of the conviction. Within two weeks of receiving such notification from the student, the Executive Director will inform the student of any disciplinary action to be taken, which may include satisfactory participation in a drug abuse or rehabilitation program that is approved by local law enforcement or public health authorities.

Smoking

Smoking of ANY and ALL substances is prohibited on school grounds. Smoking is not permitted anywhere in the school building, not on school property, and not in cars parked on school grounds.

Sale and/or Endorsement of Products or Services

Students are prohibited from selling, promoting, or endorsing the purchase of a specific product or service while on school premises or when engaged in any school-sponsored activity. The exception to this policy is that students may post notices on designated school bulletin boards for products or services they offer, as long as they conduct any demonstrations and/or sales activities off school premises.

SECTION 3: Overall Policies Regarding Disciplinary Action

Grounds for Disciplinary Action

1. Failure to submit all paperwork/forms to the Admissions office or Financial Aid office in a timely manner
2. Failure to comply with policy on Grading or Satisfactory Academic Progress
3. Failure to adhere to the attendance policy

4. Failure to make up-to-date payment of tuition and fees, and failure to fulfill any financial obligations
5. Failure to comply with Student Code of Conduct
6. Failure to comply with any school policy or procedure.

Types of Disciplinary Action

Warning

A warning consists of a written notice to a student that he/she may face more serious disciplinary action if he/she fails to fulfill specific requirements for maintaining compliance with specific school policies and procedures.

Probation

Probation indicates that a student may continue in the program under certain conditions. The length of the probationary period depends upon the particular discipline issue. A student who fails to meet the conditions of probation may be dismissed.

Suspension and Suspension Policy

Suspension indicates that a student must discontinue all participation in the program for a set time period or until certain conditions are met. A letter will be issued stating the conditions of the suspension and the student will not be allowed to return to the program until they have complied with these requirements. If a student does not comply with the terms of the suspension within fourteen days from the date of the notice, they will face dismissal from the program. The Executive Director has the final decision on all suspensions.

Dismissal and Dismissal Policy

Dismissal indicates that a student must discontinue all participation in the program. A student who fails to meet the conditions of his/her probation may be dismissed. Any student who is being dismissed will receive an official letter of dismissal from CNWSMT. Appeal paperwork will be included with the dismissal letter. A student who wishes to appeal must submit an appeal form in writing to the Executive Director within 3 business days of the date of the dismissal. If a student is dismissed from the program due to attendance (exceeding 19 absences), the student is given the option to appeal their dismissal. If the appeal is accepted, the student will be allowed to return to their program and **must not incur any absences for the duration of their program**. If a student is reinstated and incurs an absence, the student will be dismissed without the option of appeal. The student may reapply to another program.

If a student is accepted into another program, the student will be allowed 1 absence for each 100 hours of scheduled instruction. The student must retake any course in which s/he received a grade of C. The student will be billed one third of the cost of the course. The student will receive back any absences incurred during a course that they must retake. Any course a student has completed and passed an “A” or a “B” will carry over into a new program.

Appeals

A warning or suspension may not be appealed. Probation or dismissal may be appealed. The student wishing to file an appeal must provide the Executive Director, within 3 business days of his/her receipt of notification of probation or dismissal, a written explanation of the reasons for the appeal. The Executive Director will review the request, and she/he may interview the student and/or any instructor or administrative staff person who can provide helpful information. The Executive Director will review all related information and decide that either the original determination of probation or dismissal will stand or that the original determination shall be changed to probation, a warning or no disciplinary action. The Executive Director will give his/her final decision within 2 weeks of his/her receipt of the written request for an appeal. If the student is reinstated, s/he is responsible for any make up work incurred during the make up process.

Re-application after a Dismissal

If an appeal is denied, the student will be informed whether or not s/he may reapply to the program at a later date, and how much time must elapse before such a reapplication will be considered. There may also be conditions that the student will be required to meet before a reapplication will be considered. If a student reapplies for admission to the program, and if the student is re-admitted, a determination will be made at that time of the course and program requirements and the financial obligations that the student must fulfill. There is a \$150 re-entry processing fee.

SECTION 4: Financial Information

Tuition Billing Procedures and Payment Methods

Personal checks, cash, and MasterCard, Visa, and Discover credit cards are acceptable forms of payment for tuition, fees, and bookstore purchases.

Any student receiving any form of tuition or expense assistance from any financial institution or other organization outside of the school must meet with the designated administrative staff person to determine the

student's responsibility for making sure that the school receives the assistance that has been designated to cover tuition, fees, and bookstore purchases.

Tuition Refund Policy

The amount of refund due to the student is calculated based on the last date of attendance in classes according to the pro-rated formula below. Refund monies due to the Student will be paid within 45 days from the date of determination. Date of determination will be the date of notification from the student or 14 days after the Last Date of Attendance (LDA), whichever occurs first. The Student is liable to CNWSMT for any monies due, should the amount of monies paid by the Student be less than the amount owed to the School.

1. The Registration Deposit will be fully refunded if the applicant withdraws their application within three business days from its receipt by the CNWSMT.
2. The application fee is non-refundable.
3. All monies paid by the Student, with the exception of the application fee, will be refunded if requested within three days after signing an enrollment agreement and making an initial payment. At no time will CNWSMT retain more than \$150.

A student requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the Program, is entitled to a refund of all monies paid, with the exception of the application fee and registration processing fee of \$150 .

4. An enrolled student who withdraws or is dismissed after classes begin is entitled to a refund of excess monies paid minus the administrative processing fee of \$150, The amount of tuition retained by the school is calculated by dividing the scheduled hours, up to the last date of attendance, by the total number of hours in the program. When the student has reached more than 612 scheduled hours (60% of 1,020 hours), the entire tuition will be retained and/or due to CNWSMT.
5. Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within three business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment where training and services are provided.

6. CNWSMT will make every effort to arrive at a reasonable and fair settlement, in the event of prolonged illness or injury, death in the immediate family, or personal circumstances that require an extended leave of absence or make it impractical for the Student to complete the Program.

What Your Money Supports at the School

The funds that the school receives from tuition and fees, bookstore purchases, and student clinic fees are used to fulfill the school's commitment to a high quality educational institution and program. In public post-secondary educational institutions, tuition typically does not cover the cost of maintaining good programs in a good school. Governmental support from taxpayer dollars is relied upon in public schools to pay for buildings, learning resources, and many other routine expenses. Unlike public institutions such as community colleges and universities, a freestanding vocational school of massage therapy and bodywork must generate sufficient revenues to cover **all** of the costs of delivering the programs and operating the organization. Student tuition and fees contribute to covering the costs associated with meeting many short- and long-term objectives and goals, including: a clean and well-equipped facility; well-maintained and abundant learning resources such as charts, skeletons, and library materials; well-trained instructors whose knowledge and skills reflect current developments in the field of massage therapy and bodywork; well-trained administrative staff who are available to meet the needs of students, instructors, clinic clients, and the general public; student services including academic counseling and job placement; accreditation from nationally recognized accrediting agencies; and many other ambitious goals in fulfillment of an important mission. Our graduates of today and the future can rest assured that their tuition is constantly re-invested in developing a school that they can feel proud to have attended.

Administrative Fees

Tutoring	\$35/hour one hour minimum
Failure to cancel tutorial with 24 hours notice	\$35
Testing out of a course	\$100
Returned Check	\$35
Duplicate Transcript	\$5
Massage Table or Chair Rental	\$7/day or \$14/weekend rate
Massage Table or Chair Rental Late fee	\$7/day
Clinic Name Tag Replacement	\$3
Reader for Midterm or Final Exam	\$35
Retake/Make-up of Final Exam	\$35
Proctoring a quiz or test	\$ 35
Photocopies	\$.10/pages.
Withdrawal/Transfer Program	\$150
Re-entry processing fee	\$150

SECTION 5: Administrative Policies and Procedures

Enrollment Agreement

The Enrollment Agreement sets forth the specific conditions under which the school agrees to provide learning experiences and the obligations of the student to fulfill all program requirements and financial obligations. It is a binding agreement, and students will be held to the terms contained in it. Consumer protection laws allow the student to cancel the agreement within 3 days of signing it, without any financial penalty. Students are strongly encouraged to read the Enrollment Agreement very carefully, ask any and all questions, and sign the agreement only when all terms are fully understood and only when the student fully accepts all of the terms and understands the consequences of violating any of the terms of the agreement.

Credit for Prior Learning

Students and Applicants who have prior credits may seek to transfer up to 250 hours to CNWSMT. For any transfer credits to be accepted, the Director of Education will review college transcripts, massage school transcripts, and possibly course descriptions. A student must have received a grade of C or higher in a course, for any course hours to be transferred. A comparative education study will be done and a ruling will be given as to whether or not prior credits earned are acceptable for transfer to CNWSMT. The conversion formula from credit hours to clock hours is as follows: each credit hour is valued as 15 clock hours and each lab credit is valued as 45 clock hours. If a student has completed enough comparable hours to receive credit for a course at CNWSMT, the student must pass a comprehensive course content exam in order to transfer credit and effectively test out of a course. The fee for testing out of a course is \$100. Test out must be completed prior to the start of the program. Tuition will not be charged for transferred hours.

School Calendar, Program Schedule, Holidays

Upon their enrollment in the program, students are provided with a current calendar presenting the program schedule and the holidays on which no classes will be held. At times, schedule changes are necessary, and students are given as much advance notice as possible of these changes. Students are encouraged to carefully review their school schedules and arrange their work and personal schedules to fully accommodate every aspect of their school schedule. Work hours, vacation and travel times, and other commitments should be determined only after the school schedule has been checked and re-checked to avoid conflicts.

Purchasing Textbooks and Supplies

Some school supplies can be purchased in the bookstore. Textbooks are not included in the price of tuition.

WHAT TO BRING TO CLASS EVERYDAY

Appropriate books and notebooks, pen or pencil;

Oil or lotion in a plastic squeeze bottle

2 clean sheets (preferably 1 fitted and 1 flat)

1 pillow case to cover the face cradle

1 large towel and 1 small towel

1 blanket

2 bed pillows – for pregnancy class

****HAVE** an extra clean set of sheets available at all times (can be left in your car or a locker).

Class Cancellation

You will receive information about school closings and delays by the following three methods:

1. **Our Emergency Text Messaging System:** Please update any changes in your contact information with the Registrar as soon as possible so that you do not miss an emergency message.
2. **Voice Mail on CNW Main line (518-489-4026):** A voicemail will be left on the school's main line before 6:30 am indicating any delays or closures for daytime classes and day and evening clinic. A voicemail will be put on phone by 3:00 pm for evening classes.
3. **School Closings Network:** We have subscribed to the School Closing Network. CNW closures will be posted as **CNW School Massage on the following sites:**

The Daily Gazette, The Post Star, The Saratogian, The Times Union, WFLY – Fly 92, WGY, WGNA 107.7, WNYT TV, WRGB TV, WRVE- The River, WTEN TV, WYJB, B-95.5, WXXA TV, Time Warner Cable News

2 of the website URL's from above are:

The Times Union website: <http://www.timesunion.com/closings/?type=business>

Time Warner news website: http://albany.twcnews.com/content/school_closings/

The following policies will be maintained as listed in your Student Handbook:

Whenever CNW classes are cancelled or delayed, the message on the school's answering machine will indicate that classes are cancelled or delayed. The message indicating class cancellation will be placed on the answering machine by 6:30am. When morning and afternoon classes are cancelled for the day, student clinic and community service will also be cancelled for that day. Clinic Staff will call the clients on the schedule for that day to cancel the appointments. If CNWSMT classes are delayed, morning community service shifts are cancelled, and Friday clinic is cancelled. If CNWSMT classes are delayed, afternoon

community service and evening clinic will be held.

Part-time evening students are required to call the school after 3:00p.m. on a day of inclement weather to find out if class has been cancelled. By 3 pm, the Executive Director will make a decision as to whether or not CNWSMT will hold classes that evening, and if classes are cancelled, s/he will put a message on the school answering machine announcing the cancellation of classes.

If there is inclement weather on a Saturday on which classes or clinic is scheduled, call the school phone number to find out if classes and clinic have been cancelled. If classes are cancelled, then a message indicating the cancellation of classes/clinic will be put on the answering machine by 6:30am.

When other conditions (civil emergency, building damage or mechanical problem, etc.) make it unsafe or impossible for a significant number of students, faculty or staff to travel to or enter the school facility or other locations where school-related activities are scheduled to occur, the Executive Director will decide whether or not classes and/or activities shall be canceled. We will attempt to reach all students and inform them that classes are cancelled via our emergency text messaging system. In addition, the school's answering machine will also announce the closure or cancellation.

Storage of Student Belongings

There are a limited number of lockers in the student lounge. We strongly encourage students to leave jewelry and other valuables at home. CNWSMT is not responsible for any lost or stolen items. If anything is missing inform the front desk as soon as possible.

Children In The Classroom

CNWSMT understands that occasional issues with childcare can arise for students who have children. However, in order to maintain an optimal learning environment, children are not allowed in the building during scheduled class or practice time.

Pets/Animals In The Classroom

Service animals with certifying paperwork will be allowed in the building. We do not allow pets or emotional support animals in the building.

Lost and Found

The front desk will have a secure area for items of value that are found.

Parking

Parking is available around the building and is available during class hours. **The parking that is directly in front of the building is reserved for staff, faculty and visitors.** Please be respectful of other parkers and park only in designated spaces. If you see any problems in the parking lot, please report them to the front desk. **Please do not leave valuables in your car, especially on car seats.**

Access for Handicapped Persons

There is parking for handicapped persons in the front of the building. There is also an elevator on the first floor.

Care of Equipment and Facility

The study of massage therapy is a special educational experience. It is enhanced by clean and uncluttered physical surroundings. Students and staff are expected to remain conscious of the school environment, and work together to creating a space that is clarifying to the mind and uplifting to the spirit. We all need to help keep the school tidy, put all items in their proper place in a neat and well-ordered manner, and keep all areas free of debris. Students are expected to replace massage tables, face cradles, shiatsu mats, desks, tables, chairs, bolsters, and linens in their respective storage areas and positions at the end of every class, so that the classroom is ready, inviting, and pleasant for the next group of students. **Eating is prohibited in the classrooms, and the only beverage that is permitted in the classrooms is plain, clear water.** Students must use care to avoid unnecessary oil splatters and spills, and to promptly wipe any oil or lotion from walls and furniture. Students must follow their instructors' directions for sanitizing massage tables and handling used linens.

First Aid and Safety

Students are expected to report all injuries (no matter how slight they may appear to be) to their instructor or to an administrative staff person. There is a first aid kit at the front desk and in the classrooms. Injured students will be referred to medical facilities, and there should be no hesitation in calling the local emergency number if a potentially dangerous injury or incident is occurring. Please remember to always practice universal precautions (see below) when administering first aid to anyone. Instructors and administrative staff

must be immediately contacted so that they can take proper action in response to an emergency. Students are expected to refrain from potentially dangerous activities, such as gymnastics (handstands, etc.), running in the building, or any other activity that presents a risk of injury to themselves or others.

Detailed Guidelines for Hand Washing and Adhering to Policy on Infectious Conditions

Students are required to wash their hands before and after performing massage on a classmate or client, after using the toilet, after blowing or wiping your nose, and after smoking. The following procedure should be used:

1. Turn on the water, using a gentle stream of hot but not scalding water. Leave water running throughout the hand washing procedure.
2. Wet your hands and wrists.
3. Apply cleaning agent, preferably from a dispenser, since bar soap can carry bacteria.
4. Spread cleaning agent over entire area of hands, wrists, and any area that might touch your client, remembering to wash your thumbs. Gradually add water to make plenty of lather.
5. Rub fingertips of one hand into palm of other hand, to push lather under the nails. Repeat with other hand. Supply your own brush to clean under nails as needed.
6. Continue washing with lather for a minimum of 30 seconds.
7. Rinse all lathered areas under running water, allowing the water to run from your forearms to the wrists and hands and off the fingertips.
8. Dry hands completely with a paper towel, then use the towel to cover the faucet knob and turn off the water.

Note: if you come into contact with any body fluids, wash hands immediately and notify your instructor.

Universal Precautions and Safeguards

Students are required to know and use universal precautions and safeguards against the spread of infectious conditions, as presented in class and as follows:

1. Individual responsibility is paramount to controlling the spread of disease.
2. All students are obligated to exercise caution and mature judgment in their personal behavior.
3. Anyone who has any reason to believe that he/she has an infectious condition must use all known measures to prevent the spread of the condition.
4. A person who is experiencing abnormal or uncontrollable secretion or excretion of bodily fluids (e.g.,

abnormal bleeding, vomiting or diarrhea) should not attend class, clinic or any school activity.

5. A person who has a contagious condition must take appropriate measures to prevent the spread of infection. See your instructor with any questions.
6. If a student has broken skin on his/her hands due to cuts, burns, abrasions, chapping, or damaged cuticles, the student must use disposable gloves, a finger cot, or adhesive bandage.
7. Students must follow procedures taught in massage therapy classes and in the student clinic for sanitizing equipment and supplies.

Crime, Accident or Personal Emergency

Students must immediately report to their instructor or an administrative staff person any activity occurring on school premises or at school-sponsored events that they believe may be criminal and/or may cause any injury to themselves or others. If a student has a personal emergency while at school or at a school-sponsored event, an instructor or administrative staff person must be informed of the emergency. Students may be requested to provide information to be included on a written incident report form that will be completed after the emergency has been handled.

SECTION 6: Student Services

Messages, Bulletin Boards, Class Announcements

Students are provided with many ways to give and receive information. Students are encouraged to make full use of the various channels of communication.

Student Professional Liability Insurance

There are risks in touching another person's body and using massage therapy techniques to help bring about healthy change and lessening of discomfort. While massage therapists rarely cause injury to their clients, the possibility exists that a student or instructor could apply a technique in a way that is harmful or that leaves the client or student feeling that he/she has been hurt. Professional liability insurance protects the school, our instructors, and our students from financial problems that could result from such an injury. When a person has been injured and believes that the person who caused the injury should pay the resulting costs, the injured person may try to obtain money to cover the costs. With professional liability insurance in place, the injured person can file a claim with the insurance company, rather than with the individual who apparently caused the injury. If the claim is deemed valid, the insurance company will pay the claim, according to the type and

amount of coverage in the policy.

Bookstore

The Bookstore is located near the front entrance. The hours are Monday through Thursday 8:30am-5:00 pm. and until 7:30 p.m. on evenings when the Part Time program is in session. The store carries a variety of lotions, oils, and aromatherapy oils, massage tools, massage music, clothing and books about bodywork and healing. We also are distributors for massage tables and massage chairs.

Library

The library is located in the student lounge area. We have over 700 items on massage therapy and other related topics. We are continually adding new volumes to our student library. Along with the books, we have an extensive video library as well. The videos are located on top of the bookshelves.

To borrow an item from the library (including videos), you must sign the item out at the front desk. Only three books are allowed to be taken out at one time. You will have three weeks to return the book from the time of check-out, or you will be responsible for a late fee that is \$0.25 per day per book (including weekends). Students will be charged through their bookstore accounts if they do not pay; and if a student has outstanding late fees, his or her certificate of completion will be held until the late fee is paid. The library return box is located on the floor against the wall in the student library, so you may return the book directly or through the return box if there is no staff available. Late fees are non-negotiable.

Student Lounge

Students may use this area for reading, studying, relaxing, preparing and eating food, and/or gathering with other students.

Academic Support

The school offers the following forms of academic support:

1. Tutoring, including study skills tutoring (5 free tutorials for extra help, after which, there will be a charge of \$35/hour). The price of tutorials may be shared by 2 or 3 students.
2. Study skills tutorials are available and students may use their free tutorials for this purpose
3. Body mechanics tutorials, and students may use their free tutorials for this purpose
4. Self Care-Self Responsibility Workshop (included in schedule)
5. Q & A Sessions for classes 75 hrs and above.

6. Students who have documented disabilities and have documentation stating that they would benefit by having a reader, extra time for exams, and/or separate space for exams may request and arrange these special accommodations.
7. Instructor led study group sessions for certain hands on modality courses.
8. Referrals to outside academic support.

Personal Counseling

Our program is designed to help students take full advantage of the opportunity for personal growth that spontaneously arises when people give and receive skilled touch at the level of intensity that massage training requires. It is typical for students to experience a new sense of self-awareness, the resurfacing of memories and their associated emotions, and a new level of exploration into their values and philosophy of life. The curriculum includes discussion of personal growth and the power of the connection between body, mind and spirit. Students are encouraged to gain new understandings of themselves and others in the context of their classroom activities.

It is important to realize and remember that the classroom is not the place for individual therapy or personal counseling. Likewise, instructors are available to speak with students before and after class, but those conversations are intended to support students in fulfilling course and program requirements, not to provide therapy or counseling.

Students are encouraged to obtain personal counseling or therapy to maximize the benefits of the personal growth aspects of their massage therapy training. In addition, if at any time the Administration feels that a student is in an emotional situation that is affecting their ability to fully participate in the program or an emotional situation that directly affects a classmate or faculty/ staff member, the student may be asked to receive counseling around the issue. If the student refuses to receive counseling s/he may be suspended/dismissed from the program until the emotional issues are addressed. The Director of Education is available to assist students in obtaining personal counseling.

Joy Adler, Wellness Course Instructor and Holistic Counselor

Joy is available as student advisor. Each student is allowed two free consultations with Joy- either in person or on the phone. Joy's phone number is written on the Wellness Course syllabus and her business cards are available through the Dean of Students. Her phone number is: 518-641-2020.

Signing Out A Table or Chair

As a student, a massage table is included in the cost of tuition and tables are available to order within the first month for the program. Students may borrow a massage Table or Chair only for community service or sporting events. There is no fee for borrowing a chair or table for a school sponsored community service or sporting event, however, if the item is not returned the morning of the next school day, a \$10 per day charge will be applied to the student's bookstore account which must be paid before graduation. Students must complete a rental agreement form when borrowing an item. Students must return the item to an administrative staff member, not with faculty or clinic representatives. Alumni may rent massage tables or chairs at the rate of \$10 per day or \$20 for a weekend.

Professional Association Membership Information

There are several professional associations for massage therapists and body workers. Detailed information regarding this topic is provided in the Professional Development course and in the library. When considering which association to join, students are advised to consider of the mission of the association. Some organizations are for-profit corporations that sell professional liability insurance and provide members with publications, purchasing discounts, and other products. Other organizations are non-profit, democratically governed associations in which the members make decisions and abundant opportunities are provided for members to participate at state and national levels to directly influence decisions that shape the future of the profession.

Student use of Photo Copier and Other Equipment

Students should seek assistance from a staff member when needing to use the copier machine. A copy fee of \$.10 per copy will be charged. Students need to ask for assistance when using any school equipment.

Job Placement Services

This is a wonderful time to become a massage therapist. In the last several years, even when the economy has struggled, there is an ongoing increase in the number of people seeking massage services and the number of jobs available in the field.

Historically, the majority of massage therapists graduates were self-employed and either working in own private practices or subcontracting to another business. After the turn of this last century, with an increased public focus on health and wellbeing, more and more businesses have emerged which hire licensed massage

therapists (LMTs) as full time employees. The field of massage therapy is a continuum which will allow you to work entirely for yourself, entirely for someone else or at any point in between. This profession is diverse enough to allow you to flexibly build your career around your family's schedule and needs.

Massage therapists practice in fitness centers, medical settings, spas, client's homes, therapeutic massage practices, holistic wellness centers and other settings. You will find chair massage being given in airports, the workplace, farmer's markets and other, ever increasing locations.

Some LMTs choose a specialty area of massage, such as working with pregnant women, the elderly, athletes or people living with terminal illnesses. Others are pioneers who create and develop niches which have not previously existed in their communities, such as working with special needs children. Massage therapy also allows previously licensed health professionals such as physical therapists and occupational therapists to enhance and further develop their assessment and touch skills.

The school has a full-time Placement Director who provides students with assistance in writing resumes and interview skills. Placement Services also support students in opening their own practice, in creating a specialty niche within massage therapy and by forwarding resumes for those interested in working in a spa or massage franchise setting.

The Placement Director finds employers seeking massage therapists and creates a comprehensive list of job positions, massage room rental opportunities and volunteer opportunities. These career opportunities are maintained on the CNWSMT website at www.cnwsmt.com/massage-career-opportunities, sent to graduates by email and also posted on a bulletin board at the school. Our annual Job Fair provides an opportunity for students to meet face to face with prospective employers and network with like minded businesses. *CNWSMT will make every effort to assist you in creating or finding a position, but does not guarantee employment upon graduation.*

The Center for Natural Wellness School of Massage Therapy offers life time Placement Services. Both graduates and current students are encouraged to attend our yearly Job Fair. Alumni receive a monthly electronic newsletter with updates in the massage profession and articles pertinent to the practice and business of massage. CNWSMT maintains a Facebook page to help graduates keep in touch with the school and each other.

The New York State Office of the Professions now mandates 36 state approved continuing education credits every 3 years in order to stay registered to practice. Alumni receive an ongoing list of our continuing education courses through available through the school's Red Pines Training Center.

Information on Licensure and National Certification

New York State recognizes CNWSMT as a licensing qualifying program. Our program fulfills the New York State requirement divided as follows: 200 hours in anatomy and physiology and neurology, provided that a minimum of 50 hours of instruction is given in neurology; 150 hours in myology and/or kinesiology; 100 hours in general pathology; 75 hours in the subjects of hygiene, first aid; 150 hours in general theory and techniques in the fundamentals of western massage therapy and oriental massage therapy, provided that a minimum of 50 hours of instruction is given in both Swedish and Shiatsu. 325 hours of additional instruction and student practice in massage therapy techniques is also required.

The National Board Certification Exam for Therapeutic Massage and Bodywork was created by massage therapists and body workers. The intention was to both provide professional practitioners with a credential that can be recognized nationwide and to supply a unified national exam for states with varying massage practice laws. The Board that administers the exam is accredited by the National Commission for Certifying Agencies of the National Organization for Competency Assurance. The National Certification Exam is used by many states (excluding New York) in place of a state licensure exam.

Another licensing option for students looking to move out of state is to take the MBLEx (Massage Board Licensing Exam). This exam is administered by the Federation of State Massage Therapy Boards, whose mission it is to “ensure that the practice of massage therapy is provided to the public in a safe and effective manner”. The MBLEx is also accepted by many state boards (again, excluding New York) to fulfill massage licensing qualifications.

If you would like to know more about the National Certification Exam, visit their website at **ncbtmb.com**. Information on the State Federation of Massage Board and the MBLEx can be found at **fsmtb.org/about.html**. Further information on licensing and credentialing is presented in the business development component of our program.

SECTION 7: Student Clinic

The purpose of the Student Clinic is to give our students the opportunity to use their knowledge and skills in a professional setting, while receiving guidance, support, and instruction from our clinic supervisors. We believe that the Student Clinic is one of the strongest and most valuable components of the training program. It is part of our commitment to providing our students with a high quality education. The Student Clinic helps students make the transition from trainee to professional practitioner by providing real clients in a clinic setting, where students utilize a formal intake process and bodywork techniques to treat clients. Students are required to demonstrate that they can integrate the various facts, ideas, and techniques they have learned in the classroom. Students are required to perform at least fifty sessions in clinic over the course of the program. Student's performance in the clinic is evaluated, and completion of all Student Clinic requirements is necessary for maintaining Satisfactory Academic Progress.

Prior to your first session in the clinic, students attend a clinic orientation class. Students learn about greeting clients, reviewing clients' files, administering the medical history/intake form, preparing the treatment area, interviewing the client and instructing the client about disrobing and their role in the session, and using SOAP charting to document what the client reports, what is observed, as well as the student's assessment and treatment plan. Students are also be prepared to request client feedback, and taught the process of obtaining client feedback, and how the feedback is used by the clinic supervisor to support students' learning process.

During the clinic orientation class, students also learn about clinic scheduling, finding a substitute in case of illness or emergency, and how to fulfill all clinic requirements. Please note that there is a \$40 fee for an unexcused absence in clinic and a \$3.00 charge for replacing lost clinic nametags.

SECTION 8: Other Programs and Activities of the School

Community Service Program

The school believes in the importance and benefits of community service. We provide our students with opportunities to experience the satisfaction of bringing the comfort of nurturing touch to people who do not typically have access to massage services. Students will be required to complete 12 hours of community service during the Program. They will have the opportunity to go into a local hospital or medical college, go to an AIDS drop-in center, nursing homes or a hospice setting, to perform massage on residents, patients, and staff. Students learn about working with community agencies and tailoring their massage techniques to

unique circumstances and settings. We encourage our graduates to continue volunteering as a way of experiencing personal and professional enrichment, and as a method of contributing and networking in their communities.

Continuing Education

CNWSMT's training program provides excellent preparation for long-term success in the field of massage therapy. We believe that true professionals must continually expand their knowledge and skills, and we provide continuing education programs at CNWSMT, through Red Pines, designed to meet the needs of our graduates and other massage therapists for ongoing professional development. Some of the workshops are open only to students who have graduated from or completed a certain portion of our training program, and some workshops do not carry such prerequisites. Students are encouraged to take workshops to pursue various interests, so long as they have time and energy for additional work. A listing of available courses may be found on our website at <http://www.cnwsmt.com/redpines.php>. Graduates are encouraged to regularly set aside a portion of their income for taking workshops every year. Continuing education is required for registration renewal in New York State, renewal of American Massage Therapy Association membership and for re-certification with the National Certification Board for Therapeutic Massage and Bodywork.

Public Education, Public Events and Promotion of the Profession

Massage therapy is still an emerging profession. As students will learn in the program, massage therapists continue to work very hard to earn and maintain the trust and respect of the general public and the established health care community. The school takes very seriously its responsibility to help educate the public about the school, our program, and the profession. Students are encouraged to participate in public events, to take full advantage of the opportunity to explain the benefits of massage therapy and demonstrate that massage therapy is a legitimate, effective form of health and personal care. With support and guidance from school personnel, students learn to become ambassadors for the profession and dynamic promoters of their own practice.

APPENDIX SAMPLE FORMS

CNWSMT LEARNING CONTRACT

If a student fails two quizzes or otherwise demonstrates academic difficulty, CNWSMT may require the student to complete and comply with the following learning contract. This contract directs the student to obtain the support and assistance noted below to help improve his or her academic success. Failure to comply with this contract is grounds for dismissal.

Name _____ Program _____

Reason for Learning Contract: _____

I, _____, agree to comply with the requirements below, and I will complete and obtain needed signatures on the weekly compliance form, and meet with The Dean of Students each week.

Signature: _____

Required assistance:

_____ Weekly Q & A session(s) in (list courses) _____

_____ Weekly tutorial(s) in (list courses) _____

_____ Other (please specify) _____

**Weekly Compliance Documentation Form:
Q & A Sessions attended:**

MYO Date:_____. Signature of Instructor_____

FOM Date:_____. Signature of Instructor_____

A & P Date:_____. Signature of Instructor_____

SHIATSU Date:_____. Signature of Instructor_____

OTHER Date:_____. Signature of Instructor_____

Weekly Tutorial(s)

Subject_____ Date_____ Signature of tutor_____

Subject_____ Date_____ Signature of tutor_____

Subject_____ Date_____ Signature of tutor_____

Study Skills Tutorial:

Date_____ Signature of tutor_____

How have you done academically this week? Note any quizzes, tests, assignments...

Notes:

****This form must be turned in each week to the Dean of Students, at your weekly meeting.**

CNWSMT COMPLAINT FORM

Please complete this form so that we may appropriately respond to your complaint. Please answer the questions briefly yet completely.

All individuals involved in the complaint will be treated in a fair and unbiased manner. Your name will not be provided to any individuals involved in the situation, and all of the information regarding your complaint will be kept confidential, with the following exceptions:

- The individual(s) against whom the complaint is being registered will read your description of the occurrence, which shall not include your name
- The President may need to discuss the complaint with an attorney or other person qualified to give advice on the matter.

Your cooperation in submitting this information will allow the Executive Director to clearly understand the situation from your point of view. Any individuals who are directly involved in the situation will be given the opportunity to tell their sides of the story to the Executive Director before the Executive Director issues a decision on the matter.

When did the incident occur? Time of Day _____ Date _____

Where did the incident occur? _____

If your complaint does not pertain to an event but to a situation or ongoing condition, describe the environment and the time frame in which the situation or condition arose:

List the individuals who were present and/or involved in the incident, situation or condition:

Name _____	Title/Position/Role _____
Name _____	Title/Position/Role _____
Name _____	Title/Position/Role _____

Describe the incident, situation or condition:

Explain what you believe was wrong or inappropriate or unfair:

Additional Comments:

The above statements are true and complete to the best of my knowledge.

Typed or Printed Name

Signature

Telephone Number(s)

Date

COMPLAINT RESPONSE FORM

You have been given information regarding a complaint that has been filed concerning a situation or incident in which you may have been involved. To give you a full opportunity to respond to the complaint and tell your side of the story, you are expected to complete this form. Please make your answers brief yet complete. Make sure to place your signature and the date on the second page of this form.

All of the information and material regarding the complaint and your response to the complaint shall be kept confidential, except for the fact that the School Director may choose to consult an attorney and/or an individual with expertise related to the complaint.

The Executive Director will treat all individuals involved in this matter in a fair and impartial manner. All points of view will be equally considered. When the Executive Director has reviewed all information and spoken with all involved individuals, the Executive Director shall issue a decision. You will promptly be informed of the decision.

Name _____
Telephone Numbers _____ Day _____ Evening _____
When did the incident occur? Time of Day _____ Date _____

Where did the incident occur? _____

If the complaint does not pertain to an event but to a situation or ongoing condition, please describe the environment and the time frame in which the situation or condition may have arisen:

List the individuals who were present and/or involved in the incident, situation or condition:

Name _____	Title/Position/Role _____
Name _____	Title/Position/Role _____
Name _____	Title/Position/Role _____

Describe the incident, situation or condition:

If your description of the incident, situation or condition seems to differ from that of the person who submitted the complaint, please list and give reasons for the apparent differences _____

Other Comments: (attach additional page(s) if necessary)

The above statements are true and accurate to the best of my knowledge.

Typed or Printed Name

Signature

Telephone Number(s)

Date

CONSENT TO RELEASE MATERIALS TO PROSPECTIVE EMPLOYERS

Student or Graduate Name

Graduation Date

Telephone Numbers

Daytime

Evening

I would like to receive job placement assistance. I give permission for school personnel to release the following items from my student and/or graduate file to prospective employers:

- Name
- Social security number
- Citizenship
- Street address and/or P.O. Box
- Telephone number(s)
- E-mail address
- Transcript
- Narrative evaluations written by instructors
- Scores on written tests
- Scores on practical (hands-on) tests
- Feedback and comments from student clinic clients
- Feedback and comments from clients who received practice sessions from me during off-site events
- Learning activities including athletic events, internships, and community service projects.
- Material written by me in fulfillment of homework assignments related to business/career development classes, describing my interests and my career plans

Other materials:

Signature

Date

Student Name: _____

Student's Program _____

Faculty/Staff name _____

Date: _____

CNWSMT: Professional Qualities Assessment Form

Certain skills and attributes are necessary to be successful in the profession of massage therapy. In particular, these include:

- excellent communication skills
- personal accountability and responsibility
- ethical practice
- good hygiene
- the ability to connect and be present with others

CNWSMT considers these attributes and skills to be *as* important as academic knowledge and the development of excellent bodywork. The ability to attract and retain clients and make a living doing massage is dependent upon being skillful in each of these areas.

We support all students in developing and refining these skills by giving you clear and direct feedback about how you are doing in each area.

The faculty/staff will provide feedback students in each of the categories, by writing one positive comment, and one suggestion for improvement.

CNWSMT protocol for use of PQA's

- All faculty members who teach a course that is over 100 hours will complete a PQA form for all students.
- Each faculty member, regardless of courses taught, is required to observe students and complete a PQA form whenever s/he has a concern about students' professional qualities.
- A student maybe required to meet with staff, faculty or administration to discuss a PQA form.
- If a student receives a PQA form which notes that a meeting is required, the student may be required to participate in a follow up meeting to discuss improvement in professionalism. If a student is unable or unwilling to address concerns raised in a PQA form, the student may face disciplinary action.
- If a student considers the PQA assessment to be inaccurate, she or he may ask for a review from the Executive Director.

1. Communication Skills:

Does the student communicate in a direct, constructive, respectful, appropriate manner?

Does the student demonstrate understanding of what is said?

Does the student use appropriate/professional tone, tact and mannerisms when communicating? Does the student accept feedback from fellow students, staff and clinic clients?

Does the student engage collaboratively with others, and participate in an open exchange of ideas, Does the student use appropriate conflict resolution skills to handle differences of opinion?

Positive statement _____

Suggestion for Improvement: _____

2. Professional Responsibility/Accountability:

Does the student display an appearance that is consistent with professional expectations?

Does the student respond to challenges in an emotionally mature manner?

Is the student accountable for his/her work?

Does the student display punctuality and adequate attendance?

Does the student exhibit the ability to be present and connect well to others?

Positive statement _____

Suggestion for Improvement: _____

3. Ethical Practice

Does the student seem to value, model and promote respect for all individuals?

Does the student demonstrate honesty and integrity in all situations?

Does the student displays professional behavior in terms of language and dress?

Does the student reflect privacy and confidentiality where appropriate?

Positive statement _____

Suggestion for Improvement: _____

4. Good Hygiene

Is the student bathed, clean, and groomed?

Is the student free of offensive odor (body odor, bad breath, perfumes and colognes)?

Does the student comply with social standards of personal hygiene habits? (no picking, scratching...)

Positive statement _____

Suggestion for Improvement: _____