

# That Massage School

## Student Handbook

This institution is regulated by:  
Office for Career and Technical Schools  
10 N Senate Avenue, Suite SE 308  
Indianapolis, IN 46204  
[OCTS@dwd.in.gov](mailto:OCTS@dwd.in.gov)  
<http://www.in.gov/dwd/2731.htm>

## Table of Contents

Admissions .....	4
Submitting and filing personal information.....	4
Procedures .....	4
Documentation Checklist:.....	4
After acceptance .....	<b>Error! Bookmark not defined.</b>
Attendance and Tardiness .....	5
Clinic Attendance .....	5
Attendance Credit.....	5
Academic Probation.....	5
Appearance, Attire, and Grooming.....	6
Dress Code Policy.....	6
Cell Phones and Electronics .....	7
Check-off lists.....	7
Classroom Expectations: .....	7
Class Size and Credit Hours.....	8
Clinics / Clinicals.....	8
Communication.....	8
Covid-19 .....	9
Disabilities, accommodations and guidelines.....	9
Auxiliary Aids/Academic Adjustments .....	10
Discrimination and Equal Opportunities.....	10
Grievance procedure and conflict resolution .....	10

Ethics.....	11
Graded work .....	11
HIPPA.....	12
<i>Privacy Rule</i> .....	12
<i>Transactions and Code Sets Rule</i> .....	12
<i>Security Rule</i> .....	12
<i>National Provider Identifier Rule</i> .....	12
<i>Enforcement Rule</i> .....	13
<i>Compliance Requirements</i> .....	13
<i>HIPAA Non-Compliance</i> .....	13
<i>Pay the Price for Noncompliance</i> .....	13
Holidays.....	14
MBLEX .....	14
Parking .....	15
Personal and Company Property .....	15
Professionalism .....	15
Punctuality & Transparency.....	15
Refunds and Withdrawal Policy .....	15
Relationships with Teachers/Instructors .....	17
Safety .....	17
Sexual Harassment Policy .....	17
Smoking Policy .....	18
Social Media.....	18
Tuition and payments .....	18
Unlawful activity .....	19
Human Resources contact .....	20
Fairness and no discrimination .....	21
Student Handbook acknowledgement and understanding.....	22
Acknowledgement and Understanding .....	23

\*\*Any print italicized is taken directly from the association or state website. References are located on the Human Resource contact page in the end of the handbook.

## Admissions

### Submitting and filing personal information

TMP / TMS recognizes the importance of documenting valid and up to date student profiles. TMP / TMS also recognizes the importance of keeping information in a safe place free from HIPAA violations.

It is the student's responsibility to contact the Chief Administrative Officer and request accommodations. It is the student's responsibility to submit all documents and required paperwork by their due dates.

### Procedures

- Submit a completed enrollment agreement and applicable registration fee. Applicants must be 18 years of age by date of enrollment
- Submit all documents in documentation checklist.
- A prospective student must display a genuine desire to become a part of a learning atmosphere with the ability and aptitude to succeed in the classroom.

Students must provide each of the items in the following documentation Checklist. This must be complete in its entirety before an admission is offered and/or accepted.

### Documentation Checklist:

- Copy of valid driver's license or passport
- Copy of social security card
- Copy of student liability insurance verification
- Copy of high school or college diploma
  - Includes school attended with graduation dates
  - Must be translated into English by a certified translator and submitted
- Copy of personal licenses you actively hold
- Copy of other professional licenses and/or certificates you actively hold
- Criminal record report (may be performed by employer)
- A transcript from previous massage school if applicable
- Copy of financial Aid contract / financial agreement

The following documents must be obtained and copied for student file:

- Student enrollment agreement
- Handbook acknowledgement form
- Covid-19 acknowledgement form
- Financial obligations and contract/agreement.
- HIPPA form
- State information form
- Course syllabus & clinical checklist packet form

## Attendance and Tardiness

TMP / TMS strives for the highest quality and professionalism we can provide for the students and community. This value helps us to consistently deliver the service needed for our students. In return we expect students to show instructors the same.

Attendance and Tardiness is an essential key to first impressions and keeping a punctual and competent reputation of trust with teachers, instructors, and TMP / TMS management.

Tardiness is reporting for class anytime from one minute or more after the scheduled time.

Being absent consists of missing the entire class or more than one third of the class

Any absence or tardy is documented in the student file and documented on their attendance record.

TMP / TMS understands there are many priorities in life and want each staff member to know we also consider your family and health a top priority. Effective communication can eliminate potential problems and documented occurrences in your student file. After several failed communications and consecutive absences, you should expect a contact from management about your situation. We realize each situation is unique and we want to work with you. The key is effective and timely communication.

Students should contact their instructor if they are aware, they will not be able to attend class and/or clinicals. This contact shall be complete by the instructor/teacher preference described during orientation. This can also be found on your course syllabus.

### Clinic Attendance

Students must attend and complete 100% of their program's clinical hours. Missed clinic hours and shifts are rescheduled with the Clinic Manager. Students receive attendance credit for all time spent in sessions with clients.

### Attendance Credit

Students will be docked attendance credit for absent time, rounded to the nearest five-minute increment. For example, a student who arrives 18 minutes late to class will be docked 20 minutes. Students must meet all hours set forth by the program.

### Academic Probation

Students who do not have satisfactory academic progress (2.0 GPA or higher) at the official assessment point are placed on academic probation for one term. Students placed on probation are notified in writing of their status, and documentation is placed in the students' file.

Students have five weeks to achieve satisfactory academic progress. Some situations will allow up to ten weeks. This decision will be made by the instructors and the management team.

If a student has a cumulative GPA of 2.0 or higher at their next assessment point since being placed on probation, the student is taken off probation.

If the student has a cumulative GPA of 2.0 or below at their next assessment point since being placed on probation, the student is withdrawn from school for failing to maintain satisfactory progress. If a student is withdrawn, they should contact HR to discuss options and their contract and/or financial contract/agreement.

If a probation student has achieved a 2.0+ GPA for the subsequent grading period but has not yet achieved a cumulative program GPA of 2.0+, the student may be placed on probation for one additional assessment period. If the student has not met the cumulative satisfactory progress on the next scheduled assessment period, the student will be withdrawn from the course and they need to contact HR.

## Appearance, Attire, and Grooming

Students will present themselves in clothing that is not bias. There can be no logos, wording (unless TMP / TMS company logo), or pictures. Attire should be of plain color. Attire should be modest and free from stains, rips, or tears.

Students should keep hair clean, cut, and professional. Students should not have odors and maintain proper hygiene. Odors can also include too strong of perfume, lotion, and smoke.

Professional appearance will be enforced. TMP / TMS is a professional company and is maintaining a professional team and appearance for all the community.

### Dress Code Policy

Students need to follow proper hygiene and grooming. This includes no strong smells (including body odor or strong perfume).

Fingernails should be kept clean and short.

Jewelry shall be modest and no large earrings or long necklaces. It should be kept modest.

Hair shall be kept clean and pulled back for clinics and clinicals.

Masks must always be worn during Covid-19 and will be determined by local policies.

No open shoes such as flip flops or dress shoes with open toes. Shoes need to be clean and free from mud and excessive dirt. High heel shoes are not to be worn during clinics or clinicals. Shoes acceptable are casual dress or flat dress shoes. Tennis shoes may be worn if they are new and clean.

Clothing shall be free from wording or logos. It shall be of plain color. A specific color may be selected by the clinic manager. Students will be notified of any color policies or changes via email and letter.

Dress code will be enforced for professional appearance and reputation of not only TMP, but for each student who is creating a new career for themselves.

Violations of dress code:

- 1<sup>st</sup> violation: verbal warning
- 2<sup>nd</sup> violation: written warning
- 3<sup>rd</sup> violation: academic probation
- 4<sup>th</sup> violation: review of their student status

## Cell Phones and Electronics

TMP / TMS recognizes that cell phones and electronics are a necessity for some situations and for others a distraction and disruption. TMP / TMS also recognizes the benefits of cell phones and electronics to be used in a business manner and an efficient form of communication.

Use of phones during class is not acceptable unless an emergency or family situation that is urgent.

Cell phones and other electronics are not acceptable to have the sound on during class and should be put away if needed. Students texting or accepting phone calls during class can be tolerated if the situation is communicated before class and the situation is deemed important or urgent. This shall be at the discretion of the instructor/teacher. If a situation occurs and a phone call is needed to be made or accepted please let the teacher/instructor aware. Students need to quietly proceed out of the room and reenter quietly trying to be respectful of others and not cause too much disruption.

Inappropriate messages, videos, or any communication that may obtain profane, obscene, derogatory, or potentially discriminating or harassing content will not be tolerated. Any such manner from staff members, to staff members, from students, and/or to students should be reported to HR, clinic manager, office manager, or any member of management.

Students shall not include any private information of a student, client, or other staff member of the TMP / TMS team in a text, voice message, video, social media post, or any other form of contact that would be in violation to privacy or against HIPPA.

## Check-off lists

Each student will need to pass and complete each area of their check-off list before proceeding to the next category.

Check-off lists will be completed by the teacher/instructor.

Students pass the category by completing assignments with a passing status, attending class, performing expected duties and/or responsibilities, and demonstrates adequate knowledge of the topic and/or performance.

If a student does not successfully pass an area they will continue to work on that area until they have successfully passed.

## Classroom Expectations:

### *Attendance*

Attendance shall be taken at the beginning of each class. The time frame shall be negotiable and at the instructor's discretion. However, attendance needs to be taken no less than 30 minutes from the beginning of class. Tardiness and absences need to be documented accordingly. If the student has provided communication before the beginning of class, please document their reason and time on the attendance sheet for documentation.

### *Preparation*

Students should be prepared for each class. Students should have all homework and/or assignments complete before class. Assignments and/or homework should not be done during class unless otherwise approved or scheduled time for this reason.

## Class Size and Credit Hours

During the hands-on portion of classes, That Massage School maintains a maximum of 16:1 student to faculty ratio. This means that there will be one instructor minimum per every 16 tables to ensure appropriate supervision and oversight.

Credit Hours are by the hour and will require a state minimum of 500 total hours of mixed classroom and clinical hours completed under the supervision of a licensed massage therapist.

Credit hours for the complete course content total 1000, including all areas. See course syllabus for detailed hours and information.

## Clinics / Clinicals

Students must be passing academically and demonstrating their gained knowledge and comprehension to perform clinicals.

Students must have the sign-off from their Clinic Instructor to begin and proceed during clinicals.

Clinicals will have four stages and students must pass the current phase to proceed to the next. Students must successfully complete all four stages and demonstrate their knowledge to become a Certified Massage Therapist. Students will receive copies of the check off lists to track their progress. A master/original copy will be kept in their student file and updated regularly.

Student clinics serve several purposes. They introduce students to dealing with the public. They familiarize students with the intake and interviewing process. They give students the opportunity to get feedback from clients, volunteers, classmates, and instructors facilitating their skills in client communication. They give students practical experience in writing SOAP and progress notes associated with the school. They aid in exposing students to various body types, personalities, different conditions, and different contraindications as possible. Clinics also help introduce the student as a future CMT to their community.

Students are required to keep track of clinic hours and documentation. If it is not documented, it is not done.

Some clinical requirements may include volunteer tasks above and beyond clinicals.

More detailed information can be found in the Syllabus and discussed during orientation.

## Communication

Effective communication is key to professional and academic success. Effective communication shall be applied to all management, staff members, employees, and students at TMP / TMS and school.

Effective communication includes updating teachers/instructors of any date/deadline conflicts with schedules. Effective communication is also honest and trustworthy information.



Effective communication involves adhering to contact regarding absences and student information.

TMP / TMS will provide effective communication to all staff members and employees. TMP / TMS will also keep a minute log of meetings, discussions, and information to refer to if needed.

TMP / TMS expects all staff associated with the company to provide effective communication to all staff members and management.

## Covid-19

TMP / TMS shall provide a safe and healthy atmosphere for all students, personnel, and anyone visiting the location to the best of their ability.

All cleaning procedures, supplies, and regulations will follow the county, state, federal, and CDC guidelines suggested for public locations.

Detailed and updated cleaning schedules and procedures can be found in the cleaning schedule manual in the main office. The document is titled "TMP / TMS Coronavirus".

## Disabilities, accommodations and guidelines

That Massage School is adequately equipped to meet the needs of students with disabilities. Our facilities have designated parking spaces and ramps. Restrooms are fitted with accessible equipment.

In accordance with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), That massage school affirms its commitment to ensure equal educational opportunities to students with disabilities. That Massage School will make its facilities and programs available in a non-arbitrary, beneficial manner to the extent that practicality and resources allow. Students with learning, physical, or psychological disabilities seeking accommodations must contact and provide documentation to the ADA representative.

Students with disabilities who are requesting accommodations must put their request in writing and provide the appropriate documentation. To ensure that the proper documentation is complete, and the necessary accommodations are implemented, please refer to the following guidelines. Documentation should include a verified document of disability under the Americans with Disabilities Act, the ADA Amendments, Section 504 of the Rehabilitation Act of 1973, and Disability Services policy.

Documentation should also include effective accommodations/recommendations that relate to the impact of the disability. Disability services will make the final determination of reasonable accommodations. Additional documents that can expedite and help the final determination are not limited to, but may include

- Reports and/or assessments completed and created by a healthcare provider, psychologist or a previously state approved educational system.
- Medical, psychological, or educational record.
- Documents that state accommodation history, such as a previous IEP (Individual Education Program), SOP (Summary of Performance), 504 Plans, and teacher observation reports.

Documentation must also be submitted on an official letterhead from the business/office or healthcare facility. It should also include the professional's name, professional credentials, contact information, and

handwritten signature, not a stamp, printed copy, or copy. The document must also include the date (within 3 years) and be a typed document, other than the signature. Upon final determination TMP/TMS will establish a process for tests and similar circumstances accessible for qualified individuals.

It is the student's responsibility to make their needs known as far in advance as possible. Students have the right to keep all disabilities private. However, students must disclose disability information and documentation requirements for accommodation. If a student has questions for specific disability accommodations and/or specific documentation questions they need to contact the CAO (Chief Administrative Officer).

### Auxiliary Aids/Academic Adjustments

A student who needs an academic adjustment that includes an auxiliary aid should work with the school to identify the most appropriate and effective aid. An auxiliary aid might include taped texts, interpreters or other effective methods of making orally delivered materials available to students with hearing impairment, readers for students with visual impairment, classroom equipment adapted for use by students with manual impairments, and other similar services. The request for the auxiliary aid should also be accompanied by supporting diagnostic test results and the school will work with each student to select the most appropriate aid for their situation. Adjustments may also be made to academic requirements as are necessary to ensure equal educational opportunity, but the school will not lower or waive essential requirements of the program.

### Discrimination and Equal Opportunities

Each student has the right to attend class in a professional environment that is free from discrimination and favoritism. Each student shall be presented with equal opportunities regardless of their personal demographics such as race, sex, religion, age, nationality, sexual orientation, gender identity, and/or disability.

The state of Indiana, and TMP / TMS, does not tolerate, condone or allow any harassment or discrimination presented in any form and is reportable to the State of Indiana. Any individual who is also aware of a situation of the following or behavior of discrimination is highly encouraged to report it to their office manager, CEO, or any member of management. If a staff member does not feel situations have been adequately and properly addressed, they reserve the right to contact the state of Indiana, the FEEOC, or any Indiana governing body affiliated with the situation. Contacts and information can be found at the back of the handbook.

### Grievance procedure and conflict resolution

If a student wishes to file a complaint regarding any disability discrimination, the student should notify the ADA Coordinator within ten days. A hearing will be scheduled within five business days of the notification at which time the student has the right to present further evidence and bring witnesses, if desired, to support their position.

If the problem cannot be resolved by TMP/TMS the student has the right to contact the U.S. Office for Civil Rights, U.S. Department of Education, in the region where the school is located. The United States Office for Civil Rights (OCR) is the agency responsible for addressing complaints related to discrimination based on disability. More information regarding the U.S. Office for Civil Rights and the procedure that should be followed in filing a complaint can be found at [www.ed.gov](http://www.ed.gov).

Please be sure to let your instructor or the administrative staff know of your concerns when you are experiencing them. If you wait until your class is over to tell us how you are feeling, we are less likely to be able to do much about it. We are, however, interested in your input whenever you can offer it. Periodically the School will also ask graduates to evaluate their overall experience at That Massage School.

## Ethics

TMP / TMS is a public location and wants to establish trust and a safe environment for all who travel through or occupy. Acting ethically is a value all students should take with high consideration and relevance.

TMP / TMS wants to help improve the community and help others enhance their quality of life and presenting an ethical value as high priority is one steppingstone in achieving that goal. Each graduating and attending student can help make that goal achievable by acting ethically.

Examples of unethical behavior:

- Acting and thinking ethically involves acting impartial while delegating and scheduling duties and assignments.
- Treating all individuals with an unbiased perspective.
- Not accepting gifts, favors, services, entertainment, food, or drinks that is intended or could influence your decision or action as a staff member or employee.
- Soliciting or debating political situations
- Making unapproved decisions about the facility, property, or personnel.

Examples of ethical behavior:

- Setting a positive example for anyone to follow
- Adhering to city, state, federal, and company rules, laws, and regulations
- Making decisions that are fair and unbiased in anyway.
- Ensuring each student and team member is safe and gaining trust of students.
- Commitment towards the profession
- Cooperating with fellow colleagues and publicly praising them.

## Graded work

TMP / TMS bases their grades as a pass or fail. Instructors will follow a course checklist and clinic checklist. A student cannot proceed to the next area of expertise without passing the previous.

Instructors will keep detailed minutes about each student for the purpose of their checklist. Any student can request information or updates on their checklist at any time. The information will be provided in a timely manner.

A passing grade includes good attendance, completed homework, participation, demonstrating professionalism in the classroom and hands on clinics and teaching.

## HIPAA

TMP / TMS follows and enforces all states guidelines for HIPAA. HIPAA stands for Health Insurance Portability and Accountability Act.

The main goal of HIPAA is to ensure protection of Electronic health information.

There are five separate rules to HIPAA. They include the privacy rule, transactions and code sets rule, security rule, national provider identifiers rule, and enforcement rule.

HIPAA is explained as follows:

### *Privacy Rule*

*The HIPAA Privacy Rule regulates the use and disclosure of Protected Health Information (PHI) held by “covered entities” (examples include employer-sponsored health plans and health insurers).*

*As implied, it sets requirements for covered entities for keeping PHI private, but with the Omnibus Rule update in 2013, HIPAA now applies to the independent contractors employed by covered entities, otherwise known as “business associates.”*

### *Transactions and Code Sets Rule*

*HIPAA and the Transactions and Code Sets Rule was intended to improve the efficiency of the American healthcare system and by standardizing health care transactions.*

*By requiring all health plans to engage in healthcare transactions in a standardized way, this set of standards helps to simplify healthcare transactions across the industry.*

### *Security Rule*

*The HIPAA Security Rule goes together with the Privacy Rule in terms of protecting patient information.*

*The Privacy Rule covers both paper and electronic PHI, the Security Rule specifically addresses keeping Electronic Protected Health Information (EPHI) secure.*

*To comply with the Security Rule three types of EPHI security safeguards are required: administrative, physical, and technical.*

### *National Provider Identifier Rule*

*The National Provider Identifier (NPI) Rule builds on other HIPAA rules for improving the efficiency of healthcare transactions.*

*Under NPI, all covered entities using electronic communications (such as physicians, hospitals, and health insurance companies) must use a single new NPI number that is unique to the provider.*

*With the NPI Rule, healthcare providers who complete electronic transactions and large health plans like Medicare are only allowed to use NPI numbers to identify covered providers.*

### **Enforcement Rule**

*In 2006 the final HIPAA rule, the “Enforcement Rule”, was passed to address HIPAA enforcement by setting civil money penalties and investigation procedures for HIPAA violations.*

*Up till then, there had been relatively few violation prosecutions, but after the Enforcement Rule, this number has drastically increased. As of 2013, the HHS had investigated 19,306 noncompliance cases.*

### **Compliance Requirements**

*To comply with all of HIPAA’s different patient privacy regulations, there are several steps that healthcare providers and insurance companies must take:*

- *Companies must have a HIPAA Compliance Officer who has taken a HIPAA compliance course. They will be the one who is responsible for staying on top of HIPAA requirements and company compliance.*
- *Employees need to be kept up to date on policies that pertain to the organization. This may also require ongoing training for the staff.*
- *To safeguard patient data against unauthorized access and disclosure, HIPAA requires implementing security measures that are adequate to prevent physical and network-based intrusions.*
- *In the event of a security breach, organizations are required by law to report the incident and to inform those patients an individual whose information may be affected.*

## **HIPAA Non-Compliance**

### **Pay the Price for Noncompliance**

<b><i>VIOLATION TYPE</i></b>	<b><i>MINIMUM CIVIL PENALTY</i></b>	<b><i>MAXIMUM CIVIL PENALTY</i></b>
<i>Unknowing violation</i>	<i>\$100 per violation with an annual maximum of \$25,000 for repeat violations</i>	<i>\$50,000 per violation with an annual maximum of \$1.5 million</i>

<i>Violation from reasonable cause</i>	<i>\$1,000 per violation with an annual maximum of \$100,000 for repeat violations</i>	<i>\$50,000 per violation with an annual maximum of \$1.5 million</i>
<i>Violation due to willful neglect</i>	<i>\$10,000 per violation with an annual maximum of \$250,000 for repeat violations</i>	<i>\$50,000 per violation with an annual maximum of \$1.5 million</i>
<i>Violation due to willful neglect – not corrected</i>	<i>\$50,000 per violation with an annual maximum of \$1,000,000 for repeat violations</i>	<i>\$50,000 per violation with an annual maximum of \$1.5 million</i>

Above information taken from HIPPA website.

All staff members, employees, management, and affiliates recognize HIPAA importance and agree to follow federal guidelines and expectations by signing this document and the HIPAA education form.

## Holidays

TMP / TMS recognizes all national holidays and with respect to individual lifestyles.

Some staff members and students may have different beliefs and celebrate or not celebrate the same as others. This situation shall be respected and excused in a professional manner. If you apply to this situation, please inform management before schedules are made.

## MBLEX

MBLEX information can be found at [www.fsmtb.org](http://www.fsmtb.org) . Massage Therapy is regulated by the Indiana Board of Massage Therapy.

All massage therapy certifications expire on May 15<sup>th</sup>, every four years. The next expiration will be May 15, 2021 and then May 15, 2025, and so on. More information can be found at <https://mblexguide.com>.

Application requirements are as follows:

- Successfully completed all areas of the Certified Massage Therapist schooling.
- Apply (first attempt completed by school)
- Pay the fee (first attempt completed by school)
- Education records submitted. (completed by school upon graduation of program)

MBLEx content outline ([www.fsmtb.org](http://www.fsmtb.org)) presents the testing information by percentages are as follows:

- |  |     |
|--|-----|
| • Anatomy & Physiology   | 11% |
| • Kinesiology  | 12% |
| • Pathology, Contradictions, areas of caution, special populations             | 14% |
| • Benefits and physiological effects of techniques that manipulate soft tissue | 15% |
| • Client assessment, reassessment, & treatment planning                        | 17% |
| • Ethics, boundaries, laws, regulations  | 16% |
| • Guidelines for professional practice   | 15% |

## Parking

All students need to park in the designated areas on the property of TMP / TMS. Students need to abide by the city and county laws for parking and operating vehicles.

## Personal and Company Property

All staff members and students shall be respectful of others property and personal belongings. It is not tolerable for someone to take, remove, or go through any personal property that is not their own.

If any items are found, lost, or stolen this can be reported to the office manager.

Everyone is responsible for his/her own belongings.

If there is justable cause and/or accusations of illegal or criminal acts management and staff members reserve the right to ask the student to empty their belongings.

See 'Unlawful Activity' for more information.

All students shall treat TMP property with respect. It shall always be kept clean and on the property. Cleanliness of company property will be according to the cleaning and sanitizing guidelines with the proper materials provided from TMP.

If any student is caught stealing or vandalizing any TMP property or property of another student or staff member an investigation will be performed by the CEO and upper management. The student shall not return to class or clinics until the investigation is complete. Outcomes could include, but not limited to, fines to pay for the damaged equipment or withdrawal from the program.

## Professionalism

Each student must present themselves in a professional manner.

Professionalism is defined as, the competence or skill expected of a professional and the key to quality and efficiency.

Professionalism has various aspects. Professionalism can refer to the conversations that are being held with other students, staff members, and/or clients. It can also include your appearance and academic effort.

## Punctuality & Transparency

Students shall be punctual for class. Punctuality is a value TMP / TMS and school want to be known for.

TMP / TMS also values transparency in business. Transparency in business is defined as a 'lack of hidden agendas or conditions, accompanies by the availability of full information required of collaboration, cooperation, and collective decision making'.

## Refunds and Withdrawal Policy

Students may be entitled to refunds in certain circumstances. The OCTS (Office for Career and Technical Schools) refund policy is enforced. Students must meet the OCTS criteria to obtain any refunds or part

of. A copy of the full refund policy can be found on your financial contract / agreement. It can also be found on the OCTS website.

Refund policy is the OCTS standard.

Students will have a second copy of the regulated and required refund policy in their financial contract/agreement.

**Withdrawal Policy:** That Massage School reserves the right to discontinue a program. A student may be entitled to a) refund of payment(s) made to That Massage School based on refund policy or b) an opportunity to reschedule a later course in such an event. Once class begins, the student may be entitled to a refund on a pro rata basis. A student may cancel their enrollment at any time by submitting a request in writing. If attendance policy terms were reached, then written request to withdrawal must be received before the attendance withdrawal process begins. Withdrawal and refund processing may take up to 30 days.

Refund Policy by OCTS standards:

*The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified below or as otherwise approved by the Office for Career and Technical Schools (OCTS). The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.*

*If a postsecondary proprietary educational institution utilizes a refund policy of their recognized national accrediting agency or the United States Department of Education (USDOE) Title IV refund policy, the postsecondary proprietary educational institution must provide written verification in the form of a final refund calculation, upon the request of OCTS, that its refund policy is more favorable to the student than that of OCTS.*

*The following refund policy applies to each postsecondary proprietary educational institution as follows:*

*1. A student is entitled to a full refund if one (1) or more of the following criteria are met:*

*(a) The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.*

*(b) The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.*

*(c) The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.*

*(d) If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.*

*2. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).*



3. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

4. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

5. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

6. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

*Student Protection Fund IC 22-4.1-21-15 and IC 22-4.1-21-18 requires each educational institution accredited by the Office for Career and Technical Schools to submit an institutional surety bond and contribute to the Career College Student Assurance Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, or loss of accreditation by an institution. To file a claim, each student must submit a completed "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.*

*OCTS Refund Policy Revised 8/21/17*

## Relationships with Teachers/Instructors

All relationships at TMP shall be professional, appropriate, modest, and free from bias and discrimination. All relationships shall follow all policies including, but not limited to, sexual harassment, safety, ethical communication and behavior, etc.

If a student or teacher has a complaint or concern, they shall address it to the office manager or HR immediately. The proper actions will be taken to investigate the situation.

## Safety

TMP / TMS ensures each staff member and student are always safe to the best of their ability.

TMP / TMS will enforce city, county, and federal laws to ensure safety.

If any student does not feel they are in a safe environment, they should contact management immediately.

## Sexual Harassment Policy

Sexual harassment, in any form, will not be tolerated from any staff member or student.

If a student feels they are being sexually harassed, they need to report to management immediately. Any student who has a complaint regarding sexual harassment from any staff member and/or student should report it immediately. The CEO and/or school owner will conduct an investigation. The investigation will consist of questioning both the complainant and the accused. A finding of sexual harassment on part of the staff member will result in immediate termination. A finding on part of the student will result in immediate termination of program participation and no refund will be given. If the student feels that a proper resolution has not been reached, a complaint may be filed with the state board of massage therapy.

## Smoking Policy

For the safety of staff, students, and clients there is no smoking inside the building or within a designated number of feet from any door or entrance. These guidelines will be followed based on the city and county guidelines.

Remaining a law-abiding company and community members is of high importance and we want everyone entering the location to feel safe and respected.

If a student does smoke, they have the choice to leave the property or move to a private location away from all doors and entrances. The student should also need to be aware of the smell upon returning into the building and classroom. They shall ensure they have thoroughly washed their hands and attempted to cover the smell.

## Social Media

Students shall not post any picture, video, or any personal information about another staff member, client, or any school information on any social media sites. Social media includes Facebook, twitter, Instagram, google, or any internet source. Information included would be any personal information that is not your own. This includes detailed information about the school, staff members, clients and/or volunteers. Violating this standard is against Indiana HIPAA Law.

## Tuition and payments

Applying to a school to become a Certified Massage Therapist and then being accepted into the program are two hurdles you have already conquered.

The next step is deciding your payment plan and signing a financial contract with the school and administration. The terms in the agreement are the student's requirements and obligations. Please refer to your financial contract and signed agreement for amount details and payment dates.

Tuition is charged for repeated courses or programs if a student receives a non-passing grade and must complete classes and/or the program after their anticipated graduation date.

Students may not graduate the program unless they are in good standing with their payments, contract, or have contacted the financial department regarding their account. Students may be notified of suspension if they have ceased payments during the course.

Students should refer to their financial agreement and/or contract for questions about amounts, due dates, refunds, etc.

Students are responsible for fulfilling all their financial obligations.

If students have circumstances that temporarily hinder them from making their payment on time they shall contact the financial department immediately.

### Unlawful activity

TMP / TMS management reserves the right to suspect and ask any student to leave or search a personal property if it suspicious or reported as stolen, illegal, or unlawful in any way. Refusal to agree is considered insubordination and may result in disciplinary action and/or termination.

TMP / TMS adheres to local, city, and federal laws and regulations and expects all staff members to do the same.

*TMP / TMS handbook is subject to change at any time. If an occurrence or updated information initiates a change in this handbook all personnel and students will be made aware of said changes.*

*An updated copy will be kept in the office.*

## Human Resources contact

ADA (Americans with Disabilities Act)      ada.gov  
CEO      Josh Ridenour    TMP / TMSgoshen@gmail.com  
COO, Office Manager, Clinic Manager      Mandi Terre      (574) 971-0757  
That.Massage.School.manager@gmail.com

Dept. of Labor (DOL)      <https://www.dol.gov/regulations>

Address:      U.S. Department of Labor  
200 Constitution Ave NW  
Washington, DC 20210

DOL coronavirus      [www.dol.gov/coronavirus](http://www.dol.gov/coronavirus)

DOL National Toll-Free Contact Center    Live Assistance M-F 0800-2000    1-866-487-2365

Ethical violation reporting can be found at      [www.in.gov/ig/2330.htm](http://www.in.gov/ig/2330.htm)

Goshen Indiana General Contact Information

<https://goshenindiana.org>

(574) 533-4151

If a situation is an emergency, please contact 911.

Goshen Police Department      (574) 533-8661

Indiana governing regulations can be found at  
<http://www.in.gov/legislative/ic/code/title22/ar4.1/ch21.html>

OCTS (Office for Career and Technical Schools)      [OCTS@dwd.IN.gov](mailto:OCTS@dwd.IN.gov)

Filing a complaint can be done to the OCTS website: <https://www.in.gov/dwd/octs.htm>

State Ethics Commission      [www.in.gov/ethics](http://www.in.gov/ethics)

(317) 232-3850

Updated and detailed information, including website links, for the Indiana Standardized Policies can be found at <https://www.in.gov/spd>

## Fairness and no discrimination

All students are entitled to be treated fairly and not discriminated against regardless of their individual demographics. All students shall be treated with ethical respect by all staff and should be by students. There is zero tolerance for sexual harassment and for discrimination.

Instructors shall enforce and set rules, guidelines, and standards that will apply to each student not selective students.

If any student feels they are being treated unfairly, willfully wronged, or discriminated against they should contact the office manager or a member of management immediately.

## Student Handbook acknowledgement and understanding

I acknowledge I have received a copy and understand the information, policies, procedures, guidelines, and all requirements outlined in the student handbook.

I acknowledge and understand by signing this paper I have no questions or concerns.

All the information, policies, procedures, and laws are not only from TMP / TMS, but from local, state, and federal guidelines.

Employee Signature

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Date:

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Employee Name (Please Print)

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## Acknowledgement and Understanding

I acknowledge and fully understand each of the topics discussed.

I acknowledge and understand I must follow all state and federal laws, regulations, policies, and procedures.

I have no questions and agree with all the information given in the student handbook. I am aware the information is in part and I have been given a list of resources, phone numbers, contacts, and websites to gather more detailed information.

I acknowledge and understand the attendance and tardiness policy.

Student Signature \_\_\_\_\_

I acknowledge and understand the clinical process

Student Signature \_\_\_\_\_

I acknowledge and understand the ethic policy and regulations.

Student Signature \_\_\_\_\_

I acknowledge and understand the fairness and no discrimination policy.

Student Signature \_\_\_\_\_

I acknowledge and understand the sexual harassment policy.

Student Signature \_\_\_\_\_

I acknowledge I am willingly signing all documentation on my own Cognicase.

Student Signature \_\_\_\_\_