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MS 0016

**THE LAUTERSTEIN-CONWAY
MASSAGE SCHOOL & CLINIC**

2017 - 2018

**500-hour
Massage Therapy
Program**

**Course Catalog
&
Student Handbook**

Texas Massage School Number: MS0016
Texas Massage Establishment Number: ME1282

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Note: This handbook and associated forms may be updated or revised at any time.

Program Information

The 500-Hour Program for State Licensing

This 500-hour program at The Lauterstein-Conway Massage School & Clinic, Inc. (hereafter referred to as TLC) gives you the skills to be a successful massage therapist. It provides a solid and imaginative education in the theory and practice of massage therapy. This program meets the 500 hours required by the Texas Department of Licensing and Regulation and includes Swedish massage training, Advanced Training in Deep Massage, Deep Tissue, Sports Massage, and Clinical Applications of Massage Therapy. After completing this program and passing the licensing exams, you may become a licensed massage therapist in the State of Texas.

TLC offers the 500-hour program multiple times a year, providing flexible schedules for the students' convenience. See our website for details on upcoming classes and schedules (www.tlcschool.com).

The Texas Department of Licensing and Regulation approves TLC's 500-hour programs. Additionally, The Texas Veterans Commission approves TLC to train veterans.

Course Catalog

The Texas Department of Licensing and Regulation and the Texas Department of Assistive and Rehabilitative Services require that the curriculum include the following:

Anatomy (50 hours) and Physiology (25 hours)

Pehr Henrik Ling, the founder of Swedish massage, said "We ought not to consider the organs of the body as the lifeless forms of a mechanical mass, but as the living, active instruments of the soul." We take this approach to the study of anatomy and physiology. We consider not only the mechanics of each system, but also its role in life and the positive impact massage therapy may have on it. The systems covered include the muscular, skeletal, integumentary, cardiovascular, lymphatic, digestive, urinary, respiratory, nervous, endocrine and reproductive systems.

Kinesiology (50 hours)

Students learn the kinesiology of everyday movement. They will learn the actions of all the major muscles and how they work together to orchestrate movement. Students also learn how chronic muscle tension can give rise to pain, postural and movement imbalances. This will form a basis for students to practice session design tailored to the individual needs of the client.

Pathology (40 hours)

This course includes medical terminology, pathology for each body system, psychological and emotional states (depression, anxiety, grief, etc.), effects of life stages (childhood, geriatric, etc.), physiological healing processes, basic pharmacology, the physical and emotional effects of healthy use and abuse/trauma, indications and contraindications for special populations, specific diseases, injuries and types of massage.

Human Health and Hygiene (20 hours)

This course includes sanitation and hygiene, universal precautions, CPR/First Aid, diet, exercise and self-care, as well as communication skills, boundaries, ethics, professional attire, sensuality and massage and movement skills.

Swedish Massage (125 hours)

Swedish massage forms the basis of the contemporary Western approach to massage. This course includes history, contraindications, body mechanics, basic strokes (effleurage, petrissage, friction, vibration, tapotement and Swedish movements) and working with special populations (pregnancy massage, geriatric massage, etc.). Our approach is to be precise and thorough in teaching soft tissue manipulation, while cultivating mindfulness regarding the body, mind, and spirit of the client.

Hydrotherapy (20 hours)

The course covers the theory and practical use of water of various temperatures and forms for cleansing and vitalizing effects; also, students learn contraindications and the specific physiological effects of the various hydrotherapy techniques, which include: dry brushing, herbal wrap, hot and cold

applications, and contrast baths.

Business Practices & Professional Ethics (45 hours)

This course examines massage therapy laws and regulations, business practices, bookkeeping, taxes, budgeting, marketing, advertising, interviewing skills, ethics and values-based planning, and how to set up an office. Students will practice networking and marketing techniques through community service. This culminates in the students developing exciting, individualized career plans for themselves.

Additional Techniques (75 hours)

Deep Tissue and Sports Massage

These courses help develop the student's overall understanding of kinesiology and the role various muscles play in particular activities. Students learn sports application of circulatory massage, and deep tissue techniques.

Deep Massage

This unique approach to deep work, developed by our school's co-founder David Lauterstein, is an outgrowth from the traditions of Rolfing, Zero Balancing, and other advanced bodywork disciplines. Students learn to contact both clients' structure and energy, especially in the deeper muscle layers. Students learn myofascial anatomy, its relevance to pain and tension, and myofascial release techniques. This approach utilizes deep effleurage and other advanced techniques to help clients live without unnecessary tension and pain.

Orthopedic Massage Therapy

Students learn orthopedic massage therapy to address musculoskeletal problems. Students learn advanced techniques and how to analyze problems related to chronic or acute injury, poor posture, movement imbalances, and/or life stresses. They learn how to respond to these problems with appropriate applications of circulatory massage, deep tissue, myofascial release, and cross-fiber work. Students learn integrative session design to address each client's unique problem and nature with sensitivity and technical expertise.

Internship (50 hours)

Internship is 50 hours out of the 500-hour program. Students practice their therapeutic, communication, and business skills by practicing massage on the public in a supervised context. The internship is an extremely useful preparation to becoming a therapist, as we often learn best by doing. TLC has an innovative internship that allows students to receive extensive practice in Swedish, Sports and Deep Massage therapy in our student clinic.

Continuing Education

The State of Texas requires all therapists to take a minimum of twelve hours of continuing education every two years. Therefore, TLC offers an array of NCBTMB-approved workshops throughout the year in addition to our advanced certification program. These offerings are usually discounted 10% for our graduates and current students.

Admissions

TLC encourages interested parties to apply. Application does not guarantee acceptance. A pre-enrollment consultation is required. This consultation includes a meeting with an admissions counselor, an academic needs assessment, and a tour of the school. Students who wish to use funding from the Veterans Affairs Administration (VA) must also meet with the school's VA certifying official.

Pre-enrollment

Prospects must meet with an admissions representative. During this meeting, prospects receive their initial consultation, a school tour, and a packet of documents for review. Prospects must achieve a score of 70 or above on an academic needs assessment. Prospects with scores below 70 may be required to attend a free academic boot camp as a condition of acceptance.

Eligibility Requirements

To be eligible to attend TLC, applicants must meet certain criteria. Applicants must provide proof of high school graduation (or equivalent). In the opinion of the admissions representative, the applicant must be of sound body and mind. Applicants must achieve a score of 70 or above on the academic needs assessment or complete supplemental training as determined by the school. TLC conducts random background checks. The first 3 weeks of class are critical as they provide the foundation for student success. Students unable to commit to attending the initial weeks of class may be denied admission.

Note: For the safety and peace of mind of all concerned, prospective students who are pregnant will not be admitted into the program. Students who become pregnant cannot continue in the program. In such a case our standard refund policy will apply (see Refunds). Students are welcome to reapply post-pregnancy (see Re-admissions).

Ineligibility

A person may be ineligible for licensing as a massage therapist by the Texas Department of Licensing and Regulation if he/she has been: convicted of, entered a plea of nolo contendere or guilty to, or received deferred adjudication for crimes or offenses involving prostitution or sexual offenses; or, convicted of a violation of the Massage Therapy Act within the past five years. Anyone currently employed at a sexually oriented business will not be accepted for enrollment at TLC.

Evaluation of Prior Training

If you have prior education or training overlapping with a part of our 500-hour curriculum, you may be eligible for a tuition discount or shortened program.

The Texas Department of Licensing and Regulation, at (512) 463-6599, must determine the eligibility for such credits before enrollment. There is a \$35 special exceptions fee for enrolling these applicants. If you do not present the State's evaluation of your prior training at or before your enrollment, you may be ineligible to place out of any hours. There is a \$100 fee for processing special exceptions after enrollment.

We do not accept previous course work credit from advanced certification programs or continuing education workshops.

Our curriculum has an integrated structure - more like a tapestry interweaving various courses than a series of "blocks" covering one course at a time. For example, in a given class day there may be some hours of anatomy, some pathology and some massage. Though this is ideal for learning, it makes it challenging for those wanting to transfer hours from another school.

The State of Texas Department of Licensing and Regulation prohibits requiring students to attend hours for which they already have credit. Therefore, unless the hours needed are ones that are very discrete in our curriculum, State rules make it virtually impossible for us to provide a schedule that provides only the hours required. We consider students on a case-by-case basis and will do our best to accommodate them.

Readmissions

Readmissions are handled on a case-by-case basis, in accordance with State regulations and school policies. **Readmission is not guaranteed.** In addition to admission criteria detailed above, readmissions are subject to the following conditions:

- Applicants out of a program for 6 months or more must take and pass a Practical Evaluation (\$35 fee) for skills and knowledge assessment.
- All non-tuition fees from previous program must be paid in full.
- Applicant must be in good financial standing with payment plan (if applicable).

Note: Payment plan availability is subject to prior monthly payment history.

- If any prior monthly payment was more than 10 days late or is currently more than 10 days late and still unpaid:

- Student will be readmitted on financial probation. Any payment not paid within the 10 days' grace period will be grounds for dismissal from the program.
- Transcripts will not be released until all tuition and non-tuition fees for all programs are paid in full.
- The new payment plan may only have a term equal to the length of the new enrollment.
- The new payment plan will have the first payment due on the 14th or 29th of the month; whichever is prior to the first day the student is scheduled to attend class.

The circumstances surrounding a student's withdraw from their previous program will inform how the readmission may proceed.

Transfer

If there is a spot available, students may be allowed a one-time transfer into another **active** program. Provided the student is cleared for readmission, the procedure is as follows:

- Their official start date will be determined by the credit hours attended and passed from their previous program.
- At enrollment, student may prepay for make-up classes at the sit-in rate (\$3 per hour) for eligible classes missed in their previous program. This fee is non-refundable. If student does not attend their scheduled make-up class, or if they chose not to prepay, they must make up the class per the make-up procedure and pay the associated fees.
- Student may be readmitted on a probationary basis. This is determined on a case-by-case basis.

Note: Students who wish to transfer to a class not already in progress will be placed on a waiting list. Admissions will review transfer requests after the new enrollment period ends and render a decision. Please allow 5 business days after the new class start date for a response from Admissions.

Academic

Prior students who were dismissed due to unsatisfactory academic progress must reapply. Prior students must submit a written appeal to TLC Administration detailing how they intend to maintain satisfactory academic standing. TLC Administration will review this appeal and determine if the student is cleared for readmission.

Provided the prior student is cleared for readmission, the procedure is as follows:

- If there is a suitable spot in an active program, student will be enrolled.
- If there is no suitable spot, student will be placed on the waiting list.
- Their official start date will be determined by the credit hours attended and passed from their previous program.
- At enrollment, student may pay for make-up classes at the sit-in rate (\$3 per hour) for eligible classes missed in their previous program. This fee is non-refundable. If student does not attend their scheduled make-up class, or if they chose not to prepay, they must make up the class per the make-up procedure and pay the associated fees.
- Student will be readmitted on a probationary basis. Failure to maintain satisfactory academic standing may result in dismissal from the program.

Attendance

Prior students who reach or exceed the allowable number of absences will be dismissed and must reapply. Prior students must submit a written appeal to TLC Administration detailing the cause of the excessive absences and how they intend to remedy the situation in the future program. TLC Administration will review this appeal and determine if the prior student is cleared for readmission.

Provided the prior student is cleared for readmission, the procedure is as follows:

- If there is a suitable spot in an active program, student will be enrolled.
- If there is no suitable spot, student will be placed on the waiting list.
- At enrollment, student may pay for make-up classes at the sit-in rate (\$3 per hour) for eligible classes missed in their previous program. This fee is non-refundable. If student does not attend their scheduled make-up class, or if they chose not to prepay, they must make up the class per the make-up procedure and pay the associated fees.

- Student will be readmitted on a probationary basis.
- Failure to attend class or maintain satisfactory academic standing may result in dismissal from the program.

Course Expiration

Prior students who do not complete the program requirements by the course end date (or extension end date, if applicable) will be dismissed from their program and must reapply. Prior students must submit a written appeal to TLC Administration detailing why they were unable to complete by the deadline, and how they intend to remedy the situation in the future program.

Provided the prior student is cleared for readmission, the procedure is as follows:

- Student will be allowed 3 months to complete course requirements.
- Student may attend make-up hours in the make-up room only.
- Student may be readmitted on a probationary basis.

Conduct

It is unlikely for prior students that were dismissed for violations to the conduct policy to be readmitted. Prior students must submit a written appeal to TLC Administration. TLC Administration will review this appeal and determine if the prior student is cleared for readmission.

Provided the prior student is cleared for readmission, the procedure is as follows:

- If there is a suitable spot in an active program, student will be enrolled.
- If there is no suitable spot, student will be placed on the waiting list.
- At enrollment, student may pay for make-up classes at the sit-in rate (\$3 per hour) for eligible classes missed in their previous program. This fee is non-refundable. If student does not attend their scheduled make-up class, or if they chose not to prepay, they must make up the class per the make-up procedure and pay the associated fees.
- Student will be readmitted on a probationary basis.
- Any future conduct violations will result in immediate dismissal.

Students who are unable to complete their training within the span of two programs will likely be denied entry into a third program.

Tuition

Tuition for the 500-hour program is \$6190. Additional, non-refundable, non-tuition admission fees are listed below among the schedule of fees. Admission fees are due at enrollment.

Individual Subject Tuition

For applicants interested in taking only segments of the 500-Hour Program, prior training will be reviewed on an individual basis. If accepted, students will be charged \$14 per hour for 50 hours or less. For more than 50 hours, the cost will be prorated based on the hourly rate for the specific program and number of hours taken.

Schedule of Fees

Admission Fees

- \$100 Enrollment/Re-enrollment fee – also referred to as application fee (non-refundable)
- \$65 ABMP membership (includes Student Liability Insurance and Exam Coach) (non-refundable)
- \$34 School Packet (non-refundable)
- \$35 Special Exceptions fee (if applicable)
- \$3 Re-enrollment sit-in fee hourly rate (if applicable) (non-refundable)
- \$35 Assessment fee for potential re-enrollment (if applicable)

Non-tuition Fees

- \$100 Late Special Exceptions fee
- \$34 Replacement School Packet
- \$5 Sheet Rental Fee
- \$200 Massage Table/Chair deposit
- Massage Table/Chair rental
 - \$15/day
 - \$30/3 days
 - \$60/week
- \$10 Make-Up Class hourly rate
- \$25 Make Up Class No-Show fee
- \$35 Private Teaching Session (PTS) No-Show fee
- \$35 Private Teaching Session re-examination fee
- \$5 Late payment fee
- \$20 NSF fee (non-sufficient funds)
- \$10 Parking violation fee
- \$10 Parking permit replacement fee
- \$35 Tutorial hourly rate for 1 student
- \$17.50 Tutorial hourly rate per student for 2 students
- \$15 Tutorial hourly rate per student for 3 students or more
- \$40 Internship No-Show fee
- \$10 Additional Transcript fee
- \$10 Additional Diploma fee
- \$10 FSMTB Education Verification (alumni only)
- \$100 Special Extension Fee

Additional Student Expenses

- Pencil or pen
- 2 clean twin sheets, 2 pillowcases, and a hand towel
- 1 clean blanket to fit a twin-size bed
- 1 bottle of unscented lubricant in plastic bottle with a pump top
- 1 holster for lubricant
- 1 plastic bottle of witch hazel or facial toner
- Cotton rounds or cotton facial squares
- 1 bottle of liquid hand sanitizer
- Massage table
- For hydrotherapy, students will need a dry brush, available at the school or health food stores for about \$5-\$10.
- For pregnancy massage, students will need 2 body pillows.

Required Textbooks

- Business Mastery, 5th Ed. Sohnen-Moe (ISBN 1-882908058)
- Massage Therapy: Principles and Practice, 5th Ed. Salvo (ISBN 1-416036520)
- Trail Guide to the Body, 5th. Ed. Biel (ISBN 9780982978658)
- A Massage Therapist's Guide to Pathology, 5th Ed. Werner (ISBN 9781608319107)
- Deep Massage Book, Lauterstein (ISBN 9780967303482)

Items Needed for Class Everyday

Supplies are available for sale or rent at our school store (see Resources). Please ask the Office Manager at the front desk for details.

- Your School Packet with all handouts and paper for note taking
- All texts relevant to that day's class

- Your completed assignments (when due)
- Pencil or pen
- 2 clean twin sheets, 2 pillowcases, and a hand towel
- 1 clean blanket to fit a twin-size bed
- 1 bottle of unscented lubricant in plastic bottle with pump top
- 1 holster for lubricant
- 1 plastic bottle of witch hazel or facial toner
- Cotton rounds or cotton facial squares
- 1 bottle of liquid hand sanitizer

Payment Options

Students will choose their method of payment during enrollment. Their payment option will determine the amount due before class begins, and subsequent payment amounts and schedules.

Payment in Full

Students may pay the full tuition. Those who choose to pay in full may be eligible for a discount.

Half Payments

Students may pay half of their tuition by the start of class and the final half at the end of the second academic quarter (specific date to be determined during enrollment). Those who choose this option may be eligible for a discount.

Payment Plans serviced by TFC

Students may apply for extended payment plans serviced by TFC Credit Corporation. Students on a payment plan will receive a copy of their payment schedule. It is your responsibility to make the agreed-upon payments on time. We recommend students choose automatic draft; payment would be submitted to your bank the business day before your due date. Changes to auto drafts must be requested at least 2 business days prior to your scheduled monthly payment.

- TFC reports payments that are 30 days late to credit reporting agencies, which may have a negative impact on your credit rating.
- Students will be financially eligible to receive transcripts provided all payments were made on time and all non-tuition fees are paid in full.
- If ONE payment to TFC is more than 10 days late, **students will not receive transcripts until all non-tuition fees and at least two-thirds of their total tuition is paid.**
- If TWO or more payments to TFC are more than 10 days late, **students will not receive transcripts until all non-tuition fees and tuition is paid in full.**
- Transcripts for students who withdraw or are dismissed from the program will be released after all non-tuition and tuition is paid in full.

TFC Contact Info:
TFC Tuition Financing
PO Box 579
San Ramon, CA 94583-0579
800-872-9832

Hours of Operation:
Monday – Thursday 8:30am – 10:00pm Central Time
Friday 8:30am – 7:00pm Central Time
Saturday 9:00am – 4:00pm Central Time
<http://www.tfcstudentinfo.com>

Late Payments

TLC extends payment plan options with the agreement that you will pay on time and in full. If you foresee difficulty with making your scheduled payment, arrangements may be made. This option is available *one time only* and must be requested in writing **prior** to missing your monthly payment. Please contact the Controller before missing your payment. Otherwise, payments are expected when scheduled.

- Please note: The date the payment is posted determines whether it was received within the 10-day grace period. Payments received after 4:00pm, Central Time will be posted the following business day. Additionally, payments made on weekends and/or holidays will be posted the following business day.
- If a payment is made after the 10-day grace period, a \$5 late fee will be charged.
- **Financial Suspension** – On the 11th day after the due date, students who fail to make their scheduled payment will be suspended until they become current, including NSF and late fees.
 - Students on suspension are not permitted to attend class, internship, or other school activities.
 - If suspension causes short notice cancellation of internship shift, student will be held responsible for no-shows in accordance with internship policy.
 - Any time missed while on suspension must be made up in accordance with make-up policy (see Make-up Classes).
 - If suspension causes the total absences to meet or exceed 15% of enrolled hours or 10 consecutive days, student will be dismissed (see Withdrawal Procedure, Dismissal).
 - **TLC reserves the right to dismiss any student who accumulates three Financial Suspensions.**

NSF (Non-sufficient Funds) Fee

There will be a charge of \$20.00 for banking issues including but not limited to: checks returned for insufficient funds, stop payments, and credit card charge-backs. Late fees may also apply. Students accruing more than two NSF fees will no longer be able to pay by check.

Financial Requirements to Receive Transcripts

- Paid all non-tuition fees
- Tuition paid in full OR good standing with TFC Payment Plan (see Payment Options, Payment Plans Serviced by TFC)
- Students who drop or are dismissed from the program must be paid in full to receive transcripts.

Tuition Refund Policy

A student will receive a refund of all tuition monies paid if he/she cancels the enrollment agreement (in writing) within 72 hours (until midnight of the 3rd day excluding Saturdays, Sundays and legal holidays) after the prospective student signs the enrollment agreement.

Note: The application, ABMP Membership/student liability insurance, and school packet fees are not considered part of tuition and are non-refundable.

If tuition is collected in advance of the first day of the program, and if, after expiration of the 72-hour cancellation privilege, the student withdraws before the first class, the school will retain \$100 of the tuition as an administrative fee.

If a student does not withdraw before the first class and is dismissed or withdraws, he or she will either be due a refund or will owe additional tuition, depending upon the timing and the tuition previously paid.

The minimum refund of the remaining tuition, or the determination of the amount of additional tuition owed, will be as outlined below, based on the percentage of clock-hours of the program completed.

Tuition is charged for all hours scheduled prior to official dismissal or withdraw.

- During the first week or one-tenth of the program, whichever is less, 90% of the remaining tuition (10% of your total tuition is considered to have been earned by the school);
- After the first week or one-tenth of the program, whichever is less, but within the first three weeks of the program, 80% of the remaining tuition (20% of your total tuition is considered to have been earned);
- After the first three weeks of the program, but within the first quarter of the program, 75% of the remaining tuition (25% of your total tuition is considered to have been earned);
- During the second quarter of the program, 50% of the remaining tuition (50% of your total tuition is considered to have been earned);
- During the third quarter of the program, 10% of the remaining tuition (90% of your total tuition is considered to have been earned);
- During the last quarter of the program the student may be considered obligated for the full tuition.
- Refunds for items of extra expense to the student, such as instructional supplies, books, student activities, laboratory fees, service charges, rentals deposits, and all other such ancillary miscellaneous charges, where these items are separately stated and shown in the pre-enrollment information, will be made in a reasonable manner. The ABMP membership, and school packet fee are non-refundable after your first day of class (see Resources, School Store).

Refunds will be made within 30 days of the earliest of:

- The effective date of dismissal
- The date of receipt of written notice of withdraw from the student
- 10 instructional days following the first day of the program if the student fails to enter

If additional tuition is owed after dismissal or withdraw, it is due within 30 days unless otherwise indicated. Non-tuition fee balance is due within 30 days.

If TLC cancels or discontinues a program; the above refund policy will apply, modified to reflect the refund amounts due per each quarter of the program. This policy also applies in the event an additional or changed location is 10 miles or more from the previously approved location of instruction and an enrolled student is unable to complete the program at the additional or changed location as determined by the Texas Department of Licensing and Regulation. In either of these events the student will be given a transcript of all hours successfully completed within 30 days or a full refund of all tuition.

Attendance Requirements

Students are required to attend all 500 hours of the program to complete the course, and the best way to learn is with your class. Instruction begins at the scheduled start time. Tardiness and absences are strongly discouraged. We recommend that you arrive at least 15 minutes before class to be physically and psychologically ready for the beginning of class. Instances of tardiness and absences must be made up.

The State of Texas requires us to dismiss students who miss 15% of their program (75 hours or roughly 16 classes for a full 500-hour enrollment) or are absent for 10 consecutive days. This requirement is regardless of time made up. This includes classroom, PTS, and Internship hours.

The first 3 weeks of class are critical as they provide the foundation for student success. Students with

excessive absences during the initial weeks of class may be dismissed from the program. Additionally, the TLC reserves the right to dismiss any student with excessive tardiness throughout the program. This is determined on a case-by-case basis.

Tardiness

The definition of tardy is arriving for class after the start time, returning late from a break, or leaving before class has ended. If you have any question about how many minutes you missed, please check with the instructor or assistant. It is the students' responsibility to verify that the instructor records their late arrival accurately or the student may be considered absent. **Students must attend at least 1 hour to make up a tardy of up to 1 hour and must round up to the nearest hour for a tardy in excess of 1 hour.**

Absences

To successfully complete the 500-Hour Program and be eligible for state licensure, the State of Texas requires students to attend all 500 hours. Any absence must be made up. If you miss any of your regularly scheduled classes, it will be documented on your student record. It is the student's responsibility to arrange a class make-up (see Make-up Classes).

Illness

Students should not attend class if they are ill, especially if they have a communicable illness or other health problem that may compromise the health of others. Please do not attend class if you have a fever. We require students be fever-free for 24 hours before returning to class. Please contact the Student Administrator if you have multiple absences due to sustained illness.

Not-Participating

If a student is unable to give and receive work in a practical class, he/she will be given an "NP" (not-participating). If a student either cannot give or cannot receive, he/she will be given a "1/2 NP." Students are allowed a maximum of 4 full "NP's" during the program before these begin to count as absences. To receive "NP" credit, students must remain alert and focused. If a student receives a NP for a practical exam, the student doesn't need to make up the hours but must still make up the exam.

Breaks

An average of 10 minutes per class hour may be used for breaks. The timing of breaks is not guaranteed. The length of breaks will be announced and class will resume at the designated time.

Cancellation of Classes

On occasion and due to inclement weather or some other emergency, we may have to cancel a class. In the event that a class is cancelled, we will attempt to notify students of the cancellation. However, there is not always sufficient time to do so. An announcement will be left on our answering machine during and after normal business hours.

Unless cancellation is absolutely necessary, we will hold classes as scheduled. When the weather and roads are questionable in some areas, but do not clearly warrant our closing the school, we ask students to use news reports in their area to inform their decision whether to attend.

If you decide not to come to a class and the class was not officially cancelled, you are required to make-up the class in your own time, at your own expense. If a class is officially cancelled, the school will schedule a free make-up day.

Make-up Classes

In an effort to accommodate the needs of students, TLC offers a variety of class schedules. Each student is encouraged to choose the schedule that best fits into their life. Instructors and resources are allocated for each of your scheduled classes. We strongly encourage you to attend your scheduled classes. Making up a class earns you credit for the hours missed, but does not erase the absence. It is your responsibility to keep track of tardiness and absences.

How to Make-up Classes

The standard schedule for the make-up room is Tuesday through Friday from 10am – 6pm, with the exception of holidays and occasional classes or workshops. Although extended times may occasionally be available, those are subject to change at any time. Space in the make-up room is limited and **reservations are required**. Students will find a sign-up list in the Student Communication Hallway.

- Students are to find the day that works best for their schedule and reserve their spot by signing up in an available spot on the date of their choosing.
- Students are to bring the appropriate materials to their make-up class, per their school packet. Students may bring a laptop, tablet, or other device to access online lectures and demonstrations.
- Students are to report to the lobby at their scheduled time. The MTI-on-duty will admit students to the make-up room in-between clinic sessions. **Students may not enter if the clinic door is closed.**
- During their make-up time, students must complete a make-up form and turn it in to the MTI-on-duty.
- Assignments are due the next day the student returns to class or the day they make up the corresponding class, whichever is earliest. A late penalty will be added to any assignments submitted after that time.
- Quizzes, exams, practical exams, touch assessments, and spot checks are due within 2 weeks of the missed class or when students make up the corresponding class, whichever is earliest. The standard late penalty applies to any work submitted after the designated make-up date.

Exception: Our curriculum is structured so that massage techniques build from a foundation established in the first quarter. The Swedish Touch Assessment is a critical milestone as it gives instructors an opportunity to assess a student's knowledge and competency of the introductory techniques. For the safety of receivers, students must take and pass their Swedish Touch Assessment (22b) by class #28. Students who fail to do so may be required to take NP's until this requirement is met. Any time missed under these conditions must be made up in accordance with the make-up policy (see Make-up Classes). If these conditions cause the total absences to meet or exceed 15% of enrolled hours or 10 consecutive class days, the student will be dismissed from the program (see Withdraw Procedure, Dismissal).

Exceptions

The following classes must be made up **with a class**. Students absent from the following classes must refer to the class schedules available in the Student Communication Hallway or on our website under Student Resources. Once the student finds the class that works for their schedule, they should contact the Student Administrator to request a spot with the other program. Space is not guaranteed. The Student Administrator will confirm the reservation.

- 21B – CPR/First Aid
- 25B – Hydrotherapy
- 26B – Hydrotherapy
- 27B – Hydrotherapy
- 47B – Pregnancy Massage
- 48B – Pregnancy Massage
- 49B – Pregnancy Massage
- 56A – Clinic Orientation
- 56B – Mock Internship

Make-up Fees

- Make up fees \$10/hour spent in the make-up room. This is regardless of the actual time missed.
- If you fail to cancel and do not attend, you will be charged a \$25 no-show fee.
- Make-up fees are not included in your tuition-financing plan. Payment must be made to the Controller and can be by check, money order, or credit card. Neither the receptionist nor the instructor can accept payment.
- All make-up/no-show fees must be paid in full to be financially eligible to receive your transcript.

Academics

Turning in Assignments

Students are to turn in assignments to their instructor by the start of class on the day the assignment is due. Failure to do so will result in a 20-point late deduction. If absent, the assignment is due by the start of class on the next day they attend.

Students should turn in late work either to their instructor or to the MTI-on-duty during their scheduled make-up time, whichever is applicable.

Getting Work Back

Most assignments that are turned in on time will be graded in class and returned the same day. On occasion, instructors may need additional time to grade assignments; please allow 3 business days. Additionally, please allow 3 business days for late or make-up assignments. Once graded, assignments will be placed in your student folder located in the Student Communication Hallway (see Resources, Student Communication Hallway).

Grading Questions

If you have a question or concern regarding a grade on an assignment, please write your question or concern on a note attached to the assignment and submit it to the Assignment Box in the Student Communication Hallway. We will respond in writing as soon as possible.

Missed or Failed Quizzes and Exams, Practical Exams, Spot Checks, and Touch Assessments

If a student is absent from a class in which a quiz or exam was given, it is their responsibility to arrange to make up the missed exam. Students will have two weeks to take the quiz or exam without any deduction of grade points. After that time, there will be a 20-point late deduction. Additionally, if a student fails a quiz or exam they may retake it for a grade up to a 70. If a student fails a practical exam, spot check, or touch assessment, they **must** make it up.

Making-up or Retaking Quizzes or Exams

To make-up or retake quizzes or exams, students should schedule time in the make-up room and specify what tests(s) they intend to make-up/retake (see Make-up Classes). Quizzes and exams may be completed while the student makes up class time. Students taking quizzes or exams but not making up hours are not charged for this time in the make-up room. As needed, students also have the option to schedule time with the Student Administrator to make-up or retake a quiz or exam. This earns you credit for the test or exam, but does not count toward make-up hours. If a student takes a quiz or exam and does not receive a grade of 70 or better, they must wait 24 hours before trying again.

Making-up or Retaking Practical Exams, Spot Checks, and Touch Assessments

If a student misses or fails a practical exam, spot check, or touch assessment, they **must** make-it/retake it as a condition for graduation (see Academics, Academic Requirements to Graduate). Practical Exams, spot checks, and touch assessments must be taken in the make-up room. To make-up/retake a Practical Exam, Spot Check, or Touch Assessment, students should schedule time in the make-up room and specify what tests(s) they intend to retake (see Make-up Classes). Students retaking Practical Exams, Spot Checks, or Touch Assessments but not making up hours are not charged for this time in the make-up room. If a student retakes a practical exam, spot check, or touch assessment and does not receive a grade of 70 or better, they must wait 24 hours to try again.

Exception: Our curriculum is structured so that massage techniques build from a foundation established in the first quarter. The Swedish Touch Assessment is a critical milestone as it gives instructors an opportunity to assess a student's knowledge and competency of the introductory techniques. For the safety of receivers, students must take and pass their Swedish Touch Assessment (22b) by class #28. Students who fail to do so may be required to take NP's until this requirement is met (see Attendance Requirements, Not-Participating). Any time counted as an absence or tardy under these conditions must be made up in accordance with the make-up policy (see Make-up Classes). If these conditions cause the total absences to meet or exceed 15% of enrolled hours or 10 consecutive class days, the student will be dismissed from the program (see Withdraw Procedure, Dismissal).

Outside Massages (OM's)

After you have learned how to do basic massage of the whole body, you will perform massages outside of class as homework. The purpose of these massages is to give you more practice and more confidence. Note: You cannot charge or receive tips or barter for your practice work before you are state-licensed.

Private Teaching Sessions (PTS)

So that you may receive firsthand feedback about the quality of your work, students will practice massage with one of the faculty MTIs. Students will schedule 2 Private Teaching Sessions (PTS). Sign-up sheets will be made available with a variety of available times. Each PTS is 2.25 clock hours and is required. If a student fails a PTS, they must reschedule the PTS and pay a \$35 re-examination fee. If a student misses or reschedules a private teaching session with less than 72 hours' notice, he/she will be charged \$35 for the missed appointment.

Community Service

In an effort to expand the student's knowledge of the therapeutic and marketing techniques acquired in the first half of the training, TLC students are required to complete 6 hours of community service. TLC organizes a variety of volunteer opportunities throughout the year, ranging from residencies with local businesses to community events. Information on upcoming events can be found on the community service bulletin board located in the Student Communication Hallway. In addition, students may organize their own community service events, provided they are approved by TLC.

On the day of the event, students should do the following:

1. Check the weather.
2. Dress for Clinic (wear your TLC shirt).
3. Pack plenty of food and water.
4. Arrive to the event location on time.

TLC-organized Events

To see a current list of community service opportunities, please see the community service bulletin board in the Student Communication Hallway. Space for these events is limited and reservations are required. To reserve a place, students must complete a green community service request form. All fields on the form are required and must be filled out completely. Students should submit completed forms to the Internship/Community Service box in the Student Communication Hallway. Please allow 3 business days for processing. If the student is selected to participate, they will receive an email notification.

Before the event (approximately 1-2 days), TLC will send an event itinerary to the selected students. TLC provides equipment and supplies for TLC community events. For community service at a local residency, students are responsible for checking out and returning equipment and supplies.

Student-organized Events

Students may propose alternative community service events. It cannot be a sexually-oriented location/event and cannot serve alcohol (unless a TLC MTI will be onsite). Students should email Mark Dauenhauer at markd@tlcschool.com with the following:

1. Name of the community event (if applicable)
2. Date
3. Time
4. Address
5. Name of event contact
6. Event contact phone number

TLC will vet the event and determine if it is an appropriate community service event. Please allow 5-7 business days for processing and notification. You will receive an email detailing the terms of the community service event. Students must adhere to these terms. Failure to do so may result in disciplinary action. After official approval, students are responsible for staffing the event (if applicable) and transporting/returning equipment and supplies.

Students may not schedule community service hours during their regularly-scheduled class time.

Quarterly Grade Reports

All programs use a quarterly reporting system to document grades, absences and missing work. Students will receive their quarterly report within 7 business days of the end of the quarters 1 - 3. Students will receive a preliminary 4th quarter grade report on their last class day. Students are responsible for communicating any discrepancies between their records and ours as soon as possible. You may do this by noting the problem on the report and submitting it in the Admin Box in the Student Communication Hallway, along with any additional documentation.

Grades

Grades are given according to the following scale:

- 90 - 100% = A
- 80 - 89% = B
- 70 - 79% = C
- Below 70% = not passing

Academic Probation

At the end of each quarter, students with a quarterly average below 70% in any subject will be placed on probation for the next quarter and are required to schedule a meeting with the Student Administrator for counseling. A paper notice will be printed and attached to the quarter report - this needs to be brought to your meeting. If a meeting is not scheduled within the week grace period, the student may be pulled from class to meet with the Student Administrator and will be responsible for making up that time at a later date.

Students who fail their first probationary period, either by failing to pass all subjects for that quarter alone, or by ending that quarter with an overall failing grade in any subject, may be dismissed at the school's discretion; students failing to achieve an overall passing average in all subjects after two successive periods on probation must be dismissed, per State regulations.

Requirements for Entry into Internship

- Certified in CPR and First-aid
- Credit for 22b - Swedish Touch Assessment
- A passing grade (70 or above) on the Swedish PTS
- Overall passing average (70 or above) in all subjects
- Completed the first 250 classroom hours
- Completed class 56a - Internship Orientation and 56b - Mock Internship

Academic Requirements to Graduate

- Attended 500 hours
- Achieve an overall passing grade in all subjects
- Receive a grade of 70 or above for each PTS
- Passed all Touch Assessments and Spot Checks
- Completed Community Service hours

Our curriculum is designed so give students adequate time to complete their academic requirements and should plan and schedule their time accordingly. The timeline is such that students should work to be eligible to begin clinic by **no later than class #99**. Students who become eligible after this date may experience difficulty obtaining enough shifts to complete their Internship. Students who become eligible after class #99 are not guaranteed shifts as they are schedule on a first come, first serve basis. If a student does not meet all academic requirements by the end date on their Enrollment Agreement, they will be dismissed in accordance with our withdraw policy (see Withdraw, Dismissal). A student may appeal for an extension but must do so before their enrollment end date (see Appeals).

Building Policies

Video Surveillance

To ensure the safety of students, faculty, and clients, TLC conducts video surveillance in the common areas and parking lot.

Administrative Offices

Please enter the administrative area only when accompanied by a staff member or after checking with the Front Desk.

School Computers/Copier

Students are not permitted to use school computers, copiers, or printers. This equipment is for staff use only (no exceptions).

School Property

Please do not remove bolsters, massage tables, face cradles, chairs, teaching equipment etc., from their designated area.

Noise Level

Out of consideration for our internship clinic, our receptionist and other classes in progress, please speak softly when indoors. Do not congregate in the front lobby or by the main (client) entrance. Cell phone use is only permitted outside or in the Student Lounge.

Visitors

Under no circumstances may students bring children, guests, or pets with them to class or to the internship clinic. Children should not be left unattended in the student lounge or lobby.

Housekeeping

Please take responsibility for keeping the environment clean and orderly. Please wash and return any dishes you borrow or bring your own. Pick up your trash and clean up kitchen area after use.

Recycle

We recycle! Bins are located in the student lounge for glass, plastic, aluminum, magazines and newspapers. Food and drink containers must be rinsed clean prior to being deposited in the recycle bins. **Paper towels and food boxes are not recyclable and should be placed in the trash.**

Lost and Found

Found items are placed in the wicker box in the student lounge, which we empty at the first of each month. Please check at the Front Desk for lost jewelry, electronics, and textbooks.

Weapons

Per section 30.06 of the Texas Penal Code, TLC is a weapon-free zone. This includes all weapons regardless of one's weapons permit.

Smoking

Per City of Austin Ordinance no. 050303-05 - Smoking in Public Places Ordinance (SIPPO) - no smoking is allowed within 15 feet of the building. Do not leave cigarette butts on the ground. Please dispose of them properly.

Parking

Please observe and obey all signs and markings. Students may not park in parking spaces reserved for clinic clients, visitors, or faculty. If you need to park offsite, please avoid parking in other business' parking lots. TLC provides additional parking at the First Unitarian Universalist Church of Austin, 4700 Grover Avenue, Austin TX 78756. These offsite parking spaces are marked with signs reading "Reserved for Lauterstein-Conway." The available days and times these spaces are available are indicated on the signs and vary based on the lot. Church parking is available Monday – Saturday and by permit only. If using church parking, please observe their 10-mph speed limit. Loitering and smoking are not permitted on church grounds. No pets are to be left on church property.

Classroom Policies

Cell phones and Other Recording Devices

To maintain a calm atmosphere and ensure privacy at all times in the school, the use of cell phones and cameras is prohibited in classrooms, clinic, and bathrooms at all times. In those areas, these devices must be off and stowed away. If you have an emergency, inform the instructor. At the

instructor's discretion, you may be permitted to set your device to vibrate.

Computer/Internet

Computers may be used during class for note-taking only. The webcam feature must be blocked for confidentiality/privacy reasons. Students may take audio recordings of lectures. Student access to wireless network TLC_Classroom is available in the student lounge and make-up room.

Food and Drinks

With the exception of bottled water, no food or drink is allowed in the classroom, make-up room, or clinic. Filtered water is available at the kitchen sink and drinking fountains. Students are welcome to use the Student Lounge for food and drink. Please do not leave these items unattended anywhere other than the Student Lounge. **Food or drink found outside the designated area will be thrown away.**

Student Conduct

As a therapist, your commitment to your own mental, emotional and physical health, as well as that of your clients, is as important as your technical skills. Our student conduct policy is designed to support this commitment to your professionalism. The faculty and administration review students' performance regularly. Any infringements of the student conduct policy, or other policies or procedures outlined in the handbook will be documented in the student's permanent record.

If, in our judgment, the infringement is serious enough, the student may be dismissed immediately. Otherwise, written notice will constitute a warning. A second incident may result in dismissal. The student has the right to appeal a warning or dismissal in writing within one week of being informed (see Appeals).

Any behavior that overly compromises the student's performance and/or upsets the classroom or school atmosphere may be grounds for disciplinary action up to and including dismissal.

Examples of such behaviors are listed below:

- Any sexual activity on school grounds or while doing community service
- Being under the influence of function-impairing drugs or alcohol at school or while doing community service
- Dishonesty with an instructor, fellow students or the Administration. This includes, but is not limited to, falsifying attendance information, or using school resources without approval
- Display of emotional instability (hostile or irresponsible behavior) that compromises the learning environment within the classroom or the atmosphere of safety within the school
- Failure to respond to communications from faculty or staff
- Failure to follow instructions in class
- Consistently poor hands-on techniques/skills that may endanger the client or receiver
- Employment in a sexually oriented business (topless club, "massage parlor", modeling or escort service, etc.)
- Any behavior by a student, which is disrespectful to another person(s) or disrupts the progress and continuation of the class in the judgment of the instructor. This includes sleeping in class, side talking, texting, surfing the web, earbud/Bluetooth or cell phone use, etc.
- Bullying or assault of any kind on a student, faculty or staff member
- Possession of any weapon (whether formal or improvised) on school grounds (see Building Policies)
- Conviction of a crime that may limit your ability to be a licensed massage therapist
- Theft or destruction of school property or property belonging to another
- Vandalism

Academic Integrity

A student, who commits any act of academic dishonesty, may forfeit the right to remain a student. Academic dishonesty includes, but is not limited to, the following offenses:

- Reading or copying another student's responses during an examination
- Communicating with anyone, other than a designated instructor, during an examination
- Unauthorized collaboration with another in preparing work offered for credit
- Facilitating another student's academic misconduct
- Copying or plagiarizing another student's homework
- Tampering with the academic work of other students
- Falsifying data in the classroom or clinic setting
- Buying, selling or distributing course materials, including exams, test answers and course papers

Following Instructions

Students are expected to follow along with practical instruction and should move ahead only when so instructed. Techniques other than those taught in this program are not to be used in class, clinic, or during community service. Talking during practical instruction should be limited to necessary feedback only.

In-Class Massage Practice

All students are expected to work with and perform/practice massage on all classmates regardless of gender or other considerations. Students/faculty are not to massage each other during class except during instructor-led practice unless otherwise instructed.

Students should take care to properly execute hands-on techniques and to avoid endangering themselves or the receiver. Instructors closely monitor technical performance. If a student fails to meet benchmarks or poorly executes hands-on techniques/skills, TLC Administration will attempt to intervene in an effort to improve the student's performance. Intervention may include, but is not limited to meetings, tutorials, warnings, and probation. If the student's technique fails to improve after sufficient intervention efforts (as determined by Administration), the student may be dismissed from the program.

Modesty

Dressing and undressing will be done under the sheet, or behind a screen. Genitals, gluteal cleavage, and the breasts of females are never to be exposed in class, practice sessions or internship clinic. Outside the classroom, students are to be fully clothed.

Students will receive massage fully draped and without underwear, in order that their partners can learn to perform the routines correctly. Exceptions to this procedure may involve feminine hygiene or skin disorders.

Dress Code

It is expected that all students observe high standards of modesty, personal hygiene and dress.

Classroom

- Clothing should be loose enough to allow freedom of movement while adequately covering the body.
- Shirts should be short sleeved (above the elbow) or rolled above the elbow for hands-on classes.
- No torn, ripped, stained, or dirty clothing
- No pajamas
- Neither gluteal nor breast cleavage should be visible.
- Undergarments should not be visible through clothing.
- Shorts and skirts must be at least fingertip length with your arms at your sides.
- Feet must be covered at all times: Shoes or socks must be worn in class. Students must wear shoes outside of the classroom.
- No flip-flops, high heels, or bedroom/house slippers
- Rings, bracelets and watches should not be worn during massage.
- Hair should be neat, clean and tied back (if applicable).

- Facial hair should be neat and well kept.
- Hands are to be kept clean with nails trimmed short and polish-free.
- Feet should be clean before each class.
- Breath and body should be free of any offensive odor.
- Because many people are allergic or sensitive to strong scents, students are asked to use only lightly scented bath and body products and to avoid perfume or aftershave on massage days.

Clinical Internship - Requires Black Pants and White Shirts

- Clothing should be neat, unwrinkled, clean, and in good repair.
- Clothing should be loose enough to allow freedom of movement while adequately covering the body.
- Clothing should be free of emblems, images, or text (other than official school shirts).
- Workout clothing is not acceptable, including sweat pants and running shorts.
- Undergarments should not be visible through clothing.
- See-through clothing is not permitted.
- Rings, bracelets and watches should not be worn during massage.
- Long necklaces should be removed or tucked into the shirt.
- Hair should be neat, clean and pulled back (or up) if long. A sweatband may be worn only during the session, not when greeting or interviewing clients.
- Breath and body odor should be pleasant or absent.
- Because many people are allergic or sensitive to strong scents, interns are asked to use only lightly scented bath and body products and to avoid perfume or aftershave on massage days.
- Interns must wear closed-toe shoes at all times. No flip-flops, sandals, high heels, or bedroom slippers.

Black Pants

- Yoga pants, slacks, and scrubs are permitted
- Knee length shorts are permitted
- "Cut offs" are not permitted

White Shirts

- Collared Polo shirts are preferred
- White tee shirts and scrub tops are also acceptable
- Shirts should be short sleeved (above the elbow) or rolled above the elbow.
- No halters tops or bare midriffs

Dress Code Golden Rule: If in doubt, don't wear it.

Harassment

Harassment on the basis of ethnicity, color, religion, national origin, sexual orientation, gender, gender identity, age, or status as a covered veteran, or other protected status will not be tolerated. All allegations shall be addressed.

Sexual harassment of any individual will not be tolerated. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, particularly when:

- Submission to such conduct by the individual is made a term or condition of employment or scholastic status, either explicitly or implicitly.
- Submission to or rejection of such conduct by the individual influences personnel or scholastic decisions concerning that individual.
- Such conduct has the purpose or effect of interfering unreasonably with the individual's work or academic performance or of creating an intimidating, hostile, or offensive working or scholastic environment.

Student complaints shall be taken seriously and every effort shall be made to resolve the issue. The Administration will maintain confidentiality to the extent we are able; however, our priority is to maintain a safe, positive learning environment. Please see Conflict Resolution below for more details.

Conflict Resolution

Our goal at TLC is to create and maintain an environment as positive and healing as the methods we teach. Students, faculty, and staff are all an integral part of this effort.

Students work closely with one another, frequently practicing massage techniques on each other and providing feedback in real time. This puts the students in a unique position to be an advocate – for themselves, their partners, the school, and future clients.

We encourage students to think well of self and others and to offer constructive feedback to their classmates from that space. Should conflicts occur with a fellow student or a member of the faculty or staff, please follow the conflict resolution procedure detailed below:

- **Say Something** – If you feel someone is not respecting your personal boundaries or is behaving unprofessionally, stop them and let them know that you are uncomfortable.
- **Tell the Instructor** – If communicating directly does not adequately resolve the issue, students should notify their instructor immediately. They will help mediate a resolution between parties.
- **Tell the Student Administrator** – If the instructor-led mediation does not adequately resolve the issue OR if the issue is with the instructor, students should notify the Student Administrator and/or the Education Director immediately. They will help mediate a resolution between parties.
- **File a Complaint** – If both neither the instructor nor the Administrator/Director adequately resolve the issue, you may file a formal, written complaint by sending an email to admin@tlcschool.com.
 - The Administration will investigate the details of the complaint and offer the other party the opportunity to submit a written response.
 - The Administration will meet to discuss the issue and determine the best course of action.
 - The Administration will render a decision, take appropriate action, and notify all parties in writing.
- **File a Grievance** – If you do not feel the issue is adequately resolved, you may file a formal grievance by contacting the Texas Department of Licensing and Regulation at (800) 803-9202.

Assessment

The school Administration closely monitors student conduct, attendance, and academic and technical performance. If a student fails to meet benchmarks, poorly executes hands-on techniques/skills, or violates the policies detailed in the handbook, the Administration will attempt to intervene in an effort to improve the student's performance. Intervention may include, but is not limited to meetings, tutorials, warnings, and probation.

Dismissal

Circumstances that may result in dismissal are determined by The State of Texas as well as school policy. Students may appeal dismissals (see Appeals).

Academic and Technical

The State of Texas requires we terminate the enrollment of students who fail to achieve an overall passing average in all subjects after two successive periods on probation.

TLC reserves the right to dismiss students that poorly execute hands-on techniques/skills in a manner that endangers the receiver.

Attendance

In accordance with State regulations, a student's enrollment must be terminated if they accumulate absences of: 1) more than 10 consecutive school days; or 2) More than 15% of the total clock hours in a program (75 hours or approximately 16 classes).

The first 3 weeks of class are critical as they provide the foundation for student success. TLC reserves the right to dismiss any student with excessive absences during the initial weeks of class. Additionally,

TLC reserves the right to dismiss any student with excessive tardiness throughout the program. This is determined on a case-by-case basis.

Conduct

TLC reserves the right to dismiss any student who commits or accumulates any conduct issues.

Financial Suspension

TLC reserves the right to dismiss any student who accumulates three Financial Suspensions.

Appeal Procedure

If you wish to request an exception to any school policy or procedure or appeal a warning or dismissal, you may submit a written appeal to TLC Administration by emailing admin@tlcschool.com. Please allow 5 business days for review.

- The Administration will investigate the details of the appeal and offer the other party the opportunity to submit a written response (if applicable).
- The Administration will meet to discuss the issue and determine the best course of action.
- The Administration will render a decision and inform the student in writing. The Administration's decision is final.

Withdraw Procedure

Cancellation

Students have a right to cancel their enrollment for a full tuition refund if they cancel in writing within 72 hours (until midnight of the 3rd day, excluding weekends and federal holidays) of signing the enrollment agreement. All students who wish to cancel their enrollment before the program start date should contact the Director of Admissions. VA students must also contact the VA certifying official. Notice of cancellation must be submitted in writing. Notification by phone, voicemail, or proxy does not constitute official notice.

Withdraw

If you are considering withdrawing from school, please contact the Student Administrator. VA students should also contact the VA certifying official. There are many resources available to students and we are interested in finding a way to help you succeed. If you decide to withdraw, you must submit a written, dated Notice of Withdraw to the Student Administrator. Notification by phone, voicemail, or proxy does not constitute official notice.

Dismissal

If you are dismissed from the program you will be notified in writing. VA students should also contact the VA certifying official for details.

Students receive credit for hours they attend, provided they also receive an overall passing grade. Each subject is considered individually. Students who cancel, withdraw, or are dismissed will receive an exit status letter within 30 days, along with information about attendance, academic standing, credit hours earned, financial status, and reason for dismissal (if applicable).

Student Records

Student Records

Students have the right to obtain access to all information in their student file. All records will remain confidential within the administration. We will release information to a third party only with the student's written consent. Please note: we will not send copies of transcripts or documentation from other institutions.

FSMTB Education Verification

Effective July 1, 2017, the FSMTB requires education verification to be sent directly from schools to FSMTB. For current students, this is included in the cost of tuition and may be uploaded after class #70, provided the student is not on academic probation or financial suspension. There is a \$10 fee to process FSMTB education verification requests for alumni. Alumni should request their FSMTB

education verification online - <http://www.tlcschool.com/students/alumni/transcript-request-forms>.

Diploma and Official Transcripts

In accordance with State guidelines and as part of tuition, graduates will receive a diploma, two official copies of their transcript, and a copy of their final grade report. These documents will be made available within ten calendar days of meeting all academic and financial requirements.

Academic Requirements to Graduate

- Attended 500 hours
- Achieved an overall passing grade in all subjects
- Received a grade of 70 or above for each PTS
- Passed ALL Touch Assessments and Spot Checks
- Completed Community Service hours

Financial Requirements to Graduate

- Paid all non-tuition fees
- Tuition paid in full OR good standing with TFC Payment Plan (see Payment Options)

Withdraws/Dismissals

Students who withdraw or are dismissed from their program will receive one certified copy of their transcript within 10 calendar days after their non-tuition and tuition balances are paid in full.

Additional Transcripts

Additional transcripts will be available for the cost of \$10 per copy, per program. Please request your additional documents online - <http://www.tlcschool.com/students/alumni/transcript-request-forms/>. These requests will be processed within 10 business days of receipt.

Financial Requirements to Receive Additional Transcripts

- Paid all non-tuition fees
- Tuition paid in full OR good standing with TFC Payment Plan (see Payment Options)

Resources

Teacher Supervision

Because direct and timely feedback is crucial for students' learning, all classes are instructor-supervised at all times. In all practical classes exceeding 15 students, we will provide an assistant to the instructor. Therefore, for practical classes our student/staff ratio is never greater than 15:1. Lecture classes can be a 30:1 ratio.

Tutorials

Students may schedule private tutorials, but these may not be used to make up an absence. Private instruction is \$35 per hour, \$17.50 per student two students. For groups of 3 or more, the cost is \$15 per hour per student. Please contact the Education Director for details.

Practice Space

Classrooms or Private Teaching rooms may be available for student practice. Please see the Front Desk for details.

Online Video Resources

Full class and techniques videos can be viewed through our password protected website and may be accessed on the student tab at tlcschool.com.

Library

We have a library in the student lounge that operates on the Honor System. Students and graduates may check out books for 2 weeks. Please respect school materials and return items on time.

Student Communication Hallway

The Student Communication Hallway is where students can sign-up for make-up classes, PTS,

internship shifts, and community service. It is home to their Student Folder, where graded assignments and other communications are deposited. Please check your file and remove all papers each class day. Please save all graded assignments. It's also great resource to stay up-to-date on recent developments and upcoming events.

Student Lounge

The Student Lounge is provided as a space for breaks, meals, and study; however, it is a quiet zone. Please be respectful of classes in session, PTS's, and clinic clients and keep the volume to a minimum. Students may use the refrigerator to store their food for that class day. The fridge must accommodate many students. Please do not stock-up in the fridge. Please be mindful of leaving personal items unattended. **TLC is not responsible for lost or stolen items.** The bulletin board in the Student Lounge includes information on volunteer opportunities, job opportunities, rental space, used tables for sale and many other topics.

Website

Please visit our website at www.tlcschool.com for access to video resources, career services, and information on continuing education.

School Store

Students in need of items after store hours may purchase items by phone by calling the Front Desk (374-9222, ext 10).

Store Hours

- Days – Monday – Friday 9am – 4:30pm
- Evenings – Tuesday – Thursday 5pm – 8pm
- Weekends – Saturday – Sunday 9am – 5pm

Store Return Policy

- You may return an item within 30 days from the original purchase date.
- Item must be in its original condition: new, unopened, unused and contain all original packaging and accessories.
- In addition, binding must be intact for textbook returns.
- The original receipt must accompany all returns.
- The refund value of items purchased at a discount will be reduced to reflect the purchase amount

Non-returnable items

- Opened lubricants
- Pre-paid cards such as Internship Gift Certificates
- Items that are missing packaging including shrink wrap
- Items that are used, written on or damaged
- Etched or otherwise personalized items
- Special Orders (including massage tables & bolsters)

TLC reserves the right to refuse any return.

Staff

Admissions

Alexandria Sellers 374-9222 x14 (alexs@tlcschool.com)

Front Desk, Customer Service, Retail, and Table Sales

Jessica Fisher 374-9222 x11 (reception@tlcschool.com)

Workshop Registrar

Jessica Fisher 374-9222 x 11 (workshops@tlcschool.com)

Controller: Tuition Payments, financial

Eric Tebbetts 374-9222 x12 (erict@tlcschool.com)

Student Administrator: Attendance, grades, probation, or withdraw

Tila Tapp 374-9222 x13 (tilat@tlcschool.com)

Office hours:

Tuesday – Thursday

12:30pm – 6:30pm

Saturday

12:00pm – 3pm

**Other times by appointment only*

Student Counselors

Tila Tapp 374-9222 x13 (tilat@tlcschool.com)

Mark Dauenhauer 374-9222 x17 (markd@tlcschool.com)

John Conway (by appointment) 374-9222 x23 (johnc@tlcschool.com)

David Lauterstein (by appointment) 374-9222 x20 (davidl@tlcschool.com)

Scheduling Coordinator/Private Teaching Sessions

John Conway 374-9222 x23 (johnc@tlcschool.com)

Education and Internship Director

Mark Dauenhauer 374-9222 x17 (markd@tlcschool.com)

Office hours:

Tuesday – Friday

9:30am – 11am

12:45pm – 1:45pm

5:00pm – 6:00pm

**Other times by appointment only*

Clinic and Make-up Room Lead MTI

Tammie Culley 374-9222 x30 (tammiec@tlcschool.com)

Student Assignment Coordinator

Cheryl Manning 374-9222 x16 (cherylm@tlcschool.com)

Marketing/Sales

Erin Wyatt 374-9222 x25 (erinw@tlcschool.com)

Faculty

Brenda Bianchi, L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Gretchen Cole, B.S., L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

John Conway, B.A., L.M.T. & M.T.I.

School Co-Director; Instructor of Deep Tissue, Sports Massage, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Tammie Culley, L.M.T. & M.T.I.

Instructor of Internship/Clinic

Mark Dauenhauer, L.M.T. & M.T.I.

Director of Education and Internship; Instructor of Business Practice and Ethics, Swedish Massage

Francis Davis, L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Kazuko DeVirgilio, L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Mary Duval, L.M.T.

Instructor of Special Populations

Christopher Fritel, B.A., L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Kevin Graef, L.M.T & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Roni Kendall

Instructor of Pathology, Special Populations

David Lauterstein, B.A., L.M.T. & M.T.I.

School Co-Director; Instructor of Clinical Massage Therapy, Deep Massage, Business Practice and Ethics, Health and Hygiene

Jake Lauterstein, L.M.T. & M.T.I

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Cristel McCarthy, L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Rob Vires

Instructor of CPR

Robert Steine, L.M.T. & M.T.I.

Instructor of Swedish Massage, Deep Tissue, Sports Massage, Deep Massage, Orthopedic Massage Therapy, Anatomy and Physiology, Kinesiology, Pathology, Hydrotherapy, and Health and Hygiene

Steven Stump, L.M.T.

Instructor of Pathology, Special Populations

Glossary of Terms

Alumni – refers to students that completed their program and received their transcripts.

Appeal – refers to the process by which students can present their case for an exception to a policy, procedure, or disciplinary action.

Business Day – refers to the entire 24-hour period for Mondays through Fridays, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, and December 24th through December 31st.

Current student (students) – refers to students enrolled in the 500-hour program and/or the Advanced Program that are within the enrollment period specified on their enrollment agreement (or an approved extension thereof).

Extension – refers to time beyond the Enrollment End date specified on the Enrollment agreement that is granted the student by TLC Administration. This is determined on a case-by-case basis.

Enrollment fee – (aka application fee) refers to the non-refundable administrative fee charged for all enrollments.

Graduate – refers to students that completed the academic and financial requirements to graduate, as specified in the Student Handbook.

LMT – refers to a licensed massage therapist.

MTI – Massage Therapy Instructor – massage therapist certified by the State of Texas to teach massage therapy. TLC's MTIs are responsible for providing supervision throughout a student's training.

Prior Student – refers to a former student that did not graduate and is longer actively enrolled in a program at TLC.

Probation – refers to a method of student intervention wherein the TLC Administration attempts to provide focused support in an effort to improve a student's performance.

Prospect – refers to a person with an expressed interest in attending a TLC program but has yet to enroll.

Special Extension Fee – refers to the fee for an additional extension beyond the first. Students must appeal for an extension (see Appeals). These are handled on a case-by-case basis, determined by the student's performance to date.