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MS 0016

# THE LAUTERSTEIN-CONWAY MASSAGE SCHOOL & CLINIC

## 2022

500-hour  
Massage Therapy  
Program

Course Catalog  
&  
Student Handbook

Texas Massage School Number: MS0016

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Austin, TX 78756

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

## **Program Information**

### *The 500-Hour Massage Therapy Training Program*

This 500-hour program at The Lauterstein-Conway Massage School & Clinic, Inc. (hereafter referred to as TLC) gives students the skills to be a successful massage therapist. It provides a solid and imaginative education in the theory and practice of massage therapy. The Texas Department of Licensing and Regulation (hereafter referred to as TDLR) TDLR approves TLC's 500-hour programs. Additionally, the Texas Veterans Commission approves TLC to train veterans. After completing this program and passing a state-approved licensing exam, our graduates may become a licensed massage therapist in the state of Texas.

### *Class Schedules*

TLC offers the 500-hour massage therapy training program multiple times a year, providing flexible schedules for the students' convenience. Below is a list of our current schedule options for the 450 hours of classroom instruction.

- Monday through Thursday, 8:15am – 12:45pm – completion in 6 – 9 months
- Monday through Thursday, 6:00pm – 10:30pm – completion in 6 – 9 months
- Monday and Wednesday, 6:00pm – 10:30pm – completion in 12 – 15 months
- Monday through Thursday, 1:10pm – 5:50pm – completion in 6 – 9 months
- Tuesday and Thursday, 6:00pm – 10:30pm – completion in 12 – 15 months
- Saturdays, 8:00am – 5:30pm – completion in 12 – 15 months

### *Clinic Schedule*

To successfully complete the 500-hour massage therapy training program, students must also schedule and complete 50 hours of internship. Our student clinic hours of operation are as follows:

Sundays 10:30am – 6:00pm  
Tuesdays 12:00pm – 7:30pm  
Wednesdays 10:30am – 7:30pm

Thursdays 12:00pm – 7:30pm  
Fridays 10:30am – 4:30pm  
Saturdays 10:30am – 4:30pm

Please see our website for details on upcoming classes and schedules ([www.tlcmassageschool.com](http://www.tlcmassageschool.com)).

### *Holidays*

Neither class nor clinic meet on the following days, in observance of holidays:

January 1 - New Year's Day  
Last Monday in May – Memorial Day  
July 4 – Independence Day  
First Monday in September – Labor Day  
Wednesday before Thanksgiving  
Thanksgiving Day  
Friday after Thanksgiving  
Saturday After Thanksgiving  
December 24th through 31st

### *Student/Teacher Ratio*

TDLR allows for there to be 36 students to 1 teacher for lecture classes. Additionally, TDLR allows for 12 massage tables (3 students to a table) to 1 instructor for laboratory/practical classes.

## **Course Catalog**

All classes and clinical internship hours are completed at 4701-B Burnet Rd. Austin, TX 78756. TDLR requires that the 500-hour 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.

##### *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.

#### *Deep Massage: The Lauterstein Method*

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.

#### *Internship (50 hours)*

Internship is 50 hours of the 500-hour program. Students practice their therapeutic, communication, record-keeping, 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, Orthopedic, and Deep Massage therapy in our student clinic. All students are required to massage their assigned client regardless of gender or other considerations. **Note:** for VA purposes, the minimum 50 hours of internship described by Texas Occupations Code, Section 455.159 constitutes lab work, and not the off-campus job training as defined by CFR 21.4265.

### **Continuing Education**

TDLR requires all licensed massage therapists to take a minimum of twelve hours of continuing education (CE) every two years. Therefore, TLC offers an array of NCBTMB-approved workshops throughout the year. Students attending the 500-hour program may attend continuing education workshops (if eligible). Any class missed must be made up in the make-up room and is subject to applicable fees. **Please note:** any continuing education taken prior to licensure cannot be applied to the state-required license renewal hours.

### **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 advisor, an academic needs assessment, and a tour of the school. Prospects who wish to use funding from the Veterans Affairs Administration (VA) may also be required to meet with the school's VA certifying official.

#### *Pre-enrollment*

Prospects initiate contact by submitting an information request online or by emailing or calling an admissions advisor. Prospects must then meet with an admissions advisor. During this meeting, prospects receive their initial consultation, a packet of documents for review, and a tour of the school.

#### *Admission Eligibility*

To be eligible to attend TLC, applicants must pay the \$100 application fee, complete an application for enrollment, an enrollment agreement, and a financing agreement (if applicable). Applicants must be 18 years of age or older or have written consent of a parent/guardian. Applicants must provide a valid state or federal photo ID. Applicants must provide transcripts for all post-secondary education. Applicants must achieve a score of 70 or above on an academic needs assessment. Applicants with scores below 70 may be required to complete supplemental training as determined by the school. In the opinion of the admissions advisor, the applicant must be of sound body and mind. Because the first 3 weeks of class provide the foundation for student success, applicants unable to commit to attending the initial weeks of class may be denied admission.

#### *Ineligibility*

A person may be ineligible for licensing as a massage therapist by TDLR if they have 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.

**Note:** For the safety and peace of mind of all concerned, prospective students who are pregnant should not be admitted into the program because of contraindications that put the pregnant person and/or child at risk. Students who become pregnant after enrollment should not continue in the program. In such a case, the student should withdraw and is welcome to reapply post-pregnancy (see Readmissions).

#### *Evaluation of Prior Training*

TDLR prohibits requiring students to attend hours for which they already have credit. 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. 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.

TLC can only review transcripts of prior training if the transcript is from a currently-licensed massage school in Texas. All other transcripts must be submitted to TDLR for review. TDLR only reviews transcripts when an initial application for licensure is on file. If the applicant is lacking hours to obtain a Texas massage therapy license after their review, TDLR will send a letter to the applicant advising them of the hours needed. Initial applications are open for one year for the applicant to complete all outstanding requirements and/or submit all missing documentation.

If TDLR evaluated the applicant's prior training, the applicant must provide TLC with a copy of all transcripts submitted along with TDLR's findings letter. If TDLR determines that an applicant needs less than 500 hours and the applicant wishes to enroll in TLC's 500-hour program there is a \$35 special exceptions fee. If the applicant does not present TDLR's evaluation of their prior training at or before their enrollment, they 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.

#### *Enrollment Requirements for Students Requesting to Use VA Benefits*

In addition to the above enrollment requirements, applicants seeking to use VA benefits must complete the following steps:

1. Complete VA Questionnaire
2. Complete SAA-NON Forms 005 and 010
3. Provide copies of the following:
  - a) VA benefits application (either VA form 22-1900, 232-1990, 22-5490, 22-1995, or 22-5495)
  - b) Certificate of eligibility letter
  - c) **(IF transferring benefits from another institution)** VA form 22-1995 Request for Change of Program or Place of Training
  - d) Transcript for all previously-attended colleges, universities, and trade schools
  - e) Military transcript(s)
    1. How to request Military Transcripts
      - For Army, Navy, Marine Corps, and Coast Guard  
<https://jst.doded.mil/smart/dodMandatoryBanner.do>
      - For Air Force <http://www.au.af.mil/au/ccaf/transcripts.asp>

## **Readmissions**

**Note:** Students who withdraw or are dismissed from TLC will receive credit for hours they attended and passed. Each subject is considered separately. Per TDLR, clock hours earned never expire. Readmissions are handled on a case-by-case basis, in accordance with TDLR regulations and school policies. **Readmission is not guaranteed.** Tuition will be calculated as current full tuition less tuition paid during prior enrollment in TLC's 500-hour massage therapy training program. In addition to the admission criteria detailed above, readmissions are subject to the following conditions:

- Pay the \$100 re-enrollment application fee.
- Applicants out of a program for 6 months or more may be required to take and pass a Practical Evaluation (\$35 fee) for skills assessment.
- All non-tuition fees from previous program(s) must be paid in full.
- Applicant must be in good financial standing with payment plan (if applicable).
- If Applicant needs a TDLR Student Permit, they are responsible for paying the \$25 fee.

**Note: Payment plan availability for readmission 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, readmitted student will be placed on financial probation. Under 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 (if applicable) may only have a term equal to the length of the new enrollment period.
- The new payment plan will have the first payment due on the 14<sup>th</sup> or 29<sup>th</sup> 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, the 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 the student chose not to prepay; does not attend their scheduled sit-in class; or if the class in question was not eligible to be a sit-in, they must make up the class per the make-up procedure and pay the associated fees.
- The student may be readmitted on an academic probation. This is determined on a case-by-case basis.

**Note:** Students who wish to transfer to a class not already in progress may 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.

### *Satisfactory Progress*

TLC defines satisfactory progress based on attendance and academic performance. Students may be dismissed due unsatisfactory academic progress or excessive absences/tardies. Students dismissed for this reason who wish to re-enroll must submit a written appeal to TLC Administration detailing how they intend to maintain satisfactory academic standing (see Appeal Procedure). 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 may 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 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 the student chose not to prepay; does not attend their scheduled sit-in class; or if the class in question was not eligible to be a sit-in, they must make up the class per the make-up procedure and pay the associated fees.
- Student will be readmitted on academic probation. Failure to maintain satisfactory academic standing may result in dismissal from the program.

#### *Course Expiration*

Prior students who do not complete the academic requirements by the course end date (or extension end date, if applicable) will be dismissed from their program and 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 academic probationary. This is determined on a case-by-case basis.

#### *Conduct*

It is unlikely for prior students that were dismissed for violations to the conduct policy to be readmitted. Prior students may 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 may be placed on the waiting list.
- 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 the student chose not to prepay; does not attend their scheduled sit-in class; or if the class in question was not eligible to be a sit-in, they must make up the class per the make-up procedure and pay the associated fees.
- Student will be readmitted on probation. Any conduct violations may 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.

#### **Leave of Absence**

A Leave of Absence (LOA) due to such things as prolonged illness, accident, medical problem, or other special circumstances, is a temporary interruption in a student's program of study. LOA refers to the specific time period during an ongoing program when a student is not in academic attendance with a reasonable expectation that they will return. TLC reserves the right to deny/approve LOAs for any special circumstance as seen fit. For enrolled students, LOAs shall not exceed the lesser of 30 school days or 60 calendar days. The school may also require that the student return on a specific date based on class cycles and overall progress in the program. For approval, students must request an LOA in writing, in advance and meet with the Student Administrator or Education Director unless unforeseen circumstances prevent the student from doing so. A student will only be granted an LOA without prior

request if documentation of LOA will be the first date that the student was unable to attend school.

If approved, the official LOA will extend the contract period and maximum time frame by the same number of calendar days designated for the LOA. Changes to the contract period on the enrollment agreement must be acknowledged in writing; an addendum must be signed and dated. A student who has been granted an LOA will not be considered withdrawn and no refund calculation is required at that time. No additional institutional charges will be assessed as a result of the LOA; however, students on a payment plan must continue scheduled payments until all outstanding tuition is paid in full. Students that fail to return will be subjected in an Unofficial Withdraw. Unofficial Withdraw will be considered effective the last date of attendance for the purposes of calculating a refund. The LOA and any additional, approved LOAs may not exceed a total of 180 days in any twelve-month period. All approved leaves will be scheduled to begin on the first class day after the student's last physical day of attendance.

### **Tuition**

Tuition for the 500-hour program is \$6790. 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 \$20 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 (due at enrollment)*

- \$100 Enrollment/Re-enrollment fee – also referred to as application fee (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)
- \$25 TDLR Student Permit fee (if applicable)

#### *Non-tuition Fees (if applicable, due before scheduling exit meeting and/or receiving transcripts)*

- \$100 Late Special Exceptions fee
- \$65 AMBP Exam Coach Extension
- \$34 Replacement School Packet
- \$10 Make-Up Class hourly rate
- \$25 Make Up Class No-Show fee
- \$5 Late payment fee
- \$15 NSF (non-sufficient funds) fee
- \$10 Parking violation fee
- \$10 Parking permit replacement fee
- \$35 Tutorial hourly rate for 1 student
- \$35 Tutorial No-Show fee
- \$17.50 Tutorial hourly rate per student for 2 students
- \$15 Tutorial hourly rate per student for 3 students or more
- \$25 TDLR Student Permit fee
- \$45 Internship No-Show fee

- \$10 Additional Transcript fee
- \$10 Additional Diploma fee
- \$200 Special Extension Fee

*Non-tuition Rental Fees (processed by School Store, payment due at time of rental)*

- \$10 Sheet Rental Fee
- \$200 Massage Table/Chair deposit
- Massage Table/Chair rental
  - o \$15/day
  - o \$30/3 days
  - o \$60/week

*Supplies - Additional Student Expenses*

- Massage table
- 2 clean twin sheets, 2 pillowcases
- 1 clean blanket to fit a twin-size bed
- 1 hand towel
- 1 bottle of unscented lubricant in plastic bottle with a pump top
- 1 holster for lubricant
- 1 bottle of liquid hand sanitizer
- 1 plastic bottle of witch hazel or facial toner
- Cotton rounds or cotton facial squares
- Pencil or pen
- For hydrotherapy, students will need
  - o 1 dry brush
  - o 1 wash cloth
  - o 3 bath towels
  - o 6 hand towels
  - o ½ cup of ground coffee or sea salt
  - o 1 spoon
  - o 1 trash bag
- 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, 6<sup>th</sup> Ed. Salvo (ISBN 9780323581288)
- Trail Guide to the Body, 7th. Ed. Biel (ISBN 9780998785066)
- A Massage Therapist's Guide to Pathology, 6<sup>th</sup> Ed. Werner (ISBN 9780998266343)
- Deep Massage Book, Lauterstein (ISBN 9780967303482)

### **Items Needed for Class Everyday**

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

- School Packet and paper/pen or pencil for note taking
- All texts relevant to that day's class
- 2 clean twin sheets, 2 pillowcases
- 1 clean blanket to fit a twin-size bed
- 1 Hand towel
- 1 bottle of unscented lubricant in plastic bottle with a pump or spill-proof top
- 1 holster for lubricant
- 1 bottle of liquid hand sanitizer
- 1 plastic bottle of witch hazel or facial toner
- Cotton rounds or cotton facial squares

### **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.

#### *Half Payments*

Students may pay half of their tuition by the start of class and the remaining tuition balance 14 days prior to the start of the 3<sup>rd</sup> quarter (specific date to be determined during enrollment).

#### *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 their responsibility to make the agreed-upon payments on time. We recommend students choose automatic draft; payment would be submitted to their bank the business day before their due date. Changes to auto drafts must be requested at least 2 business days prior to their scheduled monthly payment.

**Good Standing** - refers to a student on a TFC payment plan that has not been more than 10 days late on any payment.

- TFC reports payments that are 30 days late to credit reporting agencies, which may have a negative impact on the student's 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, the student is considered not in good standing with respect their eligibility to schedule their exit meeting and/or receive transcripts. If ONE payment is more than 10 days late, the student will not be eligible to schedule their exit meeting or receive transcripts until tuition and all non-tuition fees tuition are 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 the student will pay on time and in full. Students that foresee difficulty with making their scheduled payment should keep in mind that arrangements can be made. This option is available *one time only* and must be requested in writing **prior** to missing their monthly payment. To request a deferment, please contact the Controller before missing a 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 banking 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 11<sup>th</sup> day after the due date, students who fail to make their scheduled payment will be suspended until they become current, including any 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 applicable no-show fees 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 student to be absent 10 consecutive class days or 30 calendar days, the student will be dismissed (see 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 \$15.00 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 Schedule Exit Meeting and/or Receive Transcripts*

- Paid all non-tuition fees
- Tuition paid in full OR good standing with TFC Payment Plan. Being in good standing with TFC payment plan refers to never being more than 10 days late on a payment.
- Students who drop or are dismissed from the program must be paid in full to receive transcripts.

**Note:** Students who have met the academic requirements to schedule an exit meeting but have not met the financial requirements are not eligible for an extension. Except for a documented leave of absence, TDLR requires that enrollments be terminated for students who have not graduated by their enrollment end date or have not attended school for thirty (30) calendar days.

#### *Grants vs. Loans*

The main difference between a grant and a loan is repayment. A loan requires the borrower to repay the money they borrow, whereas a grant does not. Grants may be awarded by government departments, trusts, or corporations and given to individuals, businesses, educational institutions, or non-profits. TLC offers retail installment contracts for the purpose of financing tuition. The retail installment contracts offered by TLC are considered a non-qualified student loan by the IRS.



### **Tuition Refund Policy**

<b>Time period of written notice: (Week is 7 calendar days)</b>	<b>Percentage of total tuition owed to the school</b>	<b>Percentage total tuition credited to the student's account.</b>
Within 72 hours of signing Enrollment Agreement	0%	100%
More than 72 hours but before scheduled start of class	\$100.00 – if tuition is collected in advance.	100% less \$100.00 administrative fee
During the 1 <sup>st</sup> week of class	10%	90%
During the 2 <sup>nd</sup> and 3 <sup>rd</sup> weeks of class	20%	80%
After 3 <sup>rd</sup> week & during 1 <sup>st</sup> quarter	25%	75%
During the 2 <sup>nd</sup> quarter	50%	50%
During the 3 <sup>rd</sup> quarter	90%	10%
During the 4 <sup>th</sup> quarter	100%	0%

Please note: the application fee is not part of tuition and is non-refundable 72 hours after the enrollment contract is signed by the student.

The student will receive a full refund of all monies paid if:

- The student cancels the enrollment, in writing, within 72 hours (until midnight of the third day excluding Saturday, Sunday, and legal holidays) after the enrollment contract is signed by the student;
- The enrollment of the student was procured as a result of any misrepresentation in advertising, in promotional materials, or by the owner, the massage therapy instructors or the massage school; or
- The student was not provided ample opportunity to read the information provided in §117.62.

If, after the expiration of the 72-hour cancellation period and prior to the first day of scheduled class, the student provides written notice of withdraw the school shall retain \$100.00 if it was collected in advance.

If the student does not provide written notice of withdraw prior to the start of the first scheduled class, the student will be considered as entering the massage therapy educational program.

If the student does not provide written notice of withdraw prior to the start of the first scheduled class **and** does not attend for the first five (5) scheduled class days the enrollment is treated as a cancellation.

If a student enters the massage therapy program and is terminated or withdraws in writing, the time period from the first scheduled class to the termination or written withdraw notification, will be used to determine if the student owes the school a balance or if a percentage of total tuition will be credited to the student's account balance. If there is a credit that creates an overpayment, the overpayment will be refunded to the student. Note: leaves of absence, suspensions, school holidays, bad weather days when classes are not offered, shall not be counted as part of the elapsed time for purposes of calculating a student's balance or refund.

- During the first week or one-tenth of the program, whichever is less, 90% of the total tuition will be credited to the student's account balance (10% of the 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 total tuition will be credited to the students account balance (20% of the total tuition is considered to have been earned by the school);
- After the first three weeks of the program, but within the first quarter of the program, 75% of the total tuition will be credited to the students account balance (25% of the total tuition is considered to have been earned by the school);
- During the second quarter of the program (after class #27, but before class #55), 50% of the total tuition will be credited to the students account balance (50% of the total tuition is considered to have been earned by the school);
- During the third quarter of the program (after class #55, but before class #83), 10% of the total tuition will be credited to the students account balance (90% of the total tuition is considered to have been earned by the school);
- After class #83 and through to the Enrollment End Date and beyond (if applicable), the student will be considered obligated for the full tuition.

If enrollment is terminated before the start of the second week of classes, the student has 2 business days from termination to return any unused and unopened retail items purchased with the promotional gift card, if applicable. TLC will add any portion of the gift card balance used to the student's account balance to calculate balance or refund. The remaining, unused promotional gift card balance will be zeroed out and cancelled. For eligible return items, see Resources, School Store, Store Return Policy.

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 (see Store Return Policy).

Refunds (if applicable) will be issued by check and mailed USPS, Certified mail. Refunds will be made within 30 days of the earliest of:

- The effective date of termination (drop), if the student is terminated;
- The date of receipt of written notice of withdraw from the student; or
- Ten (10) instructional days following the first scheduled day of the program if the student fails to attend classes and does not provide written notice of withdraw.

If additional tuition or fees are owed at termination or withdraw, they are due within 30 days. If the student owes the school any tuition or fees, transcripts will be released when the student has fulfilled all their financial obligation to the school (provided all departments have all required documentation).

If a program is discontinued by the massage school and this prevents the student from completing the program:

- all tuition and fees paid shall be refunded if the student is not provided with a transcript of all successfully completed hours within thirty (30) days of discontinuance of the program; or
- in the event an additional or changed location is ten (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 department:
- all tuition and fees paid shall be refunded if the student is not provided with a transcript of all successfully completed hours within thirty (30) days of the change of location; or

- all unearned tuition and fees shall be refunded if a transcript of all successfully completed hours is provided within thirty (30) days of the change of location.

**Covid Disclaimer:** Temporary closures due to pandemic does not quality a discontinued program.

### **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 their class. Instruction begins at the scheduled start time. Tardiness and absences are strongly discouraged. We recommend that students 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.

TDLR requires TLC to dismiss students who are absent for 10 consecutive class days. This requirement is regardless of time made up. This includes both classroom and internship hours. TLC reserves the right to dismiss students with excessive absences or tardiness. This is determined on a case-by-case basis, but is generally set at 75 hours absent and/or 35 total tardies.

TDLR requires TLC to dismiss students who do not attend school for 30 calendar days. This includes the 3-month period after class #99a. Attendance includes make-ups, internship, and tutorials. Students who have met the academic requirements to schedule an exit meeting but have not met the financial requirements are not eligible for an extension. Except for a documented leave of absence, TDLR requires that enrollments be terminated for students who have not graduated by their enrollment end date or have not attended school for thirty calendar days.

Additionally; since 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. This is determined on a case-by-case basis.

#### *Attendance for VA Students*

For VA-eligible students, the attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b or via VA Once data system within 30 days of date of occurrence.

#### *Tardiness*

Tardiness is an absence wherein a student arrives for class after the start time, returns late from a break, leaves before class has ended, or has any prolonged, unexcused time outside the classroom. Students who have any questions about how many minutes they missed should check with their instructor or the assistant on the day in question and/or check their attendance summary in the Student Portal after the fact. It is the students' responsibility to verify that the instructor records their late arrival accurately or the student may be considered absent. **Students must complete 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, TDLR requires students to attend all 500 hours. Any time missed must be made up. If a student is absent from any of their regularly-scheduled classes, it will be documented on their student record. It is the student's responsibility to schedule 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. Students with a fever must not attend class and must be fever-free for **48** hours before returning to class. **TLC faculty and staff reserves the right to check the temperature of those they suspect of being ill. Anyone exhibiting a fever of 99 degrees or above will be sent home and not permitted to return for at least 48**

**hours.** Please contact the Student Administrator if you have multiple absences due to sustained illness.

#### *Make-up Fee Waivers*

Students that wish to have their make-up fees waived for an absence can submit a doctor's note, jury summons, or other supporting documentation to the Student Administrator for review. Documentation should be submitted within 2 weeks of the absence.

#### *Not-Participating (NP)*

If a student is unable to give and receive work in a practical class, they may choose to take an "NP" (not-participating). If a student **either** cannot give or cannot receive, they may choose to take 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.

Additionally, if a student takes an NP for a quiz, exam, practical exam, touch assessment or spot check, it is recorded as a full NP. They will have 2 weeks (14 calendar days) from the due date to make up the for full credit. After 2 weeks, a 20-point late deduction will apply. If a student receives an NP for a practical exam, the student does not need to make up the hours but must still make up the exam. Students may be required to take an NP if they have yet to complete previous benchmarks.

#### *Breaks*

An average of 10 minutes per class hour may be used for breaks. The timing of breaks is not guaranteed and will be determined by the instructor. 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, TLC may have to cancel one or more classes. In the event that class is cancelled, we will attempt to notify students of the cancellation. However, there is not always sufficient time to do so. TLC will attempt to send a text message and/or an email to active students.

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. Students that decide not to come to a class that was not officially cancelled are required to make-up the class in their own time, at their own expense. If a class is officially cancelled, the cancelled class must be made up in the make-up room at no cost. Assignments associated with cancelled classes are due within 2 weeks of the original due date. There will be a 20-point late deduction for assignments completed after the 2-week extension.

#### ***Time Clock Policies and Procedures***

Students must clock in and out in accordance with their assigned schedules. Time (up to 4.5 classroom hours for 1 class day) is earned when a student creates a "pair" of punches (in and out). For example, if a student fails to clock out at the end of their class, there will not be a "pair" of punches and no time can be awarded for that period.

#### *Clocking In*

To clock in, students should log into their Student Portal, click Menu and STARSLMS. For "Do you want to log in for attendance, click yes.

#### *Clocking Out*

After class ends, students should log into their Student Portal, click Menu, and click clock out.

#### *Late Arrivals/Early Departures*

Students arriving late should clock in and out as above. At the end of class, the student should verify that their instructor noted their late arrival. Additionally, students leaving before the end of class should do so as quietly as possible, clocking out as they leave. Instructors will also notate their

departure time.

#### *Taking Attendance*

Students' clock punches should match attendance recorded by instructors. If a student is clocked in but is not in the classroom when roll is taken (be it at the start of class or after a break), or departs before the end of class, it is recorded as a tardy.

#### *Missing Punches or Technical Failure*

Students unable to clock in or out for their scheduled shift must email the Student Administrator to correct their record. Please note that, for any discrepancy between the time clock and the instructor's written record the instructor's written account takes precedence.

**Students must not clock in or out for other students. This is a violation of our conduct policy and is subject to disciplinary action up to and including dismissal.**

### **Make-up Classes**

In an effort to accommodate the needs of students, TLC offers a variety of class schedules. Each student is encouraged to enroll in the schedule that best fits into their life. We strongly encourage students to attend their scheduled classes. Making up a class earns them credit for the hours missed, but does not erase the absence. It is the student's 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 workshops.

**COVID-19 Addendum: To allow for proper physical distancing, the make-up room schedule is Tuesday through Friday 1:15pm – 5:45pm and Saturday through Sunday 10:30am – 5:30pm with the exception of holidays and occasional closures.**

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**. Reservations must be made online. Instructions will be emailed to students by the end of the first week of class.

- 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, demonstrations and assignments.
- 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 the clinic if the clinic door is closed.**
- Students must make-up the time for any 1 class on the same business day. No partial make-ups are allowed. A and B classes are considered separate.
- 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 after an absence 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 or due date, whichever is earliest. Exceptions: Our curriculum is structured so that massage techniques build from a foundation established in the first quarter on. Each Touch Assessment, Practical Exam, and Spot Check are critical milestones as they give instructors an opportunity to assess a

student's knowledge and competency of the techniques. For the safety of receivers, students should take and pass benchmarks in order (see Benchmark Deadlines).

**COVID-19 Addendum: Until further notice, students should report to classroom #2 for their scheduled make-up (Tuesday – Friday) and classroom #1 for their scheduled make-up (Saturday – Sunday) unless otherwise instructed.**

#### *Exceptions*

The following classes must be made up **with a class**. Students absent from the following classes must refer to the class schedules available on our website under Student Support. 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  
33B – Chair Massage  
47B – Pregnancy Massage

48B – Pregnancy Massage  
49B – Pregnancy Massage  
56A – Clinic Orientation  
56B – Mock Internship

**COVID-19 Addendum: Until further notice, students are only required to schedule a sit-in if they are absent for 21b – CPR/First Aid or 56a/b – Clinic Orientation and Mock Internship.**

#### *Make-up Fees*

- Make up fees \$10 per hour spent in the make-up room or sitting in on a class (if applicable). This is regardless of the actual time missed.
- Students that fail to cancel and do not attend a scheduled make-up will be charged a \$25 no-show fee.
- Make-up fees are not included in the tuition-financing plan. Payment must be made directly to the school and can be made by check, money order, or credit card. Neither the receptionist nor the MTI can accept payment. Please contact the Controller.
- All make-up/no-show fees must be paid in full to be financially eligible to receive transcripts.

### **Academics**

#### *Assignments*

ClassMarker (classmarker.com) is an online platform for students to complete and submit assignments. Enrolled students will receive an email from ClassMarker with their login details. Students should change their password upon logging in. Students will have access to see their raw score, the questions and correct answers. After completion, the assignment can serve as material for future study. Students will complete review questions; and during class, students will take kinesiology quizzes, prep quizzes and written exams through ClassMarker.

To complete ClassMarker assignments, students will choose the appropriate assignment and click the 'start' button to be taken to the instructions page. This page will give students information on the assignment to be completed. By clicking the 'start' button, students will be taken to the assignment. When complete, students should click the 'finish' button, then the 'confirm finish now' button. Most assignments are graded immediately and will be displayed after finishing the assignment. Students should look at the **points**, not the percentage. A copy of the assignment will be emailed to the student to keep for future study.

#### *Completing and Turning in Review Questions*

Review Questions (RQs) are to be completed and submitted through ClassMarker. Most RQs are multiple choice, but some require an answer be typed or emailed (30a RQ pages A-144 and 146). Hardcopy pages of RQs will not be accepted.

### *Completing and Turning in Business Assignments*

Business assignments that are due before class starts are to be placed on the instructor's desk. Most business assignments are completed in class and on the hard copy provided in the school packet. Some business assignments are to be emailed. If this is the case, students should email these assignments to their business instructor **and** copy their regular instructor.

### *Completing and Turning in Outside Massage Forms (OMFs)*

After learning how to do the basic Swedish routine, students will perform massages outside of class as homework. The purpose of these massages is to give students more practice and more confidence.

**Note: Students cannot charge or receive tips or barter for their practice work before they are state-licensed.**

Outside Massage Forms (OMFs) can be found here in the school packet as well as on our website(<https://www.tlcmassageschool.com/outside-massage-forms/>). Each of the OMF assignments consist of 2 OMFs and 2 SOAP notes/treatment records. When complete, students should email the electronic version to their instructor **OR** place the hard copy on their instructor's desk before the start of class. Please allow 3 business days for processing.

### *Completing and Turning in Kinesiology Quizzes, Prep Quizzes and Written Exams*

When taking a test, students will log in to ClassMarker and wait to be prompted by their instructor to start the test. From the home screen, go to the appropriate assignment and click the 'start' button to be taken to the instructions page. This page will give students information on the assignment to be completed. By clicking the 'start' button, students will be taken to the first page of the test and a timer will start at the top of the page. When complete, students should click the 'finish' button, then the 'confirm finish now' button. **Students may only take quizzes/exams when instructed by the instructor or designated proctor. Students may not take quizzes/exams at home or without an instructor or designated proctor.**

### *Getting Work Back*

Most assignments that are turned in on time will be graded the same day. On occasion, instructors may need additional time to grade assignments; please allow 3 business days. Hard copy assignments will be handed back by an instructor. After class #56, hard copy assignments will be placed in the student's clinic folder.

**Late Assignments** - Students that are submitting a ClassMarker assignment late should forward their ClassMarker confirmation email to the Education Director ([cristelm@tlcschool.com](mailto:cristelm@tlcschool.com)) and allow 3 business days for processing.

### *Grading Questions*

Students with questions or concerns regarding a grade on an assignment should email the Student Administrator ([tilat@tlcschool.com](mailto:tilat@tlcschool.com)) who will research the issue and respond in writing within 3 business days.

### *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 (14 calendar days) 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** retake it.

### *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. 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 up/retake it as a condition for graduation (see **Academic Requirements to Schedule Exit Meeting and/or 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.

**Deadlines:** Our curriculum is structured so that massage techniques build from a foundation established in the first quarter on. Each Touch Assessment, Practical Exam, and Spot Check are critical milestones as they give instructors an opportunity to assess a student's knowledge and competency of the techniques. For the safety of receivers, students should take and pass benchmarks in order and by the deadlines listed below:

- Swedish Touch Assessment (22b) and Swedish Practical Exam (23b) by class 27.
- Chair Massage Technique Demo and Practice (33b) by class 55.
- Integration Practical Exam (44b) by class 55.
- Deep Tissue Touch Assessment (62b) by class 67.
- Orthopedic Spot Checks (see schedule) within 2 weeks of class date.
- Deep Massage Touch Assessment (see schedule) within 2 weeks of class date.

Students who fail to meet their benchmarks may be contacted by the Education Director or Student Administrator to determine a plan of action which may include scheduling or rescheduling assessments, mandatory tutoring, NPs, or suspension. Please be advised that if required to take NPs or if suspended, absences will accrue in accordance with the attendance policy (see Attendance Requirements). If these conditions cause the total absences to meet or exceed 10 consecutive class days, the student will be dismissed from the program (see Dismissal). Subsequent benchmark assessments should not be taken until the student satisfies the outstanding assessment(s).

### *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. **Students must complete class #33B to be eligible to participate in community service.** Information on upcoming events can be found on the community service bulletin board located in the Student Communication Hallway.

To sign up for community service:

- Review the Community Service bulletin board in the Student Communication Hallway.
- Pick which event(s) they want to attend
- Go to <https://www.tlcmassageschool.com/students/current-students/community-service-event-request-form/>
- Complete request form and submit.

The student will receive a confirmation email. 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. Please note that students are expected to attend the entire event.

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

- Check the weather.
- Dress for Clinic
- Pack plenty of food and water.
- Arrive to the event location on time.

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



time.

**COVID-19 Addendum: Until further notice, TLC will not be holding community service events. Once TLC Administration deems it safe to resume events, students will be notified.**

#### *Student Progress and Reporting Requirements*

TDLR requires that massage schools regularly submit an electronic record of each student's hours earned. Our programs use a quarterly reporting system to evaluate student progress. Throughout the program, TLC documents each student's grades and attendance and evaluates it quarterly to determine their clock hours earned. Clock hours are earned based on hours both attended **and** passed. Quarterly and based on attendance, students are awarded clock hours less than or equal to the total-to-date scheduled hours for each subject, provided they are overall passing in that subject.

#### *Grades*

Grades are given according to the following scale:

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

#### *Quarterly Grade Reports*

The first quarter ends at class 27 (126 hours); the second quarter ends at class 55 (126 hours); the third quarter ends at class 83 (126 hours); and the fourth quarter ends after class 99 and upon completion of internship (122 hours). Students will receive their quarterly grade reports within 5 business days of the end of quarters 1 - 3. Students will receive a preliminary 4<sup>th</sup> quarter grade report on their last class day. Students are responsible for communicating any discrepancies between their records and ours as soon as possible by emailing the Student Administrator and including any supporting documentation.

#### *Satisfactory Progress*

TLC determines satisfactory progress based on attendance and academic performance. Students with excessive absences (see Attendance), missing or failing benchmarks, or are failing one or more subjects may be subject to interventions. Interventions include but are not limited to academic probation, mandatory tutoring, mandatory NPs, or dismissal.

Classes 0a-23b are important to establish a solid foundation. TLC may dismiss students absent for 20% (25.2 hours) of the 1<sup>st</sup> quarter. Students absent for 20% or more of the first quarter that are also failing all subjects in the 1<sup>st</sup> quarter will be dismissed.

At the school's discretion, students who are not passing in any subject (below 70%) at the end of a quarter may be required to get tutoring at their own expense. Additionally, students who are failing for 2 consecutive quarters may be dismissed at the school's discretion.

#### *Requirements for Entry into Internship*

- Certified in CPR and First-aid
- A passing grade (70 or above) on the Swedish Touch Assessment
- A passing grade (70 or above) on the Swedish Practical Exam
- A passing grade (70 or above) on the Integration Practical Exam (44b)
- Overall passing average (70 or above) in all subjects
- Completed the first 250 classroom hours
- Attended class 56a/b

**\*Note:** Students who do not meet the above requirements by class #56 will be unable to schedule clinic hours until they are eligible and the Student Administrator clears them. Ineligible students

should email the Student Administrator **after** meeting the above requirements for reevaluation of eligibility. Please allow 3 business days for review.

#### *Academic Requirements to schedule 15-minute Exit meeting and graduate*

- Complete 449:45 clock hours (449 hours, 45 minutes) of classroom instruction
- Achieve an overall passing grade in all subjects
- Passed all Touch Assessments, Practical Exams, and Spot Checks
- Complete 50 hours of internship
- Complete Community Service hours

Our curriculum is designed to give students adequate time to complete their academic requirements and students 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 #99a**. Students who become eligible after this date or fail to proactively manage their time may experience difficulty obtaining enough shifts to complete their internship. Students who become eligible after class #99a or fail to proactively manage their time are not guaranteed shifts as they are scheduled 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 the withdraw policy. A student may appeal for an extension but must do so before their enrollment end date (see Appeal Procedure).

TDLR requires TLC to dismiss students who do not attend school for 30 calendar days. This includes the 3-month period after class #99a. Attendance includes make-ups, internship, tutorials. Students who have met the academic requirements to schedule an exit meeting but have not met the financial requirements are not eligible for an extension. Except for a documented leave of absence, TDLR requires that enrollments be terminated for students who have not graduated by their enrollment end date or have not attended school for thirty calendar days.

### **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 borrowed, pick up their 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.

**COVID-19 Addendum: Until further notice, the lost and found is no longer available. Student's will be notified of any changes.**

### *Weapons*

Per section 30.05, 30.06, and 30.07 of the Texas Penal Code, TLC is a gun-free zone. TLC prohibits possession of all weapons on campus, 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 in the dispensers provided.

### *Parking*

Please observe and obey all signs and markings. Students may not park in parking spaces reserved for clinic clients, visitors, or faculty. TLC provides additional parking at the First Unitarian Universalist Church of Austin, 4700 Grover Avenue, Austin TX 78756. Students will be informed specifically where these offsite parking spaces are located and are to only park where indicated. 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. Parking violations may be subject to a \$10 fine, per occurrence. Students that need to park offsite should avoid parking in other business' parking lots.

## **Classroom Policies**

### *Cameras*

To maintain a calm atmosphere and ensure privacy at all times in the school, the use of cameras and cameras is prohibited in classrooms, clinic, and bathrooms **at all times**. In those areas, devices with cameras must be off and stowed away. Students that require an accommodation should inform their instructor. At the instructor's discretion the student may be permitted set their phone to vibrate.

### *Computers/Tablets/Cellphones*

Computers, tablets, or cellphones may be used during class for clocking in and out through the Student Portal and for completing assignments through ClassMarker. Students may use computers or tablets for note-taking in class. The camera feature must be blocked for confidentiality/privacy reasons.

### *Cellphones*

Students may use their cellphones to clock in/out and to take tests, as stated above. All other times, cellphones must be off and stowed.

### *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.**

#### *Modesty/Hygiene*

Dressing and undressing will be done under the sheet, or behind a screen. Genitals, gluteal cleavage, excessive chest cleavage, and nipples should never to be exposed in class. Students will receive massage fully draped and without undergarments, in order that their partners can learn to perform the routines correctly. Exceptions to this procedure may involve hygiene or skin disorders.

**\*Note** – Instructions may, at their discretion demonstrate alternative chest effleurage.

Students must wear socks and/or shoes any time they are not on the massage table. Outside the classroom, students must be fully-clothed, including shoes.

### **Student Conduct**

TLC believes that a massage therapist's commitment to their own mental, emotional and physical health is as important as their technical skills. Our student conduct policy is designed to support this commitment to their professional growth. 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. Future infringements may result in dismissal. The student has the right to appeal a warning or dismissal in writing within one week of being informed (see Appeal Procedure).

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 in the opinion of faculty and/or staff
- Failure to respond to communications from faculty or staff
- Failure to follow instructions in class
- Consistently poor hands-on techniques or skills that may endanger the client or receiver
- 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, unauthorized cell phone/tablet/computer 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 a student's ability to be a licensed massage therapist
- Theft or destruction of school property or property belonging to another

#### *Fraternization*

TLC faculty and staff are prohibited from fraternizing with active students. TLC does not explicitly prohibit students from having romantic relationships with fellow students; however, it is strongly discouraged due to its potential to negatively affect the classroom environment. Classmates in a relationship should disclose this to their instructor and refrain from partnering during massage trades. Additionally, students should be mindful that TLC prohibits any sexual activity on school grounds or

while doing community service.

#### *End User Licensing Agreement (EULA)*

Students attending TLC agree that the images from the *Trail Guide to the Body* (6<sup>th</sup> Edition) Image Library (Product), which may be included by TLC for Student use via a Learning Management System, in course packets, course manuals, coursework, and presentations; or in printed versions of PowerPoint presentations used by TLC (collectively referred to as "Student Materials") may be used only as follows:

1. **Permitted Use.** Students are permitted access to the Student Materials for their personal use. Students may use the Student Materials only in a way that conforms to all applicable copyright laws and regulations.
2. **Prohibited Uses.** Altering, recompiling, copying, reselling, redistributing, publishing or republishing the Student Materials in any form or medium is prohibited.
3. **Copyright.** The images in the Image Library and its contents are copyrighted by AR Biel, Inc. DBA Books of Discovery (BOD) under the Copyright Law of the US (Title 17, U.S. Code), which is party to both the Universal Copyright Convention and the Berne Copyright Convention, and are subject to all applicable copyright, database protection and other rights of BOD as copyright owner and publisher under the laws of the United State and other countries. Students agree not to remove or obscure copyright notices. This EULA grants no copyright or ownership interests to Students for any of the Images from the Image Library and Student Materials.

#### *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
- If an instructor has reasonable suspicion that a student is consulting reference material during a test.

#### *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 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 academic probation. If the student's technique fails to improve after sufficient intervention efforts (as determined by TLC Administration), the student may be dismissed from the program.

### *Modesty/Hygiene*

Dressing and undressing will be done under the sheet, or behind a screen. Genitals, gluteal cleavage, chest cleavage and nipples should never be exposed in class. Students will receive massage fully draped and without undergarments, in order that their partners can learn to perform the routines correctly. Exceptions to this procedure may be hygiene or skin disorders.

Students must wear socks and/or shoes any time they are not on the massage table. Outside the classroom, students must be fully-clothed, including shoes.

### **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.
- Shoes should affix firmly to the foot and provide adequate support to promote good body mechanics. Athletic and/or orthopedic shoes recommended.
- **Hands are to be kept clean with nails trimmed short and polish-free.**
- 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.
- Nipples or excessive chest or gluteal cleavage should not be visible.
- Undergarments should not be visible through clothing. See-through clothing is not permitted.
- Shorts and skirts must be at least fingertip length with their arms at their sides.
- **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.
- No pajamas, torn, ripped, stained, or dirty clothing ("distressed" is ok)

#### *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. Such conduct has the purpose or effect of interfering unreasonably with the individual's work or academic performance and/or creating an intimidating, hostile, or offensive working or scholastic environment.

Additionally, 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.

All allegations should be handled in accordance with the Conflict Resolution procedures detailed below. Student complaints shall be taken seriously and every effort shall be made to resolve the issue. The Administration will maintain confidentiality to the extent possible; however, our priority is to maintain a safe, positive learning environment. Please see Conflict Resolution below for more details.

**Assault**

TLC has zero-tolerance for assault. Assault, as defined by Texas Penal Code Ch 22.01 refers to:

1. Intentionally, knowingly, or recklessly causes bodily injury to another, including the person's spouse;
2. Intentionally or knowingly threatens another with imminent bodily injury, including the person's spouse; or
3. Intentionally or knowingly causes physical contact with another when the person knows or should reasonably believe that the other will regard the contact as offensive or provocative.

If TLC faculty or staff become aware of potential assault TLC will summon local law enforcement and file an incident report. Faculty, staff, and students are expected to cooperate fully with law enforcement's investigation. While the investigation is underway, TLC may (at their sole discretion) dismiss or transfer one or more students to another class to separate complainants and minimize disruption. Unless the incident calls for immediate termination, TLC may dismiss one or more students after law enforcement completes their investigation and legal proceedings are complete.

**Sexual Violence**

TLC has zero-tolerance for sexual violence. Sexual assault, as defined by Texas Penal Code Ch 22.011 refers to:

1. Intercourse and penetration without consent

2. Sexual abuse of an individual who cannot give their consent due to a disability or diminished mental capacity
3. Intercourse, penetration, or sexual contact with a minor
4. Forcible and violent intercourse, penetration, or sexual contact, regardless of whether consent is given
5. Coercive sexual acts

If TLC faculty or staff become aware of potential sexual violence, TLC will summon local law enforcement and file an incident report. Faculty, staff, and students are expected to cooperate fully with law enforcement's investigation. While the investigation is underway, TLC may (at their sole discretion) dismiss or transfer one or more students to another class to separate complainants and minimize disruption. Unless the incident calls for immediate termination, TLC may dismiss one or more students after law enforcement completes their investigation and legal proceedings are complete.

### **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 a conflict occur with a fellow student and a faculty/staff member that does not require law enforcement (see Assault and Sexual Assault), students should follow the conflict resolution procedure detailed below:

- **Say Something** – Students that feel someone is not respecting their personal boundaries or is behaving unprofessionally are encouraged to stop the person exhibiting those behaviors and let them know that those behaviors are troubling.
- **Tell the Instructor** – If communicating directly does not adequately resolve the issue, students should notify their instructor immediately. Instructors 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 neither the instructor nor the Administrator/Director adequately resolve the issue, students may file a formal, written complaint by sending an email to [admin@tlcschool.com](mailto: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** – Those who do not feel their issue is adequately resolved may file a formal grievance by contacting TDLR at (800) 803-9202. TDLR prohibits a massage school from disciplining or retaliating against a student for filing a complaint with the department.

**Note:** TLC does accept anonymous complaints, but please understand that if we are unable to follow our established conflict resolution procedures, the complaint may be received as “information only.” This means that parties will be informed on a need-to-know basis and we will act to the extent we can, given this limitation.



## **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 academic probation. TLC acknowledges that not all situations would benefit from intervention and reserves the right, at TLC's discretion, to dismiss students immediately as needed.

## **Dismissal**

Circumstances that may result in dismissal are determined by TDLR as well as school policy. Students may appeal dismissals (see Appeal Procedure).

### *End of Program*

Students who fail to complete all academic and financial requirements (including their exit meeting) by their enrollment end date will be dismissed from the program. Students who need additional time must submit an appeal before the enrollment end date, detailing why they were unable to complete by the end date and providing a new estimated date of completion (see Appeal Procedure). **Extensions are granted on a case-by-case basis, not guaranteed.**

**Note:** TDLR requires TLC to dismiss students who do not attend school for 30 calendar days. This includes the 3-month period after class #99a. Attendance includes make-ups, internship, tutorials. Students who have met the academic requirements to schedule an exit meeting but have not met the financial requirements are not eligible for an extension. Except for a documented leave of absence, TDLR requires that enrollments be terminated for students who have not graduated by their enrollment end date or have not attended school for thirty calendar days.

### *Academic and Technical*

TLC reserves the right to dismiss students with consistently poor quarterly grades or that poorly execute hands-on techniques/skills in a manner that endangers the receiver.

### *Attendance*

In accordance with TDLR regulations, a student's enrollment must be terminated if they accumulate absences of 10 or more consecutive class days. Determined on a case-by-case basis, TLC may dismiss students with excessive absences (75 hours) or excessive tardies (35).

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

For VA-eligible students, the attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b or via VA Once data system within 30 days of date of occurrence.

### *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**

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

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

### **Enrollment Termination Policies and Procedure**

Students who withdraw or are dismissed from TLC will receive credit for hours they attended and passed. Each subject is considered separately. Per TDLR, clock hours earned never expire. To cancel or withdraw, students must submit their withdraw notice in writing. TLC accepts the following as written notice: dated, hand-written document bearing the student's signature; dated, typed documents bearing the student's signature; emails from the email address on file to the Admissions Advisor, Student Administrator, and/or Controller. **Text messages, phone calls, and voicemails are not acceptable means of providing written notice.**

#### *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 3<sup>rd</sup> day, excluding weekends and federal holidays) of signing the enrollment agreement.

#### *Withdraw*

Students considering withdrawing should 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 our students succeed. Students that decide to withdraw must provide written notice.

#### *Unofficial Withdraw*

Students that fail to return from a Leave of Absence will be subjected in an Unofficial Withdraw. Unofficial Withdraw will be considered effective the last date of attendance for the purposes of calculating a refund.

#### *Dismissal*

Students that are dismissed from the program will be notified in writing (email). VA students should contact the VA certifying official for details.

Students who withdraw or are dismissed receive credit for hours they attend, provided they also receive an overall passing grade. Each subject is considered individually. Students who withdraw or are dismissed will be issued an exit status letter within 30 days. The letter will include information about their attendance, academic standing, clock hours earned, financial status, and reason for dismissal (if applicable). Provided all departments have all required documentation on file, students who withdraw or are dismissed from their program will be issued one certified copy of their transcript within 10 calendar days after their non-tuition and tuition balances are paid in full.

### **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 originating from other institutions.

### *Student Information*

Students are responsible for ensuring TLC has up-to-date contact information. Any changes to name, address, phone number, email address, or health details should be notated on an Information Change Form, signed, and submitted to the Student Administrator for processing. Student may also email the Student Administrator from their email address of record to update their information.

### *Taxes – 1098-T*

TLC does not participate in a student aid program administered by the U.S. Department of Education and is therefore is not an "Eligible" or "Qualified" institution per IRS guidelines. TLC does not have a federal school ID, does not issue IRS Form 1098-T, and amounts paid to the school for books and tuition **are not** "Qualified Education Expenses." TLC's retail installment contracts for tuition payment plans **are not** "Qualified Student Loans;" therefore the school does not issue Form 1098-E for student loan interest.

### *FSMTB Education Verification*

The Federation of State Massage Therapy Boards (FSMTB) is the agency that administers the Massage and Bodywork Licensing Examination (MBLEx). FSMTB requires education verification to be sent directly from schools to FSMTB via an online portal. For current students, education will be confirmed with FSMTB after class #70. Students who apply to take the MBLEx before class #70 should understand that education will not be verified until after that class. **Note: TDLR will soon absorb education verification. Procedure is subject to change.**

### *Certificate and Official Transcripts*

In accordance with State guidelines and as part of tuition, graduates will receive a certificate, two official copies of their transcript, and a copy of their final grade report. Provided all departments have all required documentation on file, hours will be submitted electronically to TDLR and the certificate and transcripts will be issued within ten calendar days of completion of their exit meeting.

**To schedule the exit meeting and be eligible to receive transcripts, students must meet the below requirements:**

### *Academic Requirements*

- Attended 449:45 hours
- Achieve an overall passing grade in all subjects
- Passed all Touch Assessments, Practical Exams, and Spot Checks
- Completed 50 hours of internship
- Completed Community Service hours (if applicable)

### *Financial Requirements to Graduate*

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

**After completing the above academic and financial requirements, students must schedule an exit meeting through the designated online calendar. Failure to do so may result in processing delays.** At their scheduled time, they will meet with a designated administrative staff member **in person** to complete the remaining 15 minutes of their program and complete/submit any outstanding paperwork.

Within ten calendar days after their exit meeting, hours will be submitted electronically to TDLR and their diploma and transcripts will be issued. Students will receive an email when their packet is ready for pick-up.

**Note:** TDLR requires TLC to dismiss students who do not attend school for 30 calendar days. This includes the 3-month period after class #99a. Attendance includes make-ups, internship, tutorials. Students who have met the academic requirements to schedule an exit meeting but have not met the financial requirements are not eligible for an extension. Except for a documented leave of absence,

TDLR requires that enrollments be terminated for students who have not graduated by their enrollment end date or have not attended school for thirty calendar days.

#### *Withdraw/Dismissal*

Within ten calendar days after termination, hours will be submitted electronically to TDLR. Provided all departments have all required documentation on file, students who withdraw or are dismissed from their program will be issued 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 additional documents online - <http://www.tlcmassageschool.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**

#### *Tutorials*

Students may schedule private tutorials, but these may not be used to make up an absence. Private instruction is \$35 per hour and \$17.50 per student, per hour for two students. For groups of 3 or more, the cost is \$15 per student, per hour. Please contact the Education Director for details. Students must give 24 hours' notice if they wish to cancel a tutorial. **Students that fail to cancel and do not attend will be charged a \$35 no-show fee.**

#### *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, 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.

**COVID-19 Addendum: Until further notice, the student lounge is not available for use. In an effort to minimize foot traffic and exposure, students should only be on campus if and when scheduled to do so. Breaks can be taken in their assigned classroom or outdoors. After their class, make-up, and/or internship ends for the day, the student should exit through the student entrance.**

#### *Student Communication Hallway*

The Student Communication Hallway is a great resource to stay up-to-date on recent developments and upcoming events.

#### *Website*

Please visit our website at [tlcmassageschool.com](http://tlcmassageschool.com) for access to general information, video resources, career services, and information on continuing education.

#### *Online Video Resources*

Full class and techniques videos can be viewed through our password-protected website and may be accessed on the Student Resources area at <https://www.tlcmassageschool.com/support-services/current-students/>.

#### *Communications*

TLC communicates with students primarily via email and occasionally text message. Students may

opt-out of system-generated alerts, however they remain responsible for knowing the content and following directions contained therein.

### *Student Portal*

Students can access their grades, attendance record, and financial details by logging onto the Student Portal.

To register, go to [studentsupportal.com](https://studentsupportal.com)

- Click Request New User ID
- Enter the following (note: it **must** match what is on record with TLC)
  - Social Security Number (without hyphens)
  - Email address
  - Date of birth
- Click Next
- Enter User ID (at least 10 characters)
- Enter Password (at least 8 characters, must contain 1 number)
- Confirm Password
- Create Validation Question
- Click Create User ID

Forgot Password?

- Go to [studentsupportal.com](https://studentsupportal.com)
- Click Forgot Password
- Enter answer to Validation Question
- Click Request Password

Forgot User ID or still having trouble logging in?

- Contact the Student Administrator ([tilat@tlcschool.com](mailto:tilat@tlcschool.com))

### *School Store*

#### Store Hours

- Days – Monday – Sunday 9am – 4pm
- Evenings – Tuesday – Thursday 5pm – 7pm

#### Store Return Policy

- Students 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.**

### **Placing an order**

Students can go to our [online store](#) to order online.

**COVID-19 Addendum: Until further notice and in an effort to manage foot traffic and minimize exposure, please order supplies online and call to schedule pick-up. Additionally, students can order and schedule by phone by calling 512.374.9222, ext. 10.**

## **Veteran's Affairs (VA) Educational Benefits**

**GI Bill®** is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at [https://www.benefits.va.gov/GIBILL/Trademark\\_Terms\\_of\\_Use.asp](https://www.benefits.va.gov/GIBILL/Trademark_Terms_of_Use.asp).

### **Chapter 33: Post 9/11 GI Bill®**

This is an education benefit for service members who have served on active duty for at least 90 days after 9/10/2001 or were discharged with a service-connected disability after 30 consecutive days. An honorable discharge (character of service) is required for veterans. Individuals who are entitled to 100% of this benefit can have their entire cost of tuition and fees covered when eligible. For more information, visit [www.benefits.va.gov/gibill/post911\\_gibill.asp](http://www.benefits.va.gov/gibill/post911_gibill.asp).

### **Chapter 30: Montgomery GI Bill®**

Service members who have paid into this benefit while on active duty may have a significant portion of their tuition and fees covered. This benefit pays to the student, so you will need to arrange a payment plan with your South University financial aid officer. For more information, visit [www.benefits.va.gov/gibill/montgomery\\_bill.asp](http://www.benefits.va.gov/gibill/montgomery_bill.asp).

### **Chapter 31: Vocational Rehabilitation**

This employment program provides educational support to eligible veterans who are entering the work force. Veterans will meet with their Vocational Rehabilitation Counselor to develop an education plan. This benefit may cover the entire cost of tuition and fees. To contact a Vocational Rehabilitation Counselor, visit [www.benefits.va.gov/vocrehab/eligibility\\_and\\_entitlement.asp](http://www.benefits.va.gov/vocrehab/eligibility_and_entitlement.asp).

### **Chapter 33: Post 9/11 GI Bill®**

This is an education benefit for service members who have served on active duty for at least 90 days after 9/10/2001, or were discharged with a service-connected disability after 30 consecutive days. An honorable discharge (character of service) is required for veterans. Individuals who are entitled to 100% of this benefit can have their entire cost of tuition and fees covered when eligible. For more information, visit [www.benefits.va.gov/gibill/post911\\_gibill.asp](http://www.benefits.va.gov/gibill/post911_gibill.asp).

### **Chapter 35: Survivor and Dependents Assistance**

This program provides educational assistance to spouses and dependents of veterans who have died or are totally and permanently disabled, as a result of their service, and may be able to assist with the cost of tuition and fees. This benefit pays directly to the student, so you will need to arrange a payment plan with your financial aid officer. For more information, visit [www.benefits.va.gov/gibill/survivor\\_dependent\\_assistance.asp](http://www.benefits.va.gov/gibill/survivor_dependent_assistance.asp).

### **Chapter 1606: Selective Reserve Montgomery GI Bill®**

This program is for members of the Selective Reserve and National Guard who have enlisted or re-enlisted in the select reserve with an obligation to serve 6 or more years on or after July 1st 1985. In order to be eligible for this benefit, the member will have had to complete their IDAT (initial date active training). Chapter 1606 expires once a service member has separated. This benefit pays directly to the student; arrangements for tuition and fees payment will need to be made with your South University financial aid officer. For more information, visit [www.benefits.va.gov/gibill/mgib\\_sr.asp](http://www.benefits.va.gov/gibill/mgib_sr.asp).

### **Chapter 1607: Reserve Educational Assistance Program (REAP)**

REAP is an education benefit to assist Reserve and National Guard members called or ordered to active duty in response to a war or national emergency (contingency operation) for at least 90 cumulative days after 9/11/2001. This benefit pays directly to the student and can be used toward the cost of tuition and fees, so you will need to arrange a payment plan with your financial aid officer. The National Defense Authorization Act of 2016 ended REAP on November 25, 2015. Some individuals will remain eligible for REAP benefits until November 25, 2019; while others are no longer eligible for REAP benefits. If you have questions about your eligibility for REAP or Post-9/11 benefits, please call the VA

at 1-888-GIBILL-1 (7 a.m. – 6 p.m. CST Monday – Friday) to speak with an Education Call Center Agent. For more information, visit [www.benefits.va.gov/gibill/reap.asp](http://www.benefits.va.gov/gibill/reap.asp).

**Note:** The National Defense Authorization Act of 2016 ended REAP on November 25, 2015. Some individuals will remain eligible for REAP benefits until November 25, 2019; while others are no longer eligible for REAP benefits. If you have questions about your eligibility for REAP or Post-9/11 benefits, please call the VA at 1-888-GIBILL-1 (7 a.m. – 6 p.m. CST Monday – Friday) to speak with an Education Call Center Agent. To apply for VA benefits: VONAPP <https://www.vets.gov/education/apply/>

### **Guidelines to VA Certification**

#### **Enrollment - Semester Certification**

Enrollment certification for VA education benefits is not automatic. Students should request certification for every program in order to initiate their educational benefits. We strongly recommend that students accomplish this as at enrollment in order to expedite the processing of educational benefits.

#### **How TLC will certify your hours**

Your hours will be certified weekly in arrears, based on classroom hours attended, internship hours completed, make-up hours completed, plus official school holidays. Attended hours will be certified after the week is complete. If you are absent or tardy, those hours will not be certified until the hours are completed. **Note:** Any week with less than 18 clock hours will be less than full-time attendance for the VA's monthly housing allowance calculation. ***Students receiving VA educational benefits are required to schedule, but not complete all internship hours prior to class 99a. It is preferred, but not required that students receiving VA benefits complete all internship hours as close to class 99a as possible, preferably before class 99a.***

#### **What the VA Will Pay For**

REQUIRED PREREQUISITES AND REMEDIAL CLASSES – The VA WILL pay for required prerequisites. They will also pay for remedial classes for which the student has been placed through assessment testing.

ONLINE CLASSES/DISTANCE EDUCATION – The VA WILL pay for TV courses, online courses, and independent study classes. Payment for these classes will cover only the period the class is in session.

REPEATED CLASSES – You may repeat a course and receive VA payment for it if you received an "F", "NP" or "W" grade on the original attempt. The VA does not pay for repeats of "D" or better grades; or for incomplete grades, unless the Incomplete is changed to an "F" grade. EXCEPTION: When a class is required for a major and must be passed with a certain grade level to progress to another required class (prerequisite) then the VA will pay for the repeat.

#### **What the VA Will Not Pay For**

RECOMMENDED CLASSES – The VA does NOT pay for recommended classes – only required classes. CHALLENGED CLASSES – The VA will NOT pay for any class that is challenged. You must attend a class to receive payment for it.

REPEATED CLASSES – You may repeat a course and receive VA payment for it if you received an "F", "NP" or "W" grade on the original attempt. The VA does not pay for repeats of "D" or better grades; or for incomplete grades, unless the Incomplete is changed to an "F" grade. EXCEPTION: When a class is required for a major and must be passed with a certain grade level to progress to another required class (prerequisite) then the VA will pay for the repeat.

CREDIT BY EXAMINATION: The VA will NOT pay for credit by examination sections. This is course credit given by examination based on work experience, foreign language proficiency, or any other process outside the conventional academic setting.

**Attendance**

If you don't attend class, you are not entitled to benefits. If a student stops attending a class they must drop officially with the college and report the drop to the VA certifying official. This is a student responsibility – not ours. Federal law requires that students report any change in enrollment status, which might affect their VA education benefits to the school and the VA. Your signature on the Request for Certification form shows acceptance of the responsibility to keep the VA certifying official informed of any change in student status. The attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b or via VA Once data system within 30 days of date of occurrence.

**Overpayment**

When there is an overpayment, the VA will ask for repayment of the overpaid benefits. If you ignore the VA's request, they can withhold future GI Bill® payments, disability payments, or depending upon the situation, they can take a student to court, charge interest, and they may take future tax return refunds, attach wages, put legal holds on property or deny home loans.

When adding or dropping classes, the student must report the drop or add directly to the VA certifying official as well as the student administrator.

**Post 9/11 GI Bill® Tips and Reminders**

- \* Remember that the Post 9/11 GI Bill® housing and books and supplies stipends are paid "in arrears." This means that your housing stipend for August won't be received until September. Also, if you are starting school for the first time, your first payment may not be for a full month of housing because the VA pays from the actual day you start school.
- \* Tuition and fee payments go directly to the school.
- \* Be sure to inform VA if you change your direct deposit information

**Payments**

Benefit payments are made directly to students. The payment is made to the student for the exact number of days the student is certified for the month. If a student is certified for a whole month, the full monthly benefit is paid. If the student is only certified for part of the month, the benefit is prorated.

Payment usually comes between the 1st and 15th of each month and is paid for the previous month. The VA does not consider a payment is late until after the 10th of the month. Inquiries may be made directly with the VA at 1-888-442-4551.

Your GI Bill® money is tax free. It is not declarable for income tax purposes (non-taxable income), but it is for any financial aid assistance.

**Your Responsibilities to Ensure a Correct and Timely Payment**

- 1) Establish a direct deposit account with the VA.
- 2) Submit your Request for Certification form to the A&R Office as soon as you've registered for classes. Any delay in submission will cause a delay in your payment.
- 3) Attend classes.
- 4) Self-certify at the end of each month (for all chapters other than 33, 35 and 31).
- 5) Notify our office of any changes to your class schedule or personal information.
- 6) Remember to read anything the VA sends you thoroughly. This might eliminate any problems with pay.

**Retroactive Benefits**

VA benefits can be paid for enrollments up to one year before the date VA receives a student's application. The date stamp put on the student's application determines the one year date.



Chapter 35 retroactive benefits may be handled differently and may exceed one year. Student should contact the VA directly for information about this option.

### **Self-certification**

Veteran students who receive benefits under Chapters 30, 1606 or 1607 must verify their enrollment each month (students under Chapter 35-dependents or Chapter 33-Post 9/11 GI Bill® do NOT self-certify). These students will receive an award letter from the VA Regional Processing Center in Muskogee, OK. Once this is received, the student can self-certify. The earliest this can be done is the last day of the month. Monthly verification (self-certification) can be done via one of the following two ways:

Telephone - Using Interactive Voice Response (IVR) 1-877-823-2378

Internet - WAVE (Web Automated Verification of Enrollment) <https://www.gibill.va.gov/wave>

Failure to self-certify will cause your benefits to stop. You must do this every month or you will not get paid! Federal holidays may delay receipt of the Student Verification of Enrollment and/or your check.

### **Change of Address and Direct Deposit**

Direct deposit of VA educational benefits payment is now available for Chapter 30, 33, 1606 and 1607 recipients. This program speeds up education and work study payments. It also decreases the chance of missing, lost, or stolen checks. As easy as 1-2-3, students may request direct deposit through the VA by calling the VA at 1-888-442-4551.

The VA will require students to provide their VA file number, 9-digit bank routing number, and checking/savings account number. Students must keep their address current. Even if a student has direct deposit, the student still needs to keep his or her address current because all other correspondence including award letters are mailed to the student's address. The fastest way to change an address is to call VA (888-442-4551).

### **Benefit Rates of Pay**

CHAPTER 30, 1606, 1607 and 35:

The rate of pay depends on the number of hours that are certified. Lauterstein-Conway Massage School does not determine if your rate of pursuit is full time or part time. The VA makes that determination. *Students enrolled less than 1/2 time will only receive tuition and fees.*

Students are paid at a monthly rate set by the Department of Veteran Affairs, which can be found on their <https://benefits.va.gov/gibill/>.

### *Chapter 33*

Chapter 33 benefits are paid by rate of pursuit - not the number of hours enrolled (like the other chapters). Eligible veterans receive a percentage of the benefit for tuition and fees, monthly housing allowance, and book stipend based on the months of active duty service after 9/10/01. Effective August 1, 2011, the monthly housing allowance will be prorated by the student's rate of pursuit (rounded to the nearest tenth). For example, a student training at a rate of pursuit of 75% (9 units) would receive 80% of the BAH rate.

*Tuition and fees* - payment is made directly to Lauterstein-Conway Massage School by the VA on behalf of the veteran. This can be a lengthy process so in order to not be dropped for nonpayment, the veteran should submit their VA paperwork at or immediately after enrolling.

*Housing Allowance (BAH)* - a monthly housing allowance is paid directly to the student at the start of each month for the previous month. It equals the DOD's Basic Allowance for Housing (BAH) for an E-5

with dependent and the zip code to the school. You can find the BAH rates at <http://www.defensetravel.dod.mil/perdiem/bah.html>.

*Books and supplies stipend* - Paid directly to the student when the school's enrollment certification has been processed. The stipend pays \$41.67 per unit certified - up to a maximum of \$1000 per academic year.

*Entitlement* - Veterans are generally entitled to 36 months of benefits. Rate of Pursuit determines the number of months deducted from the entitlement for the length of the semester. VA calculates the Rate of Pursuit by dividing the number of certified units by the number of units considered to be full-time by the school.

### **Title 38 United States Code Section 3679(e) School Compliance**

**NOTE: A Covered Individual** is any individual who is entitled to educational assistance under chapter 31, Vocational Rehabilitation and Employment, or Chapter 33, Post-9/11 GI Bill® benefits.

1. TLC must permit any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs' (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:
  2. The date on which payment from VA is made to the institution.
  3. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.
4. TLC will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.
5. TLC requires the covered individual to take the following additional actions:
  6. Submit a certificate of eligibility for entitlement to educational assistance no later than the first day of a course of education.
  7. Submit a written request to use such entitlement.
  8. Provide additional information necessary to the proper certification of enrollment by the educational institution. This additional information includes but not limited to:
    - a. Official combined military transcripts
    - b. Complete Form 005 (SAA-NON 01/31/03)
    - c. Complete Form 010 (SAA-NON 01/31/03)
    - d. Official transcript from any school the student used VA educational benefits to attend.

TLC may require additional payment or impose a fee for the amount that is the difference between the amount of the student's financial obligation and the amount of the VA education benefit disbursement.

### **Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020, Sec. 1018 Compliance**

Pre-enrollment for educational institutions participating in the educational assistance programs of the Department of Veterans Affairs.

(A) Prior to the enrollment of a covered individual in a course of education at the educational institution, provide the individual with a form that contains information personalized to the individual that describes:

- Course name
- Estimated cost of course

- Estimated cost of living expenses
- Amount of the cost above by the educational assistance provided to the individual under chapter 30, 31, 32, 33,35 of title 38, United States Code, or chapter 1606 or 1607 of title 10, as the case may be
- Federal financial aid not administered by the Secretary and financial aid offered by the institution that the individual may qualify to receive
- Estimate of the amount of student loan debt the individual would have upon graduation
- Graduation rates
- Job-placement rates
- Transfer of credits:
- Additional requirements for licensing

(B) Not later than 15 days after the date on which the institution (or the governing body of the institution) determines tuition rates and fees for an academic year that is different than the amount being charged by the institution, provide a covered individual enrolled in a course of education at the educational institution with the form under subparagraph (A) that contains updated information.

(C) TLC does not participate in Federal financial aid not administered by the Secretary of Defense, Veterans Affairs, and Education. TLC does not participate in student aid programs administered by the U.S. Department of Education. TLC offers non-qualified student loans serviced by TFC Credit Corporation for students needing assistance paying for school. Available interest rates and terms range from 6 months to 36 months and 0% interest to 17% interest. The interest rate is based on the length of financing, tuition deposit, payment method and availability of cosigner. Interest rates are not based on credit.

(D) TLC does not automatically renew of a covered individual in courses and programs of education; and TLC will ensure that each covered individual approves of the enrollment of the individual in a course.

(E) TLC will provide a covered individual enrolled in a course of education at the educational institution with information regarding the requirements to graduate from such course, including information regarding when required classes will be offered and a timeline to graduate. All students will receive a copy of their enrollment agreement that will include timeline to graduate. All students will receive a link to the course Catalog & Student Handbook which contains the graduation requirements.

(F) TLC is not an accredited educational institution

(G) TLC will ensure that members of the Armed Forces, including the reserve components and the National Guard, who enroll in a course of education at the educational institution may be readmitted at such institution if such members are temporarily unavailable or have to suspend such enrollment by reason of serving in the Armed Forces; and otherwise accommodates such members during short absences by reason of such service.

(H) TLC designates the following as a point of contact for covered individuals and the family of such individuals needing assistance:

Tila Tapp, tilat@tlcschool.com - academic counseling, other information regarding completing a course of education

Mark Dauenhauer, markd@tlcschool.com – disability counseling

Eric Tebbetts, erict@tlcschool.com - financial counseling

(I) TLC will not carry out deceptive or persistent recruiting techniques, including on military installations, that may include:

(i) misrepresentation (as defined in section 3696(e)(2)(B) of this title) or payment of incentive compensation;

(ii) during any 1-month period making three or more unsolicited contacts to a covered individual, including contacts by phone, email, or in-person; or

(iii) engaging in same-day recruitment and registration.

(J) TLC will not pay inducements, including any gratuity, favor, discount, entertainment, hospitality, loan, transportation, lodging, meals, or other item having a monetary value of more than a de minimis amount, to any individual or entity, or its agents including third party lead generators or marketing firms other than salaries paid to employees or fees paid to contractors in conformity with all applicable laws for the purpose of securing enrollments of covered individuals or obtaining access to educational assistance under this title, with the exception of scholarships, grants, and tuition reductions provided by the educational institution.

(K) The term “covered individual” means an individual who is pursuing a course of education at an educational institution under chapter 30, 31, 32, 33, or 35 of this title, or chapter 1606 or 1607 of title 10.

### **Staff**

#### **Admissions Advisors**

Liesl Bell 374-9222 x14 ([admissions@tlcschool.com](mailto:admissions@tlcschool.com))

Erin Wyatt 374-9222 x25 ([erinw@tlcschool.com](mailto:erinw@tlcschool.com))

#### **Admissions/Marketing Director**

Erin Wyatt 374-9222 x25 ([erinw@tlcschool.com](mailto:erinw@tlcschool.com))

#### **Front Desk, Customer Service, Retail, and Table Sales**

Jessica Lydon 374-9222 x11 ([reception@tlcschool.com](mailto:reception@tlcschool.com))

#### **Workshop Registrar**

Jessica Lydon 374-9222 x 11 ([workshops@tlcschool.com](mailto:workshops@tlcschool.com))

#### **Controller: Tuition payments, financial statements**

Eric Tebbetts 374-9222 x12 ([erict@tlcschool.com](mailto:erict@tlcschool.com))

#### **Student Administrator: Attendance, grades, withdraw, appeals**

Tila Tapp 374-9222 x13 ([tilat@tlcschool.com](mailto:tilat@tlcschool.com))

#### **Student Counselors**

Tila Tapp 374-9222 x13 ([tilat@tlcschool.com](mailto:tilat@tlcschool.com))

Cristel McCarthy 374-9222 x27 ([cristelm@tlcschool.com](mailto:cristelm@tlcschool.com))

#### **Education Director**

Cristel McCarthy 374-9222 x27 ([cristelm@tlcschool.com](mailto:cristelm@tlcschool.com))

*\*Meetings available by appointment*

Director and COVID Compliance Officer  
Mark Dauenhauer 374-9222 x17 ([markd@tlcschool.com](mailto:markd@tlcschool.com))  
*\*Meetings available by appointment*

Clinic Director and Make-up Room Lead MTI  
Tammie Culley 374-9222 x30 ([tammiec@tlcschool.com](mailto:tammiec@tlcschool.com))

Founders – *\*Meetings available by appointment*  
David Lauterstein ([davidl@tlcschool.com](mailto:davidl@tlcschool.com))  
John Conway ([johnc@tlcschool.com](mailto:johnc@tlcschool.com))

### **Faculty**

***Rebecca Barnes, LMT & MTI***

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

***Brenda Bianchi, LMT & MTI***

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

***Kelly Bonanni, LMT & MTI***

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

***Jason Chinnery, LMT & MTI***

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***John Conway, LMT & MTI***

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

***Tammie Culley, LMT & MTI***

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

***Amy Cuzner, LMT & MTI***

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***Mark Dauenhauer, LMT & MTI***

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

**Ben Davis**

Instructor of CPR

**Mark Gruell**

Instructor of CPR

**Caitlin Holbrook, LMT & MTI**

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

**David Lauterstein, LMT & MTI**

Instructor of Clinical Massage Therapy, Deep Massage, Business Practice and Ethics, Health and Hygiene

**Diana Maxwell, LMT & MTI**

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

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**Natalie Meyersick, LMT & MTI**

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**Timothy Stahlke, LMT & MTI**

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

**Aaron Villalon**

Instructor of CPR

**Rob Vires**

Instructor of CPR

**Ani Williams, LMT & MTI**

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

**John Wolfe**

Instructor of CPR

**Glossary of Terms**

**Academic Probation** – Students who have unsatisfactory progress may be placed on academic probation.

Academic probation refers to a method of student intervention wherein TLC Administration attempts to provide focused support in an effort to improve a student's performance. The length, benchmark(s), and conditions of academic probation are determined on a case-by-case basis and will be detailed in writing (usually email). Failure to meet the conditions of their academic probation may be grounds for further intervention, up to and including dismissal.

**Active Non-Earning** – refers to the official status for a student who has completed the academic requirements to schedule an exit meeting but have not met the financial requirements. These students do not need an extension and will remain under "Active Non-Earning" status until such time as they meet their financial requirements and

complete their exit meeting.

**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 24<sup>th</sup> through December 31<sup>st</sup>.

**Current student (students)** – refers to students enrolled in the 500-hour 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.

**Good Standing** – refers to a student on a TFC payment plan that has not been more than 10 days late on a payment.

**Graduate** – refers to students that completed their academic and financial requirements and attended their exit meeting.

**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 no longer actively enrolled in a program at TLC.

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

**Satisfactory Academic Progress** – TLC determines satisfactory progress based on attendance and academic performance. Students with excessive absences (see Attendance), missing or failing benchmarks, or are failing one or more subjects may be subject to interventions. Interventions include but are not limited to academic probation, mandatory tutoring, mandatory NPs, or dismissal.

**School Day** – refers to the entire 24-hour period in which the student's classes are scheduled for Mondays through Saturdays, excluding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, and December 24<sup>th</sup> through December 31<sup>st</sup>.

**Special Extension Fee** – refers to the fee for an additional extension beyond the first. Students must appeal for an extension (see Appeal Procedure). Extensions not guaranteed and granted on a case-by-case basis, determined by the student's overall performance to date.

**Written Notice** – TLC accepts the following as written notice: dated, hand-written document bearing the student's signature, dated, typed documents bearing the student's signature. TLC also accepts emails from the email address on file. Text messages, phone calls, and voicemails are not acceptable means of providing written notice.

## **COVID-19 Exposure/Contraction Procedures**

For the safety of fellow students, faculty, staff, and clients, it is vitally important that those who suspect that they or someone in their bubble (person or people with whom one is in frequent, close contact, often unmasked) has been exposed to COVID-19 to inform TLC, get tested, and isolate. Failure to comply with TLC's COVID-19 policies and procedures may result in disciplinary action, up to and including dismissal.

Students who have COVID-19, are experiencing COVID-19 or flu-like symptoms, or believe they may have been exposed should not go to the TLC campus. Symptoms they should check for include: fever (99.6+), chills, shortness of breath, difficulty breathing, new loss of sense of smell or taste, muscle or body aches, sore throat. Students who have COVID-19 or believe they may have been exposed, should contact the Director, Mark Dauenhauer directly at [markd@tlcschool.com](mailto:markd@tlcschool.com) to schedule a phone call, COVID tracing and establish next steps for returning to class. Students with real or suspected illness that are scheduled for clinic, must contact the MTI-on-Duty at 512.374.9222, ext. 30 immediately. The MTI-on Duty will cancel all appointments at no cost or penalty to the student.

### **No student may return to campus without being cleared by the school Director.**

TLC requires any student with real or suspected illness to get tested and cleared by a physician before returning school. New and changing information is affecting how we are handling COVID-19 cases here at TLC.

Per the FDA, antigen tests may have reduced sensitivity to some variants making it possible that such tests could miss an infection, particularly in the early stages of the disease. Based on this information students can choose do one the following:

1. Isolate for 10 calendar days and then get a rapid test. If that is negative and the student is symptom-free, the Director will clear the student to return to class.
2. Get a PCR test (a more conclusive test, but with a longer turn-around time). If that is negative and the student is symptom-free, the Director will clear them to return to class.
3. Should you continue to test positive after the ten 10 calendar days have elapsed and you are symptom free you will need to obtain a note from a licensed physician/clinic clearing you to return to campus.

In all cases, the student must email a screen shot of their test results to the Director. Home tests results will not be accepted at this time.

Students that are sick or awaiting test results should limit their exposure to others so they can resume classes as soon as they are cleared to do so.

Students who miss class because of real or suspected illness will need to make-up classes in the make-up room. Upon return, students' related make-up fees will be waived, effective the date they notified the Director.

## **Covid-19 Mask Policy**

Wearing a well-fitting mask and practicing social distancing helps reduce the spread of COVID-19. Lauterstein-Conway Massage School & Clinic, Inc. (TLC) strongly recommends that students, faculty, staff, clients, and visitors wear a mask while in the building. Masks are available at every entrance of the building.

The Director will determine masking levels based on recommendations from Austin Public Health (APH) and the infection levels posted through state/local tracking tools. As such, masking levels are subject to change at TLC's discretion. Students, faculty, staff, and guests are required to comply with the following when applicable:

**Low** – Masks optional

**Medium** – Masks strongly recommended, but optional

**High** – Masks mandatory

Mask levels will be tracked and posted at all entrances and are subject to change.

## **Classroom/Client/Clinic Etiquette and Professionalism**



For the wellbeing of everyone and to avoid interruption of education, those experiencing any cold like symptoms (sneezing, persistent cough, sore throat) must wear a mask in the building until your symptoms cease.

Whether in a classroom or clinic setting, should an individual you are paired with request that you wear a mask, you must do so. This level of professionalism is expected in the workplace and at TLC.

### **Administrative Offices**

Due to the size of the rooms, masks are required when visiting the administrative offices unless otherwise instructed by the individual staff member.

Failure to comply with this or any other of TLC's COVID-19 policies and procedures may result in disciplinary action, up to and including dismissal.

### **COVID-19 Classroom Modifications**

The following are the student's modified procedures for the classroom. Please review carefully as failure to comply with the following may result in disciplinary action, up to and including dismissal.

#### **What we expect from you:**

**Note:** For the safety of fellow students, faculty, staff, and clients, it is vital important that those who suspect that they or someone in their bubble has been exposed to COVID-19 that they inform TLC, get tested, and self-quarantine (**bubble refers to a person or people with which one is in frequent, close contact, often unmasked.**). Failure to comply with TLC's COVID-19 policies and procedures may result in disciplinary action, up to and including dismissal.

#### **AT HOME, as you start your day**

Students should take their temperature before leaving for the school and follow the contraction procedure if they believe they have been exposed; have a fever (99.6+); or are exhibiting any of the symptoms listed above.

#### **WHEN YOU ARRIVE AT SCHOOL**

**PLEASE NOTE:** In order to adhere to social distancing standards, the student lounge is currently not available for storage, meal prep, or in-room dining. **Please do not gather in this area.** Please do not bring any food items or drinks other than water into the building. All breaks and food consumption should be done outside or in your car until further notice.

Please arrive **no more than 15 minutes early**. Upon arrival students should only bring water and their classroom supplies. **ALL other personal items should be left in your vehicle.** Students without vehicles should reach out to their MTI for additional details. Please use the student entrance to enter and exit. Unless using the restrooms, or purchasing items from the front desk, please do not congregate in any other areas of the school.

#### **WHEN ENTERING THE BUILDING**

During times of high infection rates masks must be worn. As you enter the building, you will find masks available. If you do not have your own mask, please put one of these masks on. Students are expected to wear masks **at all times** while in the building (No Exceptions). *Bandannas, gators, and scarves are not acceptable.* Failure to comply will result in suspension from that day's class. Time missed will need to be made up in accordance with make-up policies (see Make-up Classes).

Upon arrival, students should wash their hands with soap and water for a minimum of 20 seconds or utilize hand sanitizer provided near their entrance. **Classroom #1** students should use the sink in the student hallway or in the restrooms. **Classroom #2** students should use the sink in the student lounge or in the restrooms.

#### **WHEN ENTERING THE CLASSROOM FOR A CLASS**

Each classroom has two "Clean Stations" which contain latex-free protective gloves, hand sanitizers, and cleaning solution at your disposal. The person(s) assigned to set the room up will have lecture tables and chairs assembled a minimum of 15 minutes before the class start time. Please give these students space to work.

The MTI will take the temperature of students as they arrive, before taking their seat. During times of high infection rates when students need to drink their water, they should lift their mask to drink and lower it when finished.

#### **DURING ROLL/LECTURE CLASS**

The MTI will take the temperature of each student within the first few minutes of class. Students are encouraged to arrive a few minutes early to expedite this process. Any student presenting with a fever will be sent home and should follow the contraction procedures listed above.

### **POST LECTURE CLASS**

At the end of A class, students will use the solution provided to disinfect all surfaces and put the tables and chairs away. All students will use the solution provided to disinfect their lubricant bottles/containers.

### **PRACTICAL CLASS SETUP**

When massage tables are set up, students should stow their belongings under their assigned table. Nothing should be left along the walls.

### **FIRST TRADE**

Upon initial table set up, students will disinfect equipment they will be using prior to the start of their practice session. This includes; table, table legs, height adjustment knobs, chairs, any smooth surface, clipboards, and pens. The client will then approach the door, remove and dispose of their gloves, and exit the room to wash their hands.

When everything cleaned, students should dress their tables. Students will store their water and classroom supplies under their tables. Nothing should be left along the walls. Please do not allow the linens, clean or not, to touch the floor. Both partners should wash their hands, wrists, and elbows before massaging/receiving. Both the therapist and client will wear their masks during the entire session.

During times of high infection rates masks must be worn by the therapist when performing massage particularly Facial massage.

At the end of the session, after the client is dressed and off of the table, students will remove and stow the linens and exit the room to wash their hands. **Linens, Clothing, and Other Items That Go in the Laundry:** In order to minimize the possibility of dispersing any particles through the air, do not shake dirty laundry. Remove all linens, blankets, and table setups; fold items in on themselves before stowing them to take home.

After linens are removed students will wash their hands or use hand sanitizer and disinfect all contents/equipment they will be using prior to the start of their practice session. After the tables are dressed, the MTI will allow students to go on their break. Please try to minimize bathroom breaks until after everything is cleaned and setup.

### **AT THE END OF CLASS**

When students are done cleaning their tables, all of their personal belongings should be moved to the wall and out of the way so that students can easily put equipment away.

Students should sit or stand at a distance that is observing social distancing to reflect on the class and receive reminders from their MTI Once dismissed, please take all of your personal items. **If you don't have any scheduled appointments, make-ups or meetings with faculty or staff, please vacate the building.**

### **COVID-19 Make-up Class Modifications**

The following are the student's modified procedures for the make-up room. Please review carefully as failure to comply with the following may result in disciplinary action, up to and including dismissal.

**Note:** For the safety of fellow students, faculty, staff, and clients, it is vital important that those who suspect that they or someone in their bubble has been exposed to COVID-19 that they inform TLC, get tested, and self-quarantine (**bubble refers to a person or people with which one is in frequent, close contact, often unmasked**). Failure to comply with TLC's COVID-19 policies and procedures may result in disciplinary action, up to and including dismissal.

### **Exposure/Contraction Procedures**

If you have or suspect that you or someone in your bubble has been exposed to COVID-19, please do not come on school grounds. Symptoms you should check for include: fever (99.6+), chills, shortness of breath, difficulty breathing, new loss of sense of smell or taste, muscle or body aches, sore throat. If you believe you have been exposed or are experiencing any of the above symptoms contact the Director at [markd@tlcschool.com](mailto:markd@tlcschool.com) to schedule a phone call. Refer to the Covid contraction procedures for more information.

Make-up Room will now have a capacity of 8 students at a time. The make-ups will take place in Classroom #2 weekday afternoons from 1:00pm to 5:30pm and in Classroom #1 on Saturdays & Sundays from 10:30am to 4:00pm. These hours are subject to change and will be display accurately on the make-up sign-up calendar.

### **AT HOME, as you start your day**

Students should take their temperature before leaving for the school and follow the contraction procedure if they believe they have been exposed; have a fever (99.6+); or are exhibiting any of the symptoms listed above.

### WHEN YOU ARRIVE AT SCHOOL

**PLEASE NOTE:** In order to adhere to social distancing standards, the student lounge is no longer available for storage, meal prep, or in-room dining; neither are the benches and tables outside. **Please do not gather in these areas.** Please do not bring any food items or drinks other than water into the building. All breaks and food consumption should be done outside or in your car until further notice.

Please arrive **no more than 15 minutes early**. Upon arrival students should only bring water and their classroom supplies. **ALL other personal items should be left in your vehicle.** Students without vehicles should reach out to their MTI (massage therapy instructor) for additional details. As we try to manage foot traffic and minimize clustering, the **main entrance is now off limits to students**. Please use the student entrance to enter and exit. Unless using the restrooms, or purchasing items from the front desk, please do not congregate in any other areas of the school.

**Note:** Tuesday – Friday Make-ups will be in Classroom #2. Saturday & Sunday Make-ups will be in Classroom #1 **The MTI will check-in make-up students after the start of each clinic session.** Please maintain the recommended 6ft. distance from others. The MTI will check your temperature. Late arrivals may need to wait until the MTI returns. **DO NOT ENTER THE STUDENT CLINIC.** Unless using the restrooms or picking up a supplies order, please do not congregate in any other areas of the school.

During times of high infection rates masks must be worn. As you enter the building, you will find masks available. If you do not have your own mask, please put one of these masks on. Students will be expected to wear masks **at all times** while in the building (No Exceptions). *Bandannas, gators, and scarves are not acceptable.*

After the start of each clinic session, an MTI will take the temperature of each student in the make-up room. Students with a fever (99.6 degrees or more), will be sent home and will need to reschedule their make-up. If you are sent home, please follow the exposure/contraction procedures listed above.

### For Hands-on study/practice and testing:

If you plan to practice massage or take a hands-on assessment, please remember to bring linens and necessary supplies. Students will disinfect their lubricant bottles/containers using the solution provided, then follow handwashing protocol.

Students will disinfect all contents/equipment in the make-up room prior to the start of their session. This includes; Table, table legs, height adjustment knobs and any smooth surfaces, clipboards, pens whether or not they are following a student who has just completed their post-session clean up. After complete, students will then repeat the handwashing protocol.

During times of high infection rates masks must be worn by the therapist when performing massage particularly Facial massage.

After the session, remove all linens, blankets, and table setups; fold items in on themselves before stowing them to take home. **Do not shake linens.**

Students will then repeat the handwashing protocol and reset the table and treatment space for next session by disinfecting all contents/equipment from in the make-up room at the completion of their practice/testing. Finish by repeating the handwashing protocol.

All make-up sessions must end on time to allow for sanitation. Once dismissed, please take all of your personal items. **If you don't have class, clinic appointments, or meetings with faculty or staff, please vacate the building.**

### COVID-19 Internship Modifications

The following are the student's modified procedures for the make-up room. Please review carefully as failure to comply with the following may result in disciplinary action, up to and including dismissal.

**Note:** For the safety of fellow students, faculty, staff, and clients, it is vitaly important that those who suspect that they or someone in their bubble has been exposed to COVID-19 that they inform TLC, get tested, and self-quarantine (**bubble refers to a person or people with which one is in frequent, close contact, often**

**unmasked.**). Failure to comply with TLC's COVID-19 policies and procedures may result in disciplinary action, up to and including dismissal.

### **Exposure/Contraction Procedures**

If you have or suspect that you or someone in your bubble has been exposed to COVID-19, please do not come on school grounds. Symptoms you should check for include: fever (99.6+), chills, shortness of breath, difficulty breathing, new loss of sense of smell or taste, muscle or body aches, sore throat. If you believe you have been exposed or are experiencing any of the above symptoms contact the Director at [markd@tlcschool.com](mailto:markd@tlcschool.com) to schedule a phone call. Refer to the Covid contraction procedures for more information.

Students with real or suspected illness that are scheduled for clinic, **must** contact the MTI-on-Duty at 512.374.9222, ext. 30 immediately. The MTI-on-Duty will cancel all appointments at no cost or penalty to the student.

Students should dress in accordance with the dress code detailed in the Internship Handbook. In addition, please wear hair up and away from your face.

Students should bring their supplies. All other personal belongings must remain in their vehicles with the exception of phones (powered down). These will need to be disinfected upon arrival. **PLEASE NOTE** - the student lounge is no longer available for storage, meal prep, or in-room dining; neither are the benches and tables outside. **Please do not gather in these areas.** The refrigerator, microwaves & toaster ovens are also no longer available for use. Please do not bring any food items or drinks other than water into the building. All breaks and food consumption should be done outside or in your car until further notice.

Upon arrival, the clinic's MTI-on-duty will take student's temperature. Students presenting with a fever (99.6 degrees or more), will be sent home. Their appointments will be canceled or reassigned to another therapist. Students sent home should contact follow the contraction procedures listed above.

Students will disinfect all contents/equipment in their bay prior to the start of their session. This includes: table, table legs, height adjustment knobs and any smooth surfaces, clipboards, pens. This is regardless of if they are following a student who has just completed their post-session clean-up. After disinfecting the bay, students follow the hand-washing protocol.

During times of high infection rates masks must be worn. As you enter the building, you will find masks available. If you do not have your own mask, please put one of these masks on. Students and clients will be expected to wear masks **at all times** while in the building (No Exceptions). *Bandannas, gators, and scarves are not acceptable.* Students and clients must wear appropriate masks *or forfeit their appointment.*

When greeting clients, students should not shake hands or hug. Bowing is certainly respectful and appropriate. Consider reminding them that you'll minimize conversation to what is necessary in-session.

Students will use a no-contact thermometer to take the client's temperature upon arrival; ask the client to reschedule if their temperature is 99.6°F or higher. Students will then initiate COVID-19 screening checklist questions on the supplemental intake form.

During times of high infection rates masks are to be worn by the therapist when performing massage particularly Facial massage.

During times of high infection rates everyone must wear masks. Some clients may be unable to comfortably wear a face covering during face-down positioning. Consider the following alternative: use side-lying positioning to address the lateral and posterior aspects of the body so the client can remain masked.

interns are not to bring the post-session water to clients.

After the session, remove all linens, blankets, and table setups; fold items in on themselves (do not shake) before stowing to take home. Students will disinfect all contents/equipment in their bay prior to the start of their next session. This includes table, table legs, height adjustment knobs and any smooth surfaces, clipboards, pens. Repeat handwashing protocol.