

Student Manual & Policy Guide



Vancouver College of Massage Therapy (VCMT)

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Vancouver College of Massage Therapy (VCMT) Mission Statement

We passionately provide a superior education in a supportive and collaborative learning environment.

We combine integrity, comprehensive knowledge and a wealth of experience to achieve excellence in education as we prepare graduates for a successful career in Massage Therapy.

Massage Therapy Program Goals and Objectives

VCMT provides a highly regarded accredited massage therapy education program that provides graduates with the competencies necessary to be a Registered Massage Therapist. Students will learn anatomy, physiology, pathologies, assessments, treatment techniques and applications that fall within the scope of practice of a massage therapist. Successful graduates of the massage program will be eligible to write the College of Massage Therapists of British Columbia (CMTBC) registration exams to become a Registered Massage Therapist in British Columbia.

Program Goals:

- Teach in a structured and warm, supportive, interactive environment that fosters creative learning, leadership development and learner self care;
- Teach the learner to think critically, clinically reason and demonstrate competence when integrating aspects of the medical and wellness models of health to prevent, treat and manage common ailments within the scope of practice of the registered massage therapist;
- Teach students to embrace the roles and responsibilities of their chosen profession, to be active members in its promotion as a safe and effective health care modality, and to personally model a healthy lifestyle that is reflective of the profession;
- As educators, to continually cooperate with each other to achieve key educational objectives through our instructional methods;
- Be leaders and innovators in the ongoing development and instructional delivery of massage therapy curriculum and education;
- Advance and strengthen the credibility of the massage therapy profession through education and evidence-based research projects; and to share the outcomes and implications with professional communities and the community at large;
- Explore areas of common interest with other health care professions and nourish creative and lasting relationships with them;
- Be responsible for fostering a continued educational, professional and social relationship with all graduates beyond the confines of the school environment
- Work collaboratively with the College of Massage Therapists of British Columbia, The Massage Therapists Association, Canadian Massage Therapy Council for Accreditation and government agencies to maintain the Professional Standards, Scope of Practice and professional status of the massage therapy profession in the province of British Columbia

Program Learning Objectives:

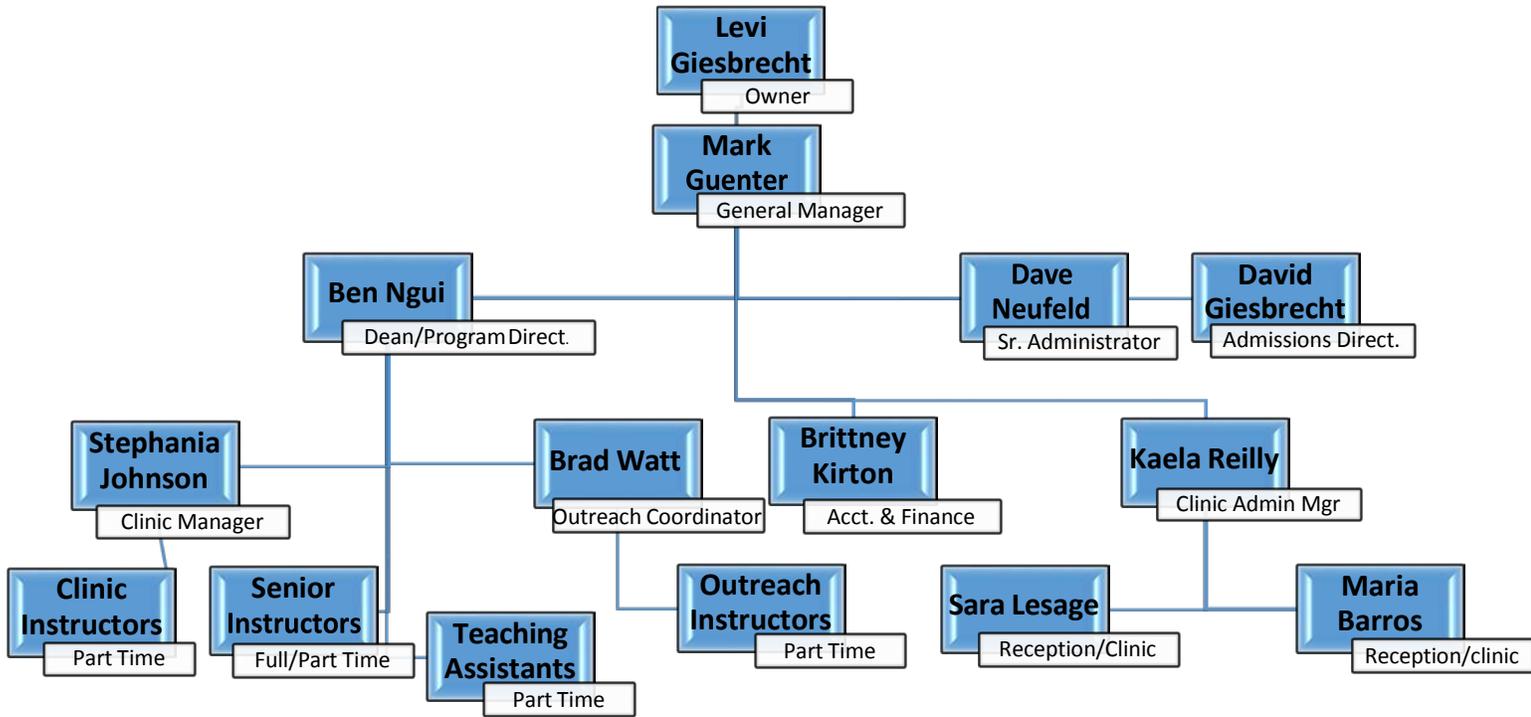
Upon completion of this program, the successful student will be able to:

- Perform the competencies set out by the College of Massage Therapists of British Columbia (CMTBC) and/or the Canadian Massage Therapy Council for Accreditation (CMTCA) according to the Inter-jurisdictional Practice Competencies and Performance Indicators;
- Demonstrate an understanding of the foundational knowledge in physical, health, social science and humanities listed in the guidelines to foundational knowledge by the CMTBC and/or CMTCA;
- Demonstrate knowledge that honours the tradition of the profession and its contributors, and allows our graduates to meet their financial, professional and personal goals.
- Perform safe, ethical and effective treatments to patients within the massage therapy scope of practice;
- Demonstrate that they are capable of recognizing, respecting and supporting the healing process in individuals.

Excellence at VCMT

At VCMT our vision is excellence in the massage therapy profession. Although we are required by the CMTBC to prepare graduates with competencies for entry level massage therapy practitioners, we strive to set the standard higher. To us, excellence goes beyond the academic knowledge and exceptional hands-on skills, emphasizing that our students also have heart. Heart is the foundation of VCMT. This is the ability and commitment to truly care for the profession and for patients. It means consistently having compassion, passion, integrity, mindfulness and care. Because this means so much to us, we have created the "VCMT Heart Award", presented to one student from each graduating class to acknowledge their dedication and positive attitude throughout their training.

VCMT's Organizational Chart



VCMT Faculty

Our team of instructors brings a wealth of clinical and educational experience. While most are registered massage therapists with years of clinical practice, we are pleased to have naturopathic doctors, chiropractors, business leaders, physiotherapists, educators, and visiting educators as part of our team. We support and encourage all of our instructors to engage in life-long learning, especially as it relates to adult education.

Massage Therapy Program Overview

VCMT is located at 300 -1050 West Pender Street in Vancouver. Our full time program is currently taught in 5 levels over 20 months and our part time program in 8 levels over 32 months. Our massage therapy program exceeds the competency requirements set by the College of Massage Therapists of British Columbia (CMTBC). The massage program encompasses approximately 3000 hours, with students completing a minimum of 550 hours of clinic hours in their clinical placement.

Students first learn relevant academic knowledge, then gain practical skills, and finally learn to apply their knowledge and skills with patients in a clinical setting. Each of the levels prepares students to confidently advance to the next step. Homework is assigned at every level. It is expected that the average student will spend approximately 2 to 3 hours on focused, daily home study per full day of classes.

Students will attend the full time program either Monday to Friday *or* Tuesday to Saturday, and 3 days a week in the part time program Monday to Friday, depending on their schedule. Each day will be organized into two 3.5 curriculum hour classes. Classes run from 8:30 am to 4:30 pm daily, not including Clinic and Outreach shifts. Afternoon clinic shifts end at 5:45pm and evening clinic shifts end at 9:45pm. The overall program is approximately 60% hands on (practical) and 40% academic.

While the program is delivered primarily as in-class instruction, there are a few courses that are delivered online.

Our goal for the program is to prepare students beyond the entry level competencies listed in the *College of Massage Therapists of British Columbia Inter-Jurisdictional Entry-to-Practice Competency Profile for Massage Therapists* and *Guidelines for Foundational Knowledge*. We teach competencies over and above those specified in the profile to prepare our graduates for productive and successful professional careers in the field of Massage Therapy.

School Hours

The school classrooms and library are open for student use Mondays, Fridays & Saturdays 8am-6:15pm and Tuesdays, Wednesdays and Thursdays 8am-9:30pm. The school (and building) are closed on Sundays. These correlate to times when staff is on campus; alarms will arm and lock the doors outside of these hours. During the first and last two weeks of each term, the school closes at 5pm.

VCMT Policies

VCMT policies are created to ensure fairness to all students and to meet the requirements of government and our regulating bodies. VCMT reserves the right to update this manual and its policies as required. VCMT administration also reserves the right to make exceptions on an individual basis in extenuating circumstances when deemed appropriate.

Privacy Policy

VCMT commits itself to protecting the personal information and privacy of all members of its student community by adhering to the requirements of BC's *Personal Information Protection Act* (PIPA).

VCMT handles student records in a manner that meets legal requirements and industry best practice standards with regard to the collection, storage, use, transfer and protection of personal information. VCMT's "Student Records Policy" ensures that student information is handled appropriately and that VCMT will disclose the purpose and receive consent of the student prior to collecting such information (unless otherwise directed by PIPA).

Students have the right to access their own personal information held by the organization and should direct concerns, complaints and requests about personal information handling policies and practices to the organization's Privacy Officer through the VCMT office.

Admissions Policy

VCMT provides a top quality education to motivated students interested in entering the massage therapy profession. VCMT admits three full-time classes per year with intakes occurring in September, January and May and also has a part-time program with a varying number of intakes each calendar year. VCMT seeks students with the academic qualities, personal standards and commitment levels that lead to high levels of success in the program and in their future careers as Registered Massage Therapists. To this end, VCMT has established the following requirements for students requesting admission to the RMT program.

Academic Standards

- **Secondary School Requirement**
 - In order to be accepted into the program, students will need to have met the following minimum Secondary School requirements:
 - High school graduation diploma (Dogwood) or equivalent
 - An average of at least 65% on their Grade 11 and 12 courses
 - An average of at least 70% in English 12 or equivalent English course
 - Students who have not achieved the required English 12 or equivalency will be required to complete the VCMT English essay assessment with a minimum standing of 70%
 - Priority will also be given to students who have completed at least one Science 11 or Science 12 course or equivalent

- **Post-secondary Education**
 - Priority will be given to students who have successfully completed post-secondary courses or have training and/or experience in one or more of the following areas
 - Science
 - Kinesiology
 - Sports Science
 - Massage Therapy
 - Personal Training

Personal/Professional Qualities

In addition to meeting academic standards, students will be required to demonstrate high levels of motivation, compassion, integrity, mindfulness and caring as well as English competency, commitment and personal confidence. These will be determined in the following ways:

- Through the interview process where each candidate will be interviewed by a VCMT representative
- Through portfolio evidence (electronic or hard copy artifacts that indicate the student's level of readiness and commitment to complete the RMT training program).

Health Standards

- Each candidate will need to confirm a level of health and fitness that meets the requirements and rigours of the profession by meeting the health requirements listed on the 'VCMT Health Assessment Form'.
- Each candidate will be required to have immunization or immunity against all diseases listed in VCMT's 'Immunization and Communicable Disease Form'

Procedures

Student applicants will:

1. Submit the VCMT application form (5100.1) along with a copy of their final high school transcript.
2. Submit a portfolio or other supportive documents outlining the candidate's involvements in activities that promote and/or indicate a positive, healthy, engaged, compassionate lifestyle.
3. Undergo an interview with a VCMT representative as arranged through VCMT Admissions
4. Attend an Introductory Massage Workshop or equivalent as approved by VCMT
5. Submit a clear, recent Police Information Check or BC Criminal Records Review Program check
6. Meet with an admissions representative to review the following:
 - a. Student Contract
 - b. Start and end date of the program
 - c. Tuition fees
 - d. Refund Policy

Note: Final decisions regarding the suitability of a candidate rest fully with VCMT and its Admissions representatives.

Tuition Refund Policy

VCMT's fee payment structure and schedule recognizes the financial and educational challenges faced by students, while maintaining a financially viable, well-supported educational program. This section clarifies the rights and obligations taken on by students when they sign a student contract to enroll in VCMT's Massage Therapy program.

Return of Funds

- 1.1. All refunds will be returned directly to the individual or organization that made the initial tuition/fee payment to VCMT.

Tuition

- 1.2. VCMT will provide a full refund of tuition for students who withdraw from the program if:
 - a) VCMT receives a written notice of withdrawal from them no later than seven days after the effective contract date and before the start of classes or
 - b) the student signs the student enrolment contract seven days or less before the start of classes and VCMT receives a notice of withdrawal from them between the date the student signed the student enrolment contract and the start of classes; or
 - c) the student does not attend a work experience component and VCMT fails to provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
- 1.3. VCMT will refund the tuition for the program and all related fees if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
- 1.4. If a student does not attend any of the first 30% of the hours of instruction to be provided, VCMT may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
- 1.5. If a student provides notice of withdrawal:
 - a) more than seven days after the effective contract date and
 - a. at least 30 days before the start of classes, VCMT will retain 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - b. less than 30 days before the start of classes, VCMT will retain 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b) after the start of classes
 - a. but before 11% of the hours of instruction have been provided, VCMT will retain 30% of the tuition due under the student enrolment contract.
 - b. and after 10% but before 30% of the hours of instruction have been provided, VCMT will retain 50% of the tuition due under the student enrolment contract.
- 1.6. If VCMT provides a notice of dismissal to a student:
 - a) before 10% of the hours of instruction have been provided, VCMT will retain 30% of the tuition due under the student enrolment contract.
 - b) after 10% but before 30% of the hours of instruction have been provided, VCMT will retain 50% of the tuition due under the student enrolment contract.
- 1.7. VCMT will refund fees charged for course materials paid for but not received if the student

provides a notice of withdrawal to VCMT or VCMT provides a notice of dismissal to the student.

- 1.8. Refunds required under this policy will be paid within 30 days:
 - a) of the date VCMT receives a student's notice of withdrawal or
 - b) of the date VCMT provides a notice of dismissal to the student or
 - c) of the date that the registrar provides notice to VCMT that VCMT is required to pay a refund
 - d) after the first 30% of the hours of instruction if section have been completed.
- 1.9. If an international student delivers a copy of a refusal of a study permit to VCMT, sections 1.2.a, 1.2.b, 1.5, 1.7 and 1.8 of this policy will apply as if the refusal were a notice of withdrawal, unless the international student requests an additional letter of acceptance for the same program that was the subject of the study permit refusal or the program is provided solely through distance education.

Non-tuition Contract Amounts

- 1.10. All registration fees are non-refundable except under the conditions outlined in section 1.3.
- 1.11. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any *unused* consumables that have been pre-paid. For consumables, where use is evenly spread, the refund is calculated on the percent of the program of study completed related to the total duration of the program.
- 1.12. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
 - a) The student must return the equipment unopened or as issued within 14 calendar days;
 - b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
- 1.13. No refund is due for textbooks, uniforms or other purchased equipment once the student has received them. Should a student withdraw or be dismissed from the program, the full unpaid amount of those items is due.
- 1.14. Fees assessed for student record archiving are non-refundable once classes begin.

Settlement Terms

- 1.15. Unpaid amounts due from the student under the terms of the contract are due immediately and payment or approved payment arrangements have to be made within 30 days of withdrawal or dismissal.

Definitions

- 1.15. Effective Contract Date:** The later of: a) the date the student signed or b) the date a representative of VCMT signed the student contract.
- 1.16. Notice of Withdrawal:** A written email, note or other type of documentation which indicates a student's formal withdrawal from the RMT program. Students are considered to be part of the program until such time as the notice is submitted to VCMT by the student.

Respectful and Fair Treatment

VCMT is committed to maintaining a respectful, procedurally fair environment for all students. Staff and instructors are to treat students with respect and are required to work with and assess students in an impartial manner, consistent with VCMT's **Professional Conduct** and **Student Conduct** policies. VCMT staff and students will respect the dignity, safety and fundamental rights of all students associated with VCMT, promoting open and honest communication while respecting their human rights, confidentiality and privacy.

Students who feel that they have been treated disrespectfully or unfairly should bring their concerns directly to the Sr. Administrator or Dean as outlined in the **Incident Reporting** section of this manual.

VCMT Prior Learning Assessment (PLA) & Transfer Course Policies

VCMT recognizes the diversity of individuals and follows a prior learning assessment policy to assess the skills, attitudes, and knowledge of candidates seeking admission into the massage therapy program.

Prior Learning Assessment provides individuals who may have attained significant learning elsewhere with an opportunity to have their relevant learning recognized and counted towards qualification in their chosen area of study. Individuals may request that their prior learning be assessed to determine if it is equivalent to program curriculum. As a result, credit may be given for courses.

All prior learning assessment applications must be submitted and completed prior to starting the program at VCMT. PLA is not permitted once training has commenced.

PLA Academic Courses or Massage Education Outside of BC

VCMT requires applicants wishing to transfer massage education credits from outside provinces to first undergo a comprehensive prior learning assessment by the College of Massage Therapy of British Columbia (CMTBC). The CMTBC may recommend that the applicant upgrade their training or graduate from a recognized BC massage school in order to apply for registration exams. Once this is complete, VCMT can recommend that the student either takes courses to upgrade, or perform a PLA to determine placement in transferring to the program.

Candidates wishing to apply for PLA for courses from schools outside of BC are required to submit PLA fees, an official transcript and the course outlines (from the courses at the time they were completed), including the course objectives. The student must have achieved a final grade of 75% or higher in a course in order to receive PLA credits.

The assessment methods used by VCMT are criterion-referenced: the applicant's knowledge and skills are compared to pre-set standards, allowing a more objective determination of their prior learning. Once the official course transcripts and outlines have been evaluated and approved, the student may be asked to challenge the relevant final exam(s). Exams may be academic or practical or both depending on the course. The student must be successfully obtain a standing of 75% or higher in the exam in order to receive credit for the course. Previous clinical internship hours from massage schools and practice outside of BC will not be accepted to fulfill VCMT's clinical internship credit requirements.

If a student has received credit for a course, they may choose to audit the course. When auditing a course in this case, students are not required to pay tuition nor participate in the evaluation processes unless they choose to do so. The purpose of the audit is to increase their knowledge base and improve their chance of success in the VCMT massage program and the College of Massage Therapy of British Columbia board exams.

Other

VCMT may from time to time conduct other types of assessment that include but are not limited to, reference and criminal record checks, work records, skill validations, training records, course outlines content descriptions and direct contact with prior learning agencies, etc.

PLA for Transfer Students from British Columbia Accredited Massage Therapy Schools

VCMT may grant **up to a maximum of 50% credit** for a program. Students wishing to transfer from a BC massage therapy school will be required to complete the balance of courses through scheduled classes at VCMT.

Students wishing to transfer from an accredited British Columbia massage therapy school may transfer credits by submitting PLA fees, an official school transcript, and course outline(s) from when they were in the course (including the course objectives) of the courses they completed. They must have received 75% or higher in the course they wish to receive credits for. Once the transcript and course outline(s) have been approved by the Program Director and/or the Director of Operations, the student *may* be required to write the final exam(s) used in by the VCMT courses to determine if the student will be given full credit for the course. Each student will be assessed on a case by case basis.

The Cost of Prior Learning Assessment

VCMT charges an application fee for the processing of all Prior Learning Assessment (PLA) applications. This fee is used to cover the administrative fees and instructor's time to assess your PLA, and is not related to the amount of 'credit' awarded. **All fees paid are non-refundable and non-transferable.** The following fees will be charges as per PLA assessment requirements:

- **PLA Application fees: \$250.00**
- **PLA Written exams \$100**
- **PLA Oral practical exams \$150**

PLA processing times vary, depending on the amount of courses/credits being reviewed. In general, a typical PLA process may take up to 3 weeks to complete.

To apply for PLA, please contact the VCMT admissions department to setup an appointment.

Vancouver School of Bodywork and Massage (VSBM) Transfer Students

VCMT has established a long-standing relationship with VSBM with regard to student transfers. Given the training provided at VSBM, their alumni will receive a **financial credit of \$3,000** towards their tuition fees at VCMT *in the final term* of the massage therapy program. In order to qualify for this credit, students must:

- Provide VCMT with a letter of referral from VSBM with their admission application
- Meet all of the VCMT entrance requirements and be accepted into the program

Please note that this agreement does not include prior learning assessment and exempt students from any courses. Students wishing to apply for prior learning assessment must apply for courses to be evaluated, pay the required fees and may be required to perform tests.

Students with Special Circumstances

VCMT recognizes that some students may have physical, emotional or academic limitations that require varying degrees of accommodation. Our intention is to fully support student success within parameters agreed to by school administration and the student, recognizing the limitations VCMT has in providing unique services to individual students. All accommodation requests must be submitted in writing and approved before a student starts their program at VCMT, recognizing that not all requests included in a request will be accommodated.

As part of the application, VCMT requires students to provide the college with a psychoeducational assessment for learning disabilities or written notification by a qualified practitioner (specialist doctor) for physical disabilities. This assessment must identify the disability and include the doctor's recommendations for needed accommodations related to learning, test writing, and studying.

Psychoeducational reports for learning disabilities must be completed within the past 5 years and clearly identify the disability. Without this letter, VCMT is unable to provide accommodations requested by the student. VCMT will do its best to meet the accommodations suggested by the medical physician or specialist, within reasonable financial and personnel limits.

Since VCMT is unable to alter its standards regarding learning outcomes and objectives, all students, including those with special educational needs, must meet all standards in order to successfully complete the program, regardless of the levels of support VCMT is able to provide. While accommodations may be possible, VCMT cannot change its requirements for passing individual courses.

All accommodation agreements must be signed by the student and VCMT.

In many cases students with physical, mental or learning disabilities are eligible for financial assistance through Provincial and Federal loans. It is the responsibility of the student to apply for this funding. VCMT encourages students to research additional resources to help ensure the student has adequate support in place. VCMT is not responsible for providing special support equipment or supplies nor for funding the purchase of such equipment.

VCMT School Closure Policy

VCMT will close on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Please note: Boxing Day is not a Canadian statutory holiday, however, the school will remain closed on this day.

Weather Closures

VCMT will remain closed under severe weather conditions. Students travel from different locations in Greater Vancouver and the Fraser Valley to get to the school, and it's not possible for the college to determine travel safety from each location. Students take full responsibility for any travel decisions they make during severe weather conditions.

If all public Universities are closed within GVRD, it is a good indication that the Vancouver Campus will also be closed. VCMT Administration will notify all students of weather closures via email by 7am on the day of closure.

Student Attendance

- 1. Introduction:** The VCMT Attendance Policy assumes that *all components of the RMT Program are essential*, including all course content and each instructional activity. This policy provides students with full responsibility for managing their lives and schedule in a manner that fulfills the educational goals of the program, including full participation in all classroom activities. The policy removes responsibility from administration and staff for evaluating the reasons behind a student's attendance, and considers only the educational cost of such absences.
- 2. Regulations**
 - 2.1. Classroom attendance and reporting:** Students are expected to arrive at the start time for each class fully prepared to engage in the prescribed activities. Students who miss a class for any reason are responsible for acquiring the content presented in class during their absence and submitting assignments in a manner acceptable to the instructor. Students are responsible for ensuring that they meet all assignment deadlines, and work missed as a result of an absence may not be accepted after the due date. Attendance for each student will be tracked by each instructor, and the consequences for missed class will be applied as laid out in this policy.

2.2. Attendance Requirements: In order to receive full credit for a course, students must attend a minimum of 90% of classes and/or curricular activities. Failure to meet the 90% attendance threshold will result in the following consequence:

- **Students will receive a 1% deduction from their final grade for each percentage point they fall below 90% in attendance in any course.** VCMT will not follow up on the reasons for students missing class beyond informing students of any reduction in their final grade should they attend fewer than 90% of their classes.
 - For example, a student who has achieved a standing of 87% in a course, but has an attendance record of only 82% will receive *a deduction of 8% in their grade* as a result of falling 8% below the required 90% in attendance. Their final grade in the course would then be 79%.
- Students whose grade falls below 75% but above 69% *after the attendance deductions have been made* will be eligible for a rewrite.
 - For example, a student who achieves a grade of 73% with an attendance record of 88% will receive a deduction of 2%, leaving them with a final grade of 71%. This falls within rewrite range, leaving them eligible for a rewrite.
- Students who fall below 70% on their final grade after attendance deductions, will not be eligible for a rewrite, will have failed the class and be required to retake the entire course.
 - For example, a student who achieves a grade of 72% with an attendance record of 85% will receive a deduction of 5% from their grade of 72%, providing them with a final grade of 67%. This falls below the 70% threshold, leaving them ineligible for a rewrite.

2.3. Tardiness: Late arrivals are disruptive to the instructor, fellow students, and the instructional process. *Five late arrivals are considered equivalent to a one day absence from class.*

- Arriving more than 20 minutes late for class is considered half an absence from class. Two such lates will be considered as one full absence.
 - **Students who arrive late are required to sign in at reception prior to going to class. Failure to do so will mean that the “late” is recorded as an “absence”.**
- Leaving more than 20 minutes prior to the end of class without Instructor approval is considered half an absence from class. Two such early departures will be considered as one full class absence.

2.4. Field Trips: Students are expected to arrive prior to the posted start time for all field trips and other off-campus program activities. Students should arrange their own transportation to off-campus locations well in advance of the activity.

2.5. Clinic/Outreach Absences: Students are required to complete 550 clinic/outreach hours. Please refer to the *Clinic Manual* which provides a detailed protocol for reporting those absences.

2.6. Course-Specific Attendance Requirements: Instructors may set their own unique attendance requirements, provided they are necessary for the achievement of course learning outcomes. Instructors will specify those requirements, with consequences that are consistent with this **Attendance Policy**, in a course syllabus at the outset of the term.

2.7. Medical Absences: Students who encounter significant health issues which cause them to miss class for an extended period are required to notify the Sr. Administrator to review their

anticipated progress in the program. Any accommodations to their schedule will require them to produce a medical note.

Medical Absences and Exams: *Students who miss an exam for medical reasons may take the missed exam at the end of the term with no deduction if they provide the following within one week of the absence:*

- a detailed note from their doctor outlining the medical reason for their absence.
- a completed “Missed Class Form”

2.8. Additional Regulations: Absences from class are regulated by outside agencies including (but not limited to): Student Aid B.C., Human Resources Development Canada (E.I.), and the Private Training Institutes Branch (PTIB). You should be advised of the following:

- Attendance information will be passed on to those agencies at their request
- Students receiving student loans, *will have their attendance reported to Student Aid BC,* and may have their loan(s) withdrawn under the following conditions:
 - they drop below 60% attendance per week for 3 consecutive weeks
 - they miss 20% of the program content
 - they miss more than 10 consecutive days

VCMT Emergency Policy and Procedures

*****This policy applies to all individuals who are located on VCMT property during an emergency.**

In Case of Emergency Do Not Use ELEVATOR! Call 9-1-1 for emergency assistance.

It is the policy of VCMT to follow fire safety and/or evacuation procedures in keeping with the policy and procedures of Bentall/Kennedy, the owners of the property.

1. VCMT will assign a minimum of two staff to become trained in emergency procedures who will be able to act as emergency Floor Wardens and coordinate a site evacuation.
2. Students are responsible for following the directions of school authorities in evacuating VCMT premises during drills and emergencies
3. Staff have the responsibility of directing students to leave the premises during drills and emergencies regardless of the educational activities taking place at the time.

FIRE EVACUATION PROCEDURES

Should an alarm of any type go off in the building, instructional activities and clinic procedures should cease, and occupants should exit the building via the nearest safe stairway.

1. If an occupant encounters a fire they should activate the nearest manual pull station and close any doors behind them before proceeding to the nearest and safest exits down the stairwell.
2. When evacuating the building, occupants should **not** use the elevator, but follow the exit signs in the hallways and proceed down the stairs
3. After exiting the building, students and staff should proceed to the meeting place on the west side of Burrard Street in front of Bentall 2 and wait for instructions from the fire department until the

building is deemed safe to re-enter.

4. If the stairwells are inaccessible because of fire or smoke, occupants should:
 - a) call 911 on the nearest phone
 - b) advise the fire department of their floor number (3) and location (300-1050 West Pender Street, Vancouver),
 - c) notify the fire department if they are in immediate danger
 - d) provide any other information that may assist in an effective rescue
 - e) close any doors leading into the room or area they are occupying
 - f) use cloths, paper or strips of clothing to wedge into the cracks around doors to prevent smoke entering the room

CLINIC PROCEDURES

1. When an alarm sounds, clients in the clinic will be asked to get dressed and to proceed with evacuation.
2. If the emergency requires immediate evacuation, or if a client appears to require more time to get dressed, they will be asked to put on a clinic robe and begin evacuation procedures immediately.

EVACUATION OF INDIVIDUALS WITH DISABILITIES

1. Students, staff or clients with disabilities who require help in evacuating the building during an emergency or drill should move to the space in front of the 3rd floor elevators for assistance.
 - a) Assistance monitors will be positioned in front of the elevators to assist individuals who require help in evacuating the building.
 - b) Assistance monitors will seek out further help from staff or students should this be required.
 - c) Assistance monitors and other helpers will guide disabled students or clients out of the building.
 - d) Assistance monitors and helpers will lead disabled occupants to a meeting place or place of safety once they have exited the building.
 - e) Occupants with significant mobility issues (eg. wheelchair) will remain in the waiting area until fire personnel arrive to provide assistance. The floor warden will contact the fire department and request further assistance.

EARTHQUAKE PROCEDURES

1. In the event of an earthquake, during the shaking, occupants should:
 - a) DROP to the floor under a desk, sturdy table or other piece of furniture;
 - b) COVER their neck with one hand and arm;
 - c) HOLD this position until the shaking stops.
 - d) If taking cover under a sturdy piece of furniture is not possible, occupants should get into a corner and facing out, bring their knees and hands up to protect themselves. Occupants should stay away from windows and should not stand in a doorway. They should also stay away from anything that could shatter or fall on them.
2. Occupants should not leave their cover for at least 10 seconds after the shaking has stopped. They should assess the surrounding area for safety before moving around and should not evacuate the building until the integrity of the stairwells has been checked and confirmed.
3. An evacuation of the space will be ordered only if the building safety systems or the structural

integrity of the building has been compromised or there is a fire. If ordered to evacuate, occupants should proceed to the stairwell and the meeting area.

VCMT Health & Safety Standards

VCMT is committed to providing students and staff with a safe and healthy learning/work environment. Health and Safety principles from which our policy has been developed are as follows:

- Personal safety is everyone's responsibility. Each VCMT member is responsible to adopt practices that maximize their own safety & the safety and well-being of fellow students & co-workers.
- Faculty is responsible for creating a safe and clean learning/working environment.
- VCMT will comply with all safety laws and safety best practices.
- VCMT will investigate and audit all incidents and use the findings to continuously improve their safety practices and procedures.

- **ID Cards**
 - All staff and students are provided with lanyards and key cards depicting their VCMT photo ID

- **First Aid**
 - 1st Aid kits are located in the administration offices, reception and clinic meeting room.
 - All RMT staff members and some staff members have current 1st Aid certification and CPR training.

- **Safe and Clean Learning/Working environment**
 - VCMT creates a safe, secure and healthy learning environment for students through the following initiatives:
 - Key card access to VCMT premises.
Students receive their first pass key free of charge. Replacement pass keys can be purchased at a cost of \$10.
 - Filtered water system for students and staff and clinic patients
 - Cleaning company maintains premises on a regular basis
 - Students maintain clean classrooms for duration of day

- **Non Smoking**
 - There is no smoking permitted on VCMT premises.

- **Drugs & Alcohol**
 - VCMT promotes a Drug and Alcohol free learning/working environment; those substances are prohibited on VCMT premises.

- **Safety Laws**
 - Fire safety & evacuation plans are posted in each classroom.
 - Evacuation Exits & fire extinguishers are clearly marked
 - Safety apparatus are used when handling disinfectants/chemicals as part of VCMT programs

- **Incidents**
 - Upon completion, all incidents will be documented and reviewed for possible future

prevention and improvements

- **Food Allergies**
 - Students with food allergies should inform VCMT management to ensure that appropriate steps are taken to create a safe work environment.

Clinic Policies – See Student Clinic Manual

Examinations and Assignments

The CMTBC and CMTCA set specific competency requirements that accredited massage schools must teach. Each course outline provides a summary of evaluation & assessment methods and a breakdown of the value of each evaluation and assessment tool. To assess these competencies our faculty formally evaluates students throughout the program in the following ways:

- Written examinations
- Practical examinations
- Assignments, projects and group presentations
- Student clinical placement evaluations
- Attendance – *see attendance policy*

Written Examinations

These are conducted regularly during each of the levels in most courses and may take the form of:

- Quizzes
- Mid-quarter examinations
- Mid-term examinations
- Final examinations

Written examinations typically account for at least 35% of the final mark for each subject. If the subject is primarily didactic (the non-practical classes), written examinations may account for as much as 100% of the mark if no assignments or projects are assigned. Written exams may be multiple choice, matching questions, short answers, paragraph questions or diagram questions.

Practical Examinations

Practical examinations are designed to test the learner's ability to demonstrate and apply the practical skills they have been taught. Practical examinations typically account for 30-60% of the final mark for the subject in a practical class. Practical exams may be palpation exams, bell ringer exams with models, case study scenario exams or exams working on the public in a clinic setting.

Integrative/Cumulative Evaluations

In the students' later semesters some examinations are cumulative and integrate various sources of knowledge. Students are informed of such exams in advance and are required to pass those exams to receive course credit.

Assignments

Assignments are designed to allow the student an opportunity to develop their skills in critical thinking, reflection, research and report writing as they apply their knowledge to real life situations. Learners may, for example, be asked to perform a relaxation massage on a friend or family member as part of their preparation for their student clinic internship. This process allows them to integrate professional development, manual skills, hydrotherapy and clinical assessment skills. They may also be asked to perform an assessment and develop a care management plan for a specific condition. Such projects call on their ability to integrate anatomy and physiology with clinical assessment and other baseline subjects such as manual muscle testing, range of motion assessment and goniometry. Students may also be required to present their project to their classmates and instructors.

Assignment Criteria

- Assignments must be completed in accordance with the criteria provided by the instructor or the criteria below.
- All materials and sources used during the completion of an assignment are to be appropriately referenced. **Ask your instructor about their expectations.**
- All assignments must be handed in as instructed in the course outline, or as negotiated with the course instructor. Failure to do so may result in an 'incomplete' grade for that course and can have an impact on your progression in the program.
- Use of VCMT instructors' resources such as computers, file folders etc. for printing and compiling of assignments is NOT permitted.
- It is important that students fully understand instructor expectations. It is **the responsibility of the student** to meet with the instructor to clarify any concerns.

Written Assignment Criteria

1. All work must be professionally presented.
2. All assignments should include a **title page** with your name, the date, your class and your topic.
3. **All references and sources** used in the compilation of an assignment including textbooks, magazines, journals, internet resources, class notes, etc. should be appropriately cited (see below for instructional websites if required)
4. All written material must be **typed**, unless other instructions are given.
5. All written assignments should incorporate standard grammar, punctuation, formatting and spelling.
6. Assignments should be emailed as a **Word** attachment to the instructor.

The assignment marking criteria may vary from class to class. Below is an example of what it *might* look like.

- **Content** – The information is relevant and current (4 pts)
- **Spelling** – All words are spelled correctly (2 pts)
- **Editing** – Properly edited for correct capitalization, indentations, etc. (2 pts)
- **Grammar** – Correct use of nouns, verbs, etc. (2 pts)
- **Presentation** – The assignment looks presentable (2 pts)
- **Punctuation** – Correct use of commas, periods, colons, semicolons, etc. (2 pts)

- **Research** – The topic is well researched using recent references and is a reflection of what the assignment asked for (4 pts)
- **References** – All materials used are cited (including websites) using correct format (2 pts)

Citing Sources, References, etc.

There are several common ways of presenting professional written material. If you have adapted material from another source, or if you are directly quoting another source, you must cite that reference. ***Failure to do so constitutes plagiarism.*** VCMT has a zero tolerance policy for plagiarism. Please use the Vancouver Style of referencing for all papers.

Course and Program Completion

Successful Final Grades & Course Requirements

In order to successfully complete a course the final mark must be 75% or higher and attendance requirements must be met. In order to proceed to the next semester level, all courses must be successfully completed including clinical placement evaluations. In some upper level courses a passing grade of 75% on the final exam is required in addition to a passing final mark.

Unsuccessful Final Grades

If a student's final course mark is between 70-74%, the student will be given an opportunity to:

- Write missed exams or rewrite the exam on which they received their lowest score. It may be the midterm or final or a combination of quizzes to ensure the student is competent in that subject area. The student's final course mark cannot exceed 75% if the student is rewriting exams or writing non-excused missed exams. See missed exam policy for further details regarding rewrite fees and scheduling.
- The student ***must obtain a passing grade of 75%*** on the make-up examination to be successful in the course.
- If a student misses a final examination or a make-up assignment, s/he will meet with the Program Director and the Instructor to determine a course of action.

Students whose final mark in a course is 69% or less are not eligible to write make-up exams and will be required to repeat the entire course. This will affect the student's progress through subsequent levels in the program, and will ultimately change their graduation date. While this is a significant inconvenience, it allows students to carry on with the program regardless of the circumstances which may have led to their course repeat.

It is VCMT's goal to maximize a students' opportunities for success. We intend to do so in a consistently fair and just manner, however, each situation will be evaluated on an individual basis.

Failure to achieve a course score of 75% after a rewrite will have the following consequences:

- The student will have to repeat the subjects in which they were unsuccessful in order to complete the program.
- While every effort will be made to allow a student to repeat the course, VCMT cannot guarantee classroom space availability the following semester, and the student may have to delay their training until room is available in a subsequent semester.
- Students will be required to pay to repeat the course in addition to an administration fee of \$250 (space permitting).
- Students must successfully complete all courses in a level before proceeding to the next level. (see Part-Time Requests on page 29)
- Each situation will be evaluated on an individual basis, and VCMT will respond in a fair and equitable manner.

Unsuccessful in Multiple Subjects

Students who are unsuccessful in three or more courses/subjects in the full time program or two or more subjects in the part time program during any one semester, **after** all re-write evaluations are completed may be dismissed from the program.

VCMT believes in setting students up for success. Our experience has shown that those who are unsuccessful in multiple courses during a semester will continue this pattern throughout their training and will likely struggle to successfully complete the CMTBC registration examinations upon graduation. Students who are unsuccessful in a subject for the second time will be required to meet with the VCMT Administration and/or Admissions Director and may be dismissed from the program.

Program Completion Requirements

In order to graduate from the massage therapy program, all courses must be successfully completed, and attendance requirements must be met. Unless extenuating circumstances exist, all clinic placement levels must be successfully completed. The minimum clinic placement hours and clinic requirements must be completed and students must also successfully complete a case study project.

Policy for Missing Exams

Students who miss an exam will receive a zero at the time of the examination. If the student is excused from the exam at the end of the term after meeting with the Dean, the student *may* be given an opportunity to write the missed exam for full value. Missed exams may be excused if students have a doctor's note (as described below) for a medical emergency or if the absence was due to a family emergency or other approved absence. In these cases, students will get the full value of their exam score added to their final mark. Each case will be evaluated on an individual basis. Students are asked **NOT to approach individual instructors regarding missed exams and/or assignments** until the management staff has provided direction.

If a student is unable to attend an examination they must:

- Call the school at the earliest possible opportunity and inform the instructor, administration staff, or Program Director of their illness
- Fill out the missed exam form and submit it to the Program Director
- Obtain a signed medical note dated within 48 hours of the missed exam, within which the doctor clearly indicates that they were absent for a medical reason
- Hand in the medical note *within one week* of their return to school.

Students who fail to meet these conditions are not eligible to write the missed exam nor complete the missed assignment and will receive a 2% grade deduction for each missed class. Missed exams that are not excused will only be made up if a student's mark is below the passing mark – (see policy for unsuccessful final grades). In these cases the maximum the student can receive in the course final mark is 75%. Missed exams will be written on the rewrite day during the semester break

Rewrite Exam Policy

All rewrite examinations will be scheduled on a day during the semester break. Students will be eligible for rewrites if their final course mark is between 70-74%.

The fee structure is as follows for each exam: **written exam (quiz, midterm, final or other) \$25 & oral practical exams \$40.**

Students who are not available for the scheduled rewrite day will be required to schedule their rewrite at another time for additional fees, as outlined below.

In light of this rewrite policy, VCMT recommends the following:

- If you are going into your final exams with a mark of 75% or below, it is advised that you do not make any travel plans for the week following your exams.
- We suggest that you only make travel / family plans during the "rewrite exam week" if you are going into your final examinations with reasonably high marks in all your subjects.
- **If you are not available** for your re-write exams and request to write them at a later date, you will be required to pay additional exam fees to account for the additional instructor and administrative expenses incurred.
- The added fees are as follows: **Written exams: \$ 100.00; Practical exams: \$ 150.00**

A date will be scheduled for the re-write / practical exam based on availability of instructor /administration staff. VCMT requires that all outstanding evaluations be completed before a student begins any classes in the new term. Any variations from this requirement will need to be approved by administration prior to the start of the new term

Cheating & Plagiarism Policy

NOTE: VCMT adopts a zero tolerance policy for cheating and/or plagiarism. Any student who submits someone else's work *from any source* as their own, will fail the assignment or examination in question and will not have an opportunity for a rewrite. *This may be cause for immediate dismissal.*

Grading Policy

Grades correspond to the following percentage marks **at the end of the program**

A +	96 -100%	Graduation Diploma
A	91-95%	Graduation Diploma
B+	86 -90%	Graduation Diploma
B	81-85 %	Graduation Diploma
C+	75-80 %	Graduation Diploma
C	70- 74	Letter of Completion of hours – no diploma

Grades correspond to the following percentage marks **at the end of each level**

A +	96 -100%	Pass
A	91-95%	Pass
B+	86 -90%	Pass
B	81-85 %	Pass
C+	75-80 %	Pass
C	74 and less	Unsuccessful

Transcripts

Students will have access to unofficial transcripts for each level completed. These transcripts will be available after the end of each term, once all marks are submitted. Upon graduation, students will receive their final official transcript which will include their grades from all levels.

Additional official transcripts will be made available for a \$20 fee and will require up to 4 weeks processing time. If transcripts are required to be sent to other institutions, the correct address and department must be included in the request.

Course Repeat Fee

Students required to repeat a course will be accommodated, ***subject to space limitations***. A charge of \$15.00 per instruction hour and a \$250 administrative fee of \$250 may be applied if the student requires an individualized schedule. This fee must be paid prior to the start of the new term. Repeating a course will change a student's expected graduation date, and space limitations may prevent a student from repeating a particular course.

If students start a course and decide to withdraw, they are not entitled to a course refund if they have completed over 30% of course; Students will be responsible for paying repeat course fees should they re-enroll in the course at a later date.

Part-time Requests

Due to space limitations, we are no longer able to support students enrolled in the full time program who request an individualized part-time or split schedule. We do offer a part time program which may be able to accommodate these students. Typically, students enrolled in the part time program will not be able to transfer to the full time program due to space limitations and scheduling resources. Final decisions in such cases will be made at the discretion of VCMT administration.

VCMT Program Evaluation Policy

Formative Course Surveys

Student feedback regarding VCMT's program and instruction will be solicited through Student Surveys. A paper version is used at the mid-point of the term to help the instructor gather informal observations from students. A more formal, online survey is conducted for each course at the end of the term to collect data with regard to students' educational experiences at the college. Results from the surveys will be passed on to each instructor with the intention of improving the quality of their instructional decision-making. Aggregate data will be collected by the college to shape instructor evaluations and VCMT's instructor training initiatives.

VCMT encourages students to fully participate in this initiative. Filling out the surveys takes a few minutes

per course, but it is an excellent means by which students can communicate their student experience with staff and College administration. It is VCMT's intention to continuously improve instructional quality, and these evaluations allow students to reflect on their own learning in a manner that will bring positive change to their learning.

Larger concerns that go beyond instructional practices and that touch on areas of professional conduct should not be communicated through student surveys, but should be brought directly to the attention of senior administration (Dean, Senior Administrator or General Manager) for immediate attention.

Annual Instructor Performance Reviews

Instructor Performance Reviews are conducted each year on a rotating basis. These formal reviews are conducted utilizing a combination of all documented student feedback, direct classroom/clinic observations by VCMT administration, and Instructor meetings. The resulting documents are used to shape instruction improvement strategies and placed in the employee file.

Graduate Summative Surveys

Graduate Summative Surveys are completed by students upon finishing the program, and are intended to solicit information regarding the general level of student satisfaction with the instructional staff, program, facility as a whole, and employment statistics.

Setting Students Up for Success

Massage Weekend Workshop

Students who wish to register for the massage therapy program are required to take a massage weekend workshop. This workshop is conducted every few months and is a great opportunity to really get an idea of what it is like to give and receive massages, and what "a day in the life" would be like. The workshops typically start on a Friday evening 6-9pm and then continue with 2 full days on Saturday and Sunday 9-5pm.

Student Support

In order that we help set students up for success, VCMT makes a number of staff available for student consultation. Some students may decide to take advantage of these opportunities while others may not. It's up to each student to decide what is best for them.

All members of faculty are available by appointment to discuss school-related items. Questions regarding tuition, attendance, the student contract and policies need to be directed to VCMT administration. Concerns regarding the classroom, assignments, exams, duties and clinic need to be addressed with the particular instructor first. Please email the faculty to set up a convenient meeting time.

Students who have significant concerns related to their studies are encouraged to discuss the matter confidentially with the Dean or Senior Administrator. Providing advance notice of extenuating circumstances which may impact a student's capacity to successfully complete a course or term are best addressed as early in the program as possible.

Clinic Administration Shifts & Clinic Placements

Students will shadow an administrator/receptionist during clinic shifts to better understand those administrative duties. Students will see how appointments are booked, how payments are made, will learn phone etiquette and observe appointment distribution. Through the internship component of the program, students will receive placements at various locations and provide massage to a variety of patients. This will allow students to integrate and apply the academic, professional and practical knowledge that prepares them for a varied, successful career.

Guest Speakers

Periodically, representatives from the industry are invited to speak at VCMT. Guest speakers bring a wealth of knowledge and expertise and are often leaders in their respective areas. They do not directly represent VCMT, and the views and opinions expressed by guest speakers may not necessarily reflect those of VCMT. While this might be the case we feel it is important for learners to be introduced to the diversity of opinions within the industry.

We try to offer a variety of topics including: Business, Financial, Motivation, Career Planning, Customer Service etc. This allows students to hear from many people in the industry that share their knowledge and experience above and beyond the massage curriculum to help students prepare for a successful career.

Academic Support

Students who are struggling academically will meet with the Dean, Senior Administrator or other member of the management team to discuss their progress in the program. The purpose of the meeting is to clarify the reasons behind the student's performance and to collaboratively fashion a strategy for improvement. Ultimately, if no effective means of accountability and support can be implemented, a student may be required to withdraw from the program

VCMT's primary objective is to ensure the overall success of our students. As part of this goal, VCMT is structured to allow students to progress as one consistent cohort throughout the program. To support student success, VCMT provides access to a student mentoring and tutoring program, encouraging students to take advantage of those initiatives as the need arises.

Tutors

As students move through the program, they may decide that in addition to their scheduled classes, they may benefit from additional tutorial sessions. These sessions are scheduled on the student's own time and will incur an additional cost, born by the student. VCMT has partnered with several alumni who are willing to provide tutorials for current students. If you decide that you would like to get a tutor, please let the Dean know which subject is involved and we will connect you with the appropriate alumni.

Evaluations

VCMT's evaluation policy is structured to give students every opportunity to be successful in the classroom. Please review the "Policy for missing evaluations/making up evaluations" found in the Student Manual.

Meeting with Instructors

From time to time you may want to be proactive and schedule a meeting with an instructor to discuss your performance in the classroom, or perhaps review an evaluation you've completed. We encourage you to do so.

Student Facilities at VCMT

Student Lounge

A lunch room with fridges, microwaves and tables is provided for attending students – the area is not meant for clients or guests. *This is your room, so please ensure that the eating area and dishes are cleaned after use and that food isn't left in the fridge beyond the expiry date.* Containers containing spoiled food will be discarded.

Lockers

Lockers are available to students in each classroom or in the student area hallway. Students are asked to bring in their own locks for use. *It is imperative that you keep all valuables in your lockers.*

VCMT is not responsible for lost or stolen articles/property.

Washrooms

The washroom in the VCMT clinic is for clinic patients **ONLY**. Students are asked to use the washrooms by the elevators or near the student lounge area. As both the public and fellow students will be using these facilities, please ensure that they are kept tidy. Please report all problems concerning the washrooms to the General Manager as soon as possible.

Class Room Tidiness and Personal Items

Your classroom is your school-home. At the end of each class - especially at the end of the day please take a moment to tidy up your area. Coffee cups, plates, oil bottles, pillows, blankets etc. should not be left on tables or the floor. At the end of the day please ensure that no food or dirty dishes are left in the sinks. Staff members often provide school facility tours which require clean and tidy classrooms.

Please secure your text books and personal items in your lockers and DO NOT leave them in the classroom. VCMT will not be responsible for missing texts or equipment. Please label all your books, equipment and belongings and be responsible for personal items and equipment.

Personal Jewelry

Please do not bring expensive personal jewelry into the classroom- this is especially important if you are in practical classes. From time to time students remove their jewelry and it 'goes missing' or rings are washed down the drain, necklaces are lost etc. If you choose to continue wearing jewelry please provide a specific container and a safe place for it during practical classes.

Cell Phone and Computer Use Policy

During class times all cell phones MUST be turned OFF and put away. Putting the phone on vibrating mode is *not* acceptable, as it is still distracting to classmates and the instructor. The intensity of the program requires complete attention during classes, and VCMT's commitment to building learning communities requires full consideration of the learning requirements of all students in your class.

For this reason, phones should be accessed during breaks only, and personal calls must be made/taken from outside of classrooms or off the school floor.

Computer Use and Wifi Policy

VCMT provides wireless internet connection for instructional purposes during class-times and for student convenience during breaks. Unless an instructor has specifically asked students to do an internet search during class time, students are to refrain from surfing the web while in class - particularly for information that is unrelated to the course.

Downloading large files will slow down or crash the system. For this reason students are to refrain from downloading non-curricular materials using VCMT wifi. Web use is currently monitored by our system administrator and student wifi use data is collected and analysed.

To ensure protection from viruses, VCMT is unable to print assignments for students. Students should make other arrangements for printing assignments (e.g. Staples, Kinko's, your classmates, etc). Instructors will not print assignments emailed to them by their students; all assignments should be submitted in the format requested by the instructor.

Receiving a Massage in the Student Clinic

While we want students to receive as many massage treatments as possible, there are some guidelines which must be followed when students are in the clinic area reception or clinic rooms.

- Students not in a scheduled class may be asked to be a 'patient' for a student scheduled for their clinic shift. These massages are provided without a fee being charged. Student patients will be required to do a student peer evaluation, and provide feedback to the student intern. Students who are booked to receive a massage may be bumped for various reasons including the arrival of another client requesting a massage.
- Students may officially book themselves for a massage. The booking must not conflict with any scheduled classes.
- **Student rates:** When students book a massage, the **discounted rate** is \$20 for the service/s received. If there are any 'specials' offered by VCMT at the time of the booking the discounted rate will not apply. Students may also book same-day appointments for free, but may be bumped if another patient calls in to book an appointment.
- During school clinic times students may be on a class break when there are patients in the clinic reception area. Students should adopt professional language and behavior whenever they are in the presence of VCMT clients. Voices should be kept low and conversation consistent with a community that promotes health and wellness.

- Whenever receptionists are at the desk, avoid swarming in and crowding them to inquire about massage appointments, especially if there are patients in the waiting area. Please keep noise to a minimum when in the clinic reception areas.

Preparing for the Profession

Employment Preparation

An underlying philosophy of VCMT is to prepare students for employment and a successful career. We do this by providing a high quality education within a professional working/learning environment. We set high standards and ask students to conduct themselves responsibly and to think and respond like a professional. We believe that this will enable our students to make a smoother transition into the workforce. Our intentions are reflected not only in the demanding curriculum and performance standards, but also in our high levels of accountability around organizational matters such as our dress code, conduct expectations and attendance policy.

Providing and Maintaining a Hire Board

Current job leads are posted on our VCMT Facebook page and our VCMT website for massage therapists to apply.

VCMT does not find a job nor guarantee employment for any student. Students are reminded that completing the program does not guarantee employment.

Dress and Attire

Classroom/Daily Attire

VCMT requires students to present themselves in a manner that is consistent with expectations of and for the profession. The RMT community works hard to shift public perception away from viewing registered massage therapy as a recreational enterprise, toward seeing it as a vital component of professional health care. VCMT commits itself to communicating that message consistently – including through the VCMT dress code. VCMT believes that patients and other members of the public who view our campus need to perceive the program as an entry point into the Health Care community and VCMT recognizes that every RMT practitioner will benefit as a result. For this reason, VCMT requires students to adopt the following practices:

- Upper body wear should provide adequate coverage. Low-cut tops and bare midriffs are not acceptable.
- Shorts and skirts should also provide adequate coverage and be no shorter than mid-thigh.
- For safety/health reasons, students are also advised to wear footwear.

While differences always exist around the details of any dress code, VCMT expects students to recognize the professional intent behind these requirements, and to adopt practices that support VCMT's commitment to high standards of professional practice.

Clinic Attire

Students are required to wear approved clinic attire during their clinical placement shifts.

For more detailed information, refer to the *Student Clinic Manual*.

Program Resources

During their training, students will need to purchase various textbooks, blood pressure cuffs, measuring instruments, practice linens and other items. The required student kit items are listed below and the required texts are itemized in the respective course outlines.

In addition to the student kit items, students must supply their own paper, binders, pens, computers, printers, ink for printers etc. All students are required to have access to a computer and printer for research purposes, internet access, and use of the Canvas system. In order to complete the written aspects of the program, applications such as Word, Adobe and PowerPoint are also a necessity. Students must budget appropriately for these resources.

Student Kit Items

All students are required to acquire the following items for use during their schooling. Students will need to purchase these items in addition to paying their tuition fees. As you proceed through your schooling, items will be added to further supplement your kit. We also welcome your input and suggestions for items that will enhance your training.

Student Kit Items	
• Printer (or access to a printer)	• Laptop / tablet / iPad
• 2 Double or twin size sheets	• Oil bottle holster with bottle
• 2 or more Pillow cases	• 12 inch goniometer
• 2 small cervical pillows	• Reflex hammer
• Cotton face cradle covers	• 60 inch cloth measuring tape
• Cotton Blanket	• Blood pressure unit
• Bath towel full size	• Stethoscope
• Hand towels	• Portable massage table
• Face towels	• Clinic attire

Equipment and Supplies

VCMT is not responsible for student massage kit/equipment or personal property. It is the student's responsibility to have their own equipment at VCMT. It is expected that other student's equipment is treated with respect. Please label your items clearly.

Please note that student kits and lockers are subject to inspection at any time that Administration deems necessary.

Rejoining the Program After a Leave of Absence

A student may have to leave the program for any number of reasons. If they wish to return to complete the program, the following policy will apply:

- A student may proceed to the successive semester if s/he was successful in all subjects and their clinical internship in all previous levels
- Students will be permitted to rejoin the appropriate if they were away from the program for **no more than 16 weeks and only if space permits.**

Students who have been away from the program for **more than 16 weeks** will be considered withdrawn from the program. If they wish to return to the program, they will be evaluated prior to continuing.

Disciplinary Action

Disciplinary action is deemed necessary if a student contravenes the VCMT Student Conduct policy or fails to meet the behavioural/educational standards outlined in this Student Manual. Disciplinary action could result in either probation or immediate dismissal from the program, dependent upon the severity and nature of the policy breach. Disciplinary action will be administered in a manner consistent with VCMT's Progressive Discipline Process.

Probation

Students may be put on probation if they are not meeting the academic, financial, behavioral or other performance standards outlined in this manual. The probation period allows the student to demonstrate their commitment to the program by meeting the conditions agreed to by school administrators and the student. Failure to meet the conditions of Probation will ultimately lead to dismissal from the program.

The school reserves the right to assess each situation on an individual basis.

Probation

This comprises a written warning, outlining conditions that must be met by the student over the course of a designated period of time. Failure to meet the conditions during such a time period may result in dismissal from the program. Probation may be set for financial, academic or behavioral reasons. For poor academic performance, the student will be expected to improve their grades and meet other performance requirements as laid out in the probation letter.

Probation – Academic / Behavioral

Students whose academic performance is not satisfactory (they fail to acquire a passing grade) will meet with Administration at which time their continuation in the program will be reviewed. At the discretion of Administration, those students may be put on probation and ultimately may be temporarily or permanently removed from the program.

A letter of probation will outline specific tasks and/or conditions which the student will comply with for the duration of the probationary period. The Dean or designate will meet with and monitor the progress of the student as deemed necessary. If the student fails to meet the conditions of probation letter, the student's enrollment will be reviewed and they may ultimately be dismissed from the program.

Probation – Financial

This occurs when a student falls into arrears regarding their financial commitment to the school. The student will be required to meet with the finance department or management staff if tuition fees are not paid within seven days of the required payment schedule date. At that time the VCMT staff member will review the financial details with the student and documentation of the meeting will be filed. A new date (7 days post meeting) for payments for the current term will be established.

If after the extended seven days the tuition fee is still unpaid, the student will immediately be placed on financial probation. **Within five days of beginning financial probation, all tuition fees are expected to be paid.** If the balance is still unpaid the student will be dismissed from the program.

If a student is experiencing financial hardship and is unable to complete all payments as scheduled, they must meet with administration to discuss their situation and establish an approved course of action to complete tuition payments.

If a student is receiving external funding from government or other agencies, it is expected that the student is familiar with all criteria for continued funding. Adhering to school attendance policies, passing academic performance in all subject areas, and monthly reporting are usually required by these external funding agencies.

Dismissal

Students may be dismissed for failing to meet VCMT requirements within one or more of the following categories:

- a) **Failure to Meet Financial Commitments** – Students who fall behind in their tuition payments as outlined in their Student contract will meet with VCMT’s General Manager and Financial Officer who will confirm payment deadlines. Any student who is not be able to meet those payment deadlines is subject to immediate dismissal from the program.
- b) **Failure to Meet Academic and/or Performance Standards** – Students who fail one or more courses will meet with VCMT Administration at which time their academic standing will be reviewed. Administration will then either place the student on Academic Probation or dismiss the student from the program. Students who fail one or more courses while on Academic Probation will be dismissed from the program unless Administration renews or extends the student’s Academic Probation.
- c) **Contravention of One or More of VCMT’s Policies** – Students who contravene a VCMT policy will be dealt with in a manner consistent with VCMT’s “Progressive Discipline Process” as outlined in *the Student Conduct* policy. The following factors will be taken into consideration:
 1. Does the nature and seriousness of the breach warrant immediate dismissal?
 2. Have other steps in the “Progressive Discipline Process” been adequately explored?

Dismissal will only occur after the students’ case has been fully reviewed by the Admissions Director, Sr. Administrator and/or Dean in consultation with the student.

Potential Reasons for Dismissal

Reasons for dismissal may include, but are not limited to, the following types of circumstances:

- Excessive tardiness or absenteeism.
- Failure to abide by one or more of VCMT’s Policies
- Failure to maintain adequate academic progress.
- Cheating on assessments / use of another’s materials for grading purposes.

- Giving false information to gain admission.
- Deliberate destruction / theft of property belonging to another / weapon violation.
- Intoxication or substance abuse.
- Threatening or intimidating behaviors that interfere with the pursuit of learning by others or safety of staff or students or patients.
- Flagrant disrespect directed toward staff, instructors, or other students.
- Violation of “Use of Internet” Rules.
- Violation of “Computer Software/Hardware” Agreement.

Potential Reasons for Immediate Dismissal

Reasons for *immediate* dismissal may include, but are not limited to, the following types of circumstances:

- Possession and/or obvious use of drugs or alcohol, on or around academy premises or during academy hours. Police will be notified of any illegal activity.
- Refusal to provide services to patients.
- Threatening or intimidating behaviors toward another student or instructor
- Theft from VCMT, a patient, staff member or another student.
- Non-payment of tuition according to the tuition payment schedule.
- Cheating, plagiarizing or representing work from another source as their own

Any student undergoing dismissal will meet with VCMT Administration and will be provided with the reason(s) for their dismissal. Any student who is dismissed from VCMT will immediately stop attending all classes and will no longer be able to participate in any aspects of the program.

Refund After Dismissal

A dismissed student may be entitled to a refund as outlined in the Refund Policy section of the VCMT Student Manual and the student contract. Written notification of dismissal will be given to the student, and within three weeks an official transcript will be provided.

Student Withdrawal Policy

If a student makes the decision to withdraw from the program at VCMT, they will do so under the conditions described below. The tuition refund policy outlines applicable refunds or outstanding fees as calculated from the date the withdrawal notice was received.

The withdrawing student must provide VCMT Administrator with formal written notice setting out the following:

- Their full name and address
- The date when they are withdrawing
- The reason(s) for the withdrawal
- Current/updated contact information needed to contact the student after their withdrawal.

Please note: VCMT will not accept notification of withdrawal if given over the phone or from a third party.

VCMT Administration will arrange an **Exit Interview** with the student to:

- Confirm the withdrawal date and clarify the reason(s) for the withdrawal
- Determine whether VCMT can support and encourage the student to remain in the program and to review options the student may not have considered
- To clarify the student's financial obligations to Student Loans and/or VCMT as a result of their withdrawal.

The withdrawal process includes the following steps:

- Tuition fees and applicable refunds are calculated according to the Student Enrollment Contract and Tuition Refund Policy.
- Notification to the Student Services Branch that the student has withdrawn.
- Notification to other funding agencies, if applicable.
- Sending any refund directly to the financial institution that provided the Canada Student Loan, if applicable.

VCMT STUDENT CONDUCT

VCMT is committed to creating a respectful, supportive educational/social environment for all of its students. With these ends in mind, VCMT's *Student Conduct* policy clarifies expectations for student conduct and outlines processes by which contentious issues will be resolved. This policy recognizes and protects fundamental student rights while laying out expectations for student conduct that support VCMT's intention of creating and maintaining an engaging environment of respect, inclusion, civility and trust.

The Code of Conduct outlines general standards of conduct and provides examples of prohibited conduct which support VCMT's beliefs about how this educational community should function.

VCMT Student Code of Conduct

VCMT has a responsibility to follow up and act upon practices which undermine student, staff and patient safety and security, including cases of alleged student misconduct. This section clarifies **Prohibited Conduct** – behaviours expressly prohibited by VCMT – and provides a framework for resolving any non-academic misconduct by students.

Lack of awareness does not excuse students from accepting responsibilities for their actions, and students are expected to be familiar with and to conduct themselves in accordance with this policy.

Scope: The VCMT Student Code of Conduct applies to student conduct that takes place within the following environments:

- a) Classes taking place on VCMT property or off-site on VCMT field trips
- b) Outreach activities or any other initiatives that are part of the Massage Therapy Program or course of studies regardless of where they take place
- c) Meetings or conferences initiated through or representing VCMT
- d) Activities related to VCMT committees, clubs, councils or associations

Additionally, VCMT reserves the right to respond to alleged violations of this policy that occur outside of the scope outlined above to the degree that the incident:

- a) Negatively affects one or more VCMT students or staff
- b) Occurred through connections or relationships created at VCMT

Policy – Students have the right to express their views freely as long as those expressions support the rights of others to study and work in a community free from discrimination and harassment. Students are expected to uphold the law, and to maintain the safety and well-being of a VCMT community that includes students, staff, faculty, management and clients. As members of a high-achieving educational community, students are expected to adopt behaviours in keeping with the educational and professional goals of VCMT, complying with the directions of VCMT’s staff and representatives in the fulfillment of their duties. Students are expected to behave responsibly and to avoid engaging in Prohibited Conduct as outlined below.

General - Upon enrolment, students accept responsibility for regulating their conduct, including:

- a) Complying with federal, provincial, and municipal laws and regulations
- b) Conducting themselves in a manner consistent with the Code of Ethics of the College of Massage Therapists of BC (CMTBC)
- c) Complying with all VCMT policies and procedures
- d) Respecting the rights of other members of the campus community, including students, staff, faculty and visitors to VCMT as well as patients of the VCMT Clinic
- e) Demonstrating high levels of personal integrity and professionalism in completion of their school responsibilities
- f) Complying with the directions of any VCMT employee in the proper performance of his or her duties
- g) Refraining from making allegations or complaints against other members of VCMT’s community that are deemed to be false, frivolous, vexatious or in bad faith
- h) Refraining from retaliating against individuals for participating in proceedings under this policy
- i) Demonstrating respect for persons and property at all times

Appeal: Students alleged to have contravened the Student Conduct Policy have the right to appeal any consequences or sanctions through VCMT’s **Appeals Process**.

Privacy: Documentation made in relation to investigations shall be collected and stored in a manner consistent with VCMT’s *Student Records* and *Privacy* policies.

Prohibited Conduct: Prohibited Conduct includes, but is not limited to:

- a) **Harassment:** engaging in a course of conduct that is unwelcome/unwanted, offensive, intimidating, hostile, derogatory or inappropriate. Depending on its severity, one action may constitute harassment.
 - **Sexual Harassment** - Unwelcome conduct of a sexual nature, including unwelcome sexual advances – whether they involve physical touching or not - inappropriate sexual comments or requests, and other verbal, nonverbal, graphic, or physical conduct of a sexual nature.
 - **Racial/Ethnic/Cultural/Identity Harassment** - demeaning remarks or gestures based on race, ethnic origin, identity or cultural differences, jokes about race, ethnic origin, identity or cultural differences, inappropriate displays of racial stereotypes, racial/ethnic/cultural/identity slurs, and/or unwanted questions or comments of a racial/ethnic/cultural/identity nature.
- * While harassment of any type is contrary to the values and policies of VCMT, the College does

recognize that energetic debate not specifically intended to harass may still cause discomfort or concern to others in the community, *while falling within the definition of free speech*. VCMT will encourage and assist students to resolve such situations through informal means.

- b) Violence, Threats, and Intimidation** – Aggressive or intimidating communication or physical behaviour that leads to or threatens bodily and/or emotional harm.
- c) Abusive Communication:** Verbal or written abuse of other students, VCMT employees or guests of the college. This would include unwelcome words or images received or distributed in person or by telephone, letter, electronic mail or any communication medium including social media that intimidate, disparage or cause humiliation, offence or embarrassment to a person.
- d) Compromising the Safety of Others** – Creating or contributing to conditions that unnecessarily endanger the health, safety, and/or security of others.
- e) Use of Alcohol or Drugs:**
 - Possession, use, or sale of alcohol, narcotics, prescription drugs, or other controlled substances that occurs in contravention of applicable laws and/or statutes
 - Alcohol and/or recreational (non-medical) drug use:
 - on VCMT property;
 - at the location of and during a VCMT Outreach event
 - which results in the student participating in a VCMT-related educational activity while impaired or under the influence of the alcohol or drug.
 - Medical use of a drug which results in the student working with a patient while impaired or under the influence of the drug.
- f) Damage to Property** – Creating or contributing, intentionally or unintentionally, to conditions that result in the damage, vandalism, or defacing of property, infrastructure, or intellectual property belonging to VCMT or a member of the VCMT community.
- g) Theft or Removal of Property** – Theft or attempted theft of belongings of any member of the VCMT community. This includes removal of VCMT property without consent.
- h) Disruptive Behaviour** – Speech, actions, or unreasonable demands for attention that interfere with or obstruct, instruction, learning or treatment of clients.
- i) Unauthorized Access or Use of Data and Systems** – Entry to or misuse of VCMT electronic equipment/infrastructure/data/systems without authorization or legitimate reason.
- j) Providing False Information or Identification** – Knowingly submitting false information, academic or personal records, transcripts, letters of reference, documents, and/or identification to a staff member or office of VCMT. This includes submission of complaints under this or any other Policy that are found to be false or malicious.
- k) Failure to Comply** – Refusal of or disregard for a reasonable and appropriate direction or request by a VCMT employee, contractor, law enforcement officer, or civil services professional (e.g., firefighter, etc.). This includes compliance with outcomes and sanctions that are imposed or agreed upon under this Policy.
- l) Interference With a Student Conduct Investigation** – Actions that disrupt the investigation of student conduct including coercion and/or intimidation of witnesses or decision-makers, provision of false statements or evidence, and retaliation or malicious actions against any persons involved in the incident or process.

Incident Reporting

When a student encounters an incident on campus or at an off-site Outreach location that undermines their safety and/or security, or which they feel runs counter to the values of VCMT, they should feel comfortable reporting the incident to VCMT's Sr. Administrator, knowing that all reports will receive prompt attention and a considered, appropriate response.

VCMT commits to protecting the security needs of the complainant while committing to a fair, transparent process during an investigation.

While students are welcome to request support around incidents which take place outside of VCMT's instructional locations - such as in social or online environments - VCMT's response in such cases will vary due to jurisdictional limitations. To facilitate a timely response, reporting should occur as soon as possible after the incident has taken place.

Any incidents which are perceived by VCMT administration to be of a civic or criminal matter will be referred to the proper authorities.

Reporting Process: When a student encounters an incident that they feel should be brought to the attention of VCMT Administration, a report should be forwarded to the Sr. Administrator using one of the following methods:

- a) Send an email to the Sr. Administrator (dneufeld@vcmt.ca) as soon as possible after the incident and include pertinent information.
- b) Request a meeting with the Sr. Administrator through VCMT Reception or by contacting the Sr. Administrator in person or by email (dneufeld@vcmt.ca).

Complaints: Any member of the VCMT community has the right to lay a complaint without fear of reprisal. The VCMT Senior Administrator or Administrative designate is responsible for initiating a procedurally fair investigation of complaints related to student, faculty or staff conduct.

Privacy: While VCMT Administration will carefully consider any request for anonymity, a fair and open process may require that the complainant's identity be revealed. This would be done in consultation with the complainant, but would always be subject to civic or legal requirements which would in all cases take precedence. Documentation made in relation to investigations will be collected and stored according to VCMT's *Student Records* and *Privacy* policies.

Investigative Process: The Senior Administrator or designate (Investigator) will conduct an investigation consistent with the following process:

- a) The Investigator will determine whether the complainant seeks informal resolution to their concern or whether the complainant wishes to register a formal written complaint.

If the complainant agrees to an informal resolution, the Sr. Administrator or administrative designate will act as mediator, working alongside the complainant to promote a resolution that is satisfactory to the complainant.

If the complainant wishes to register a formal complaint, they should submit their concerns to the Sr. Administrator in writing, providing pertinent details such as:

- The complainant's name and contact information
- The respondent's name
- Date and time of the incident
- A description of what occurred
- A suggestion of the type of response the complainant would find appropriate

- b) If the Investigator determines that there is reason to proceed, and the complaint falls within VCMT policy, the Investigator will initiate a more formal inquiry into the allegation(s).
- c) The Investigator will meet with the respondent(s), complainant(s), and any other persons who may have information relevant to the complaint, providing all reasonable opportunity for pertinent information to be included in the investigation.

The Investigator has the authority to search VCMT property including work/study spaces and lockers without prior warning in the course of the investigation. When possible, this search will take place in the presence of the respondent to the complaint and another member of VCMT Administration, with search details documented in writing.

Where there is a violation of VCMT policy, or where the safety and/or security of a student, faculty or staff has been compromised, the Investigator will determine whether an informal resolution to the complaint is appropriate or a more formal response is required. Where an incident or behaviour requires a formal response, the Investigator will forward the findings of the investigation to the complainant and to the respondent in writing, and initiate the ***Progressive Discipline Process***.

Both the complainant and respondent have the right to appeal the decision of the Investigator in accord with the VCMT ***Appeals Process***.

Procedural Fairness:

VCMT is committed to dealing with reports of student misconduct in a procedurally fair, unbiased and timely manner. Complainants and respondents will be advised of the options available to them.

- VCMT will deal with allegations of student misconduct in a procedurally fair, unbiased and timely manner. Complainants and respondents will be advised of the options available to them. Involved parties will be provided opportunities to support or defend their own positions.
- For a complaint to be considered, it must be submitted within 90 days of the date of the last alleged incident. The Senior Administrator may waive this requirement if the complainant submits reasonable evidence in support of an extension.

Notification of Decision:

The Complainant and Respondent will normally receive notification of the decision within ten (10) working days of the completion of the investigation. The report will provide a summary of the findings of the investigation along with the resulting steps or sanctions imposed according to the ***Progressive Discipline Process***.

Interim Relief

VCMT Administration may take whatever interim measures they deem necessary to protect the College community, pending the completion of an investigation into acts of misconduct. Such measures may include, but are not limited to:

- No-contact between the Complainant, Respondent, Witnesses or other parties
- Ordering the Complainant, Respondent, Witnesses or other parties to cease and desist from engaging in a particular type of behaviour
- Restricting access to the VCMT campus or specific areas of campus
- Suspending involved parties from the College pending investigation

Specific conditions to be imposed in the interim will be dependent upon the circumstances of each case and the level of risk to the College community.

Appeals: Both the complainant and respondent have the right to appeal the decision of the Investigator in accord with the VCMT **Appeals Process**.

Conduct: For examples of prohibited student conduct, please refer to the previous section of this policy or to VCMT's **Student Conduct Policy**. For clarification of faculty/staff conduct regulations, please refer to VCMT's **Professional Conduct Policy**.

Dispute Resolution

Where applicable, school policies will be used to settle disagreements. If a student has a disagreement with a staff person or another student, the first step should be to approach that person directly and attempt to resolve the issue. If this does not lead to a resolution, the student may seek administrative support informally, or report the issue or incident to the Sr. Administrator as outlined in the **Incident Reporting** section of this manual.

If the Sr. Administrator is not available or is otherwise named in the complaint, the complaint should be submitted to the Dean.

If required or deemed necessary, the Sr. Administrator and/or designate may conduct enquiries, meetings or investigations with any parties involved to gather additional information about the situation.

Upon completion of the investigation, the Sr. Administrator or designate will determine a final resolution and send a written response to the student that includes reasons for the chosen action(s) within 10 days of receipt of the student's complaint.

Students making a complaint may be represented by an agent or a lawyer, and will not be subject to any retaliation as a result of their complaint.

All disputes should be brought to the attention of the Sr. Administrator in a timely fashion; VCMT requires that appeals requesting dispute resolution under this policy be forwarded in writing to the Sr. Administrator within 90 days of the occurrence of the dispute .

The decision of the Sr. Administrator or designate will be forwarded in writing to the student within 45 days after the date on which the student made the complaint.

The decision of the Sr. Administrator or designate may be appealed to the General Manager, as outlined in the VCMT **Student Appeals Process**.

Progressive Discipline Process

The primary purpose of any actions taken by VCMT in response to student a violation of this policy is to promote positive student conduct in support of VCMT's educational, professional and social values. For this reason, corrective/disciplinary actions taken by the college will take the following into consideration:

- The nature, seriousness and frequency of the offense
- The impact that the offense has had on other members of the community
- The respondent's willingness to accept responsibility for their actions and correct their behaviour.

The disciplinary process may incorporate any of the following corrective steps/sanctions in response to a decision made by the Sr. Administrator or Administrative designate. These steps may be used non-consecutively and some steps may be left out entirely, depending upon the nature and seriousness of the offense and at the discretion of the Senior Administrator and/or Administrative designate (Investigator):

- Exclusion from a class (may be imposed by VCMT Administration or an Instructor)

- Informal disciplinary meeting
- Warning (verbal and/or written)
- *Formal disciplinary hearing
- *Disciplinary Directive
- *Behavioural Contract/Probation
- *Suspension
- *Mandatory Withdrawal
- *Refusal to Enrol or Re-enrol
- *Dismissal/Expulsion
- * Written record of this corrective step/sanction will be placed into the student's file.

Student Appeals

This Appeals Process provides an avenue through which students can appeal VCMT decisions which they feel need to be reviewed. Students may appeal a decision made by an employee of VCMT when it significantly affects their education and/or the student feels they may have been treated unjustly in the application of the school's educational policies/procedures. While such appeals do not constitute a judicial process, VCMT commits to hearing those appeals in an open, fair and unbiased manner.

Appeals will fall into one of two categories:

- a) Appeals of an assigned grade
- b) Appeals of a disciplinary action

Appeals Process:

- a) **Appeal of a Grade:** Students wishing to appeal a course grade and/or skills performance assessment must follow these steps within one week of receiving the assigned grade:
 1. The student must approach the instructor who assigned the mark(s) in question, providing an opportunity for the student to raise their concerns about the mark, and allowing the instructor to provide a rationale for their assessment.
 2. If the student has fulfilled step 1 of this process and is still not satisfied, they may outline their complaint in writing, and submit it to the VCMT Dean*, who will meet with the student and the instructor to review the student's concerns. After hearing from both parties, the Dean will make a decision as to the legitimacy of the complaint and will respond in one of the following ways:
 - Determine that the assigned grade will stand
 - Determine that the Instructor needs to review their evaluation
 - Determine that a new evaluation of the material/skill be undertaken
 - Determine that a third party grade the assignment or written assessment.
 - Design and implement a case-specific option that addresses the unique nature of a particular request.

Upon hearing from both parties and making a determination, the Dean (or designate) will communicate his decision to both parties and follow up with the chosen action(s).

The Dean's decision in such matters will be considered final and binding.

*In cases where the Dean is already a participant in Step 1 of the process, Step 2 of the appeal will be heard by the Senior Administrator.

b) Appeal of a Disciplinary Action: Students wishing to appeal a disciplinary decision of VCMT may do so by submitting a written appeal to the VCMT General Manager within 7 days of the imposition of a disciplinary action or staff/administrative decision. The General Manager will review any written submissions, the investigation report and any other documentation pertinent to the complaint and provide a response within 10 days of receipt of the written appeal.

The General Manager's decision will be considered final and binding.

If a student has exhausted the options offered by the Dispute Resolution and/or Appeals Process and is dissatisfied with the process that was followed and/or has been misled by VCMT regarding any significant aspect of these processes, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).