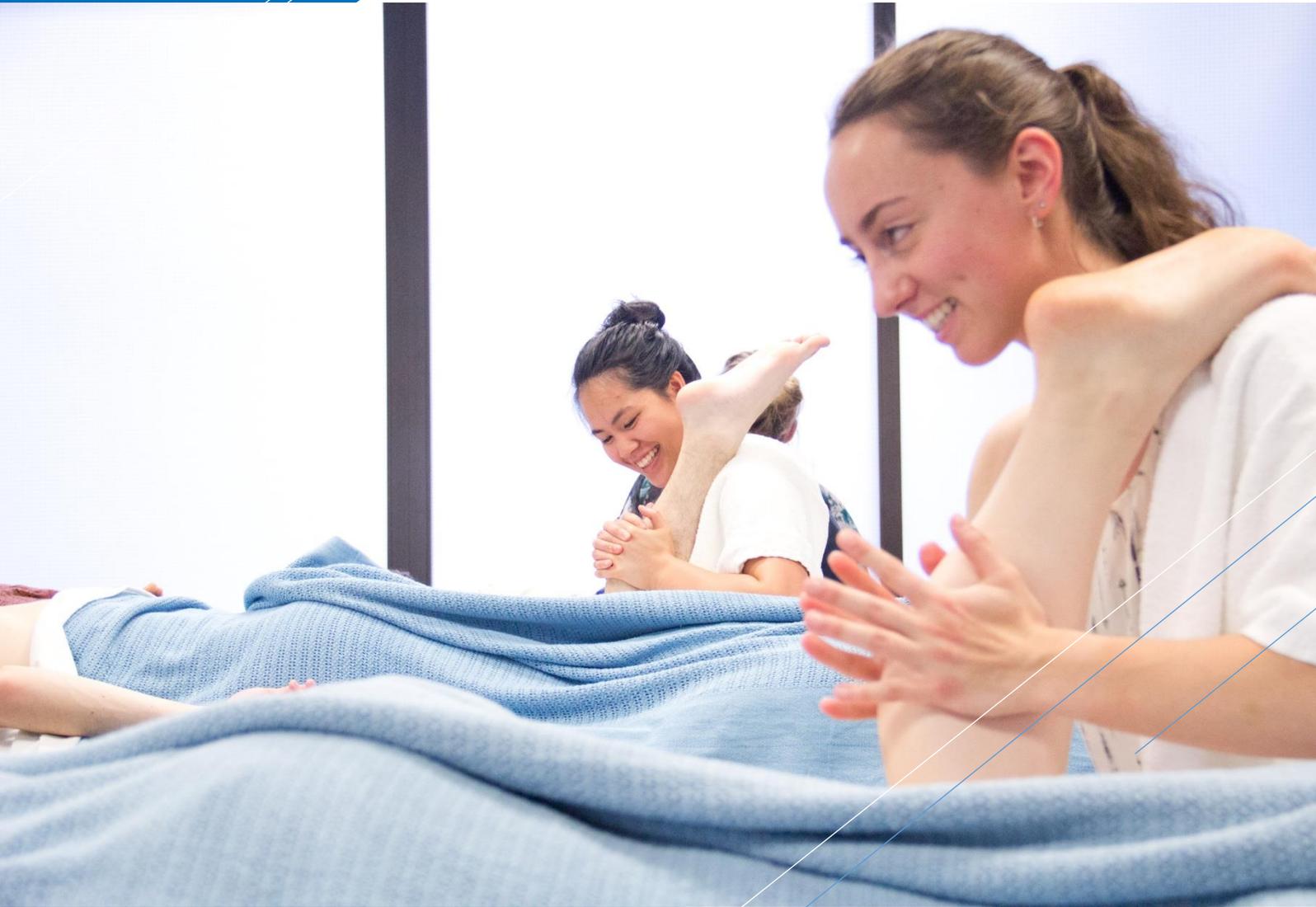


STUDENT MANUAL*



* VCMT retains the right to update the policies and procedures in this manual. By registering at VCMT, each student implicitly agrees to abide by all the policies/procedures contained within.



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SCHOOL OVERVIEW

Student Manual

VCMT policies and practices have been created to ensure all students are treated fairly and to meet the requirements of the government and our regulating bodies. This Student Manual is provided to clarify VCMT's expectations, policies and procedures for VCMT students.

Key components of the manual are discussed throughout the Admissions process and at Student Orientation, but it is the responsibility of VCMT students to review the manual thoroughly on their own time to ensure they are familiar with VCMT's expectations. VCMT's Sr. Administrator, Dean and Director of Admissions are available and willing to clarify any sections of the manual that may require further explanation. A student misunderstanding or being unaware of the contents of this manual will not prevent a policy or procedure from being applied.

VCMT reserves the right to update this manual and its policies and practices as required. VCMT administration also reserves the right to make exceptions on an individual basis in extenuating circumstances when deemed appropriate.

Introduction

Welcome to VCMT' and congratulations on choosing to join the impressive list of VCMT alumni currently providing excellent health care to countless patients in their communities. Not only will you receive an excellent education in massage therapy at VCMT, but you will have an opportunity to collaborate with a community of learners and professionals who are passionately committed to building ethical professional relationships within a productive, supportive learning environment.

This manual articulates the policies and procedures that support our intentions to provide the best massage therapy entry-to-practice education available. Please look through the manual and make note of any aspects that will impact your time at VCMT. Should you have questions, feel free to contact VCMT's Sr. Administrator, Admissions Director or Dean for clarification. We'd be pleased chat with you.

Mission Statement

VCMT passionately provides 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.

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. Our part time program is taught 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 2800 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 prepare 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. Students enrolled in the part-time program attend school 3 days a week between Monday and 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 learning.

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

Our goal 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 the *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.

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 massage therapy. 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, warm, supportive, and interactive environment that fosters creative learning, leadership development, and learner self-care.
- Teach the learner to think critically, reason clinically 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
- Be leaders and innovators in the ongoing development and instructional delivery of the 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
- Foster 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

Learning objectives

Upon completion of this program, successful students 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 graduates to meet their financial, professional and personal goal
- Perform safe, ethical, and effective treatments to patients within the scope of massage therapy
- Demonstrate that they are capable of recognizing, respecting, and supporting the healing process of individuals

Excellence at VCMT

At VCMT our vision is to pursue 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 academic knowledge and exceptional hands-on skills, believing that our students also need to 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. The "VCMT Heart Award" is presented to one student from each graduating class to acknowledge their dedication and positive attitude throughout their training.

VCMT Faculty

Our team of instructors brings a wealth of clinical and educational experience to the school. While most are registered massage therapists with years of clinical practice, we also have naturopathic doctors, chiropractors, business leaders, physiotherapists, educators, and visiting professionals 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, providing the Instructor Training Program as a means to improving VCMT's instructional proficiency.

ADMISSIONS

Admissions Overview

VCMT provides an excellent 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, as well as 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 an equivalent English course

NOTE

Students who have not achieved the required English 12 (or equivalent) 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, English competency, commitment, and personal confidence. These will be determined in the following ways:

- Through the interview process where each candidate is interviewed by a VCMT representative
- Through portfolio evidence (electronic or hard copy artefacts 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 enrol in VCMT's Massage Therapy program.

Return of Funds

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

Tuition

2. VCMT will provide a full refund of tuition for students who withdraw from the program if:
 - 2.1. VCMT receives a written notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date; or
 - 2.2. the student signs the student enrolment contract seven days or less before the contract start date and VCMT receives a notice of withdrawal from the student between the date the student signed the student enrolment contract and the contract start date; or
 - 2.3. 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.
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.
4. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, VCMT may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
5. If a student provides VCMT with a notice of withdrawal:
 - 5.1. more than seven days after the effective contract date and
 - 5.1.1. at least 30 days before the contract start date, VCMT will retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - 5.1.2. less than 30 days before the contract start date, VCMT will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - 5.2. after the contract start date
 - 5.2.1. up to and including 10% of the hours of instruction to be provided during the contract term, VCMT may retain up to 30% of the tuition due under the student enrolment contract.
 - 5.2.2. and after 10% but before 30% of the hours of instruction to be provided during the contract term, VCMT may retain up to 50% of the tuition due under the student enrolment contract.
6. If VCMT provides a notice of dismissal to a student and the date VCMT delivers the notice to the student is:
 - 6.1. equal to or before 10% of the hours of instruction to be provided during the contract term, VCMT will retain up to 30% of the tuition due under the student enrolment contract.
 - 6.2. after 10% but before 30% of the hours of instruction to be provided during the contract term, VCMT will retain up to 50% of the tuition due under the student enrolment contract.
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.
8. Refunds required under this policy will be paid within 30 days:
 - 8.1. of the date VCMT receives a student's notice of withdrawal or
 - 8.2. of the date VCMT provides a notice of dismissal to the student or
 - 8.3. of the date that the registrar provides notice to VCMT that VCMT is not complying with section 2.3 or 3 of this policy.
 - 8.4. after the first 30% of the hours of instruction to be provided under the contract term if section 4 of this policy applies
9. If an international student delivers a copy of a refusal of a study permit to VCMT, sections 2.1, 2.2, 5, 7 and 8 of this policy will apply as if the refusal were a notice of withdrawal, unless
 - 9.1. the international student requests an additional letter of acceptance for the same program that was the subject of the study permit refusal or
 - 9.2. the program is provided solely through distance education.

Non-tuition Contract Amounts

10. All registration fees are non-refundable except under the conditions outlined in section 3.
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.
12. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
 - 12.1. The student must return the equipment unopened or as issued within 14 calendar days; and
 - 12.2. 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.
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.
14. Fees assessed for student record archiving are non-refundable once classes begin.

Settlement Terms

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. **Effective Contract Date:** The later of: a) the date the student signed or b) the date a representative of VCMT signed the student contract.
2. **Start of Classes:** The Contract Start Date and first day of class/orientation for the contract period.
3. **Notice of Withdrawal:** A written email, note or other type of documentation which indicates a student's formal withdrawal from the program at VCMT. Students are considered to be part of the program until such time as the notice is submitted to VCMT by the student.

VCMT Prior Learning Assessment (PLA) & Transfer Course Policies

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

PLA 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.

NOTE

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

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) (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 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.

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 PLA 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, practical, or both depending on the course. The student must 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 fulfil VCMT's clinical internship credit requirements.

If a student has received credit for a course, they may choose to audit the course. Students are not required to pay additional tuition for audited courses.

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.

The Cost of PLA

VCMT charges an application fee for the processing of all PLA applications. This fee is used to cover the administrative fees and instructor's time to assess if one's 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 charged 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 set up an appointment.

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 can be accommodated.

As part of the application, VCMT requires students to provide 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 have been 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, personnel and facilities 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 educational standards in order to successfully complete the program, regardless of the levels of support VCMT is able to provide. While accommodations may be put into place, 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.

ADMINISTRATION POLICIES AND PRACTICES

VCMT policies are created to ensure all students are treated fairly and to meet the requirements of the 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

VCMT protects 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.

Respectful and Fair Treatment

VCMT intends to maintain 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 Policy* and [Student Code of 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.

Student Withdrawal

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 calculated from the date the withdrawal notice was received.

The withdrawing student must provide VCMT with formal written notice of the following:

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

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:

1. Tuition fees and applicable refunds are calculated according to the Student Enrolment Contract and ["Tuition Refund Policy"](#).
2. Notification to the Student Services Branch that the student has withdrawn
3. Notification to other funding agencies, if applicable
4. Sending any refund directly to the financial institution that provided the Canada Student Loan, if applicable

Rejoining the Program After a Leave of Absence

A student may have to leave the program for a number of reasons. Students who wish to return to complete the program:

- will be permitted to re-join the appropriate semester if they were away from the program **for no more than 16 weeks and only if space permits;**
- may proceed to the successive semester if they have been successful in all subjects and clinical internship in all previous levels.

Students who have been away from the program for **more than 16 weeks** will be considered to have withdrawn from the program. If they wish to return to the program, their request will be considered a re-application, and their suitability will be re-evaluated prior to acceptance.

STANDARDS AND PROCEDURES

VCMT School Closures

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 on Canvas or via email by 7am on the day of closure.

VCMT Emergency Procedures

NOTE

These procedures apply to all individuals present on VCMT property during an emergency.

In case of emergency DO NOT USE ELEVATORS. 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.

- 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
- Students are responsible for following the directions of school authorities in evacuating VCMT premises during drills and emergencies
- 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 the 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 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 Emergency 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 (e.g. 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:
 - f) DROP to the floor under a desk, sturdy table or other piece of furniture
 - a) COVER their neck with one hand and arm
 - b) HOLD this position until the shaking stops
 - c) 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 these standards have been developed are as follows:

- Personal safety is everyone's responsibility. Each VCMT member is responsible for adopting practices that maximize their own safety and the well-being of fellow students and 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

First Aid kits are located in the administration offices, reception and clinic meeting room. All RMT staff members and some staff members have current First 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, staff and clinic patients
- Premises that are maintained daily by a professional cleaning company
 - Students are asked to maintain clean classrooms for the duration of the day

Smoking

Smoking (of any substance) is prohibited on VCMT premises.

Drugs & Alcohol

Please see [“Use of Alcohol or Drugs”](#) in the [“Prohibited Conduct”](#) section of this document.

Safety Laws

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

Incidents

Upon completion, VCMT's response to an emergency is documented and reviewed for ongoing prevention and emergency response improvements.

Food Allergies

Students with food allergies should inform VCMT management upon admission to the program. While VCMT will take steps to ensure student safety, ongoing public access to VCMT's facilities prevents VCMT from guaranteeing that students won't come into contact with items that generate an allergic reaction. Students need to be aware that preventing exposure to such products can't be guaranteed.

ACADEMIC POLICIES AND PROTOCOLS

Student Attendance

High levels of attendance and active participation in all classes are essential to program completion, passing registration exams and competent entry into the profession. Student attendance is tracked within each course and is incorporated into a student's final grade. Students with frequent absences may be required to repeat affected classes and may ultimately be removed from the program.

Attendance Requirements*

* See [Appendix for full Attendance Policy](#).

1.1 Classroom attendance and reporting: Students are responsible for learning all content and meeting all assignment deadlines regardless of an absence from class.

- Students are not required to report a classroom absence unless they are experiencing COVID-19 or flu-like symptoms (see [1.8 COVID Protocols](#)).
- Students who miss an assessment are required to provide appropriate notice (see [1.7 Medical Absences](#)).
- Attendance for each student will be tracked within each class (see [1.2 Attendance Requirements](#)).

1.2 Attendance Requirements: In order to receive full credit for a course, students must attend a minimum of 90% of classes and/or curricular activities, **not including absences resulting from a COVID-like illness** (see [1.8 COVID Protocols](#)).

- Failure to meet the 90% attendance threshold will result in a 1% deduction from the final grade for each percentage point a student falls below 90% in attendance in a course – regardless of the reason for the absence.
- Students whose grade falls below 75% but above 69% *after the attendance deductions have been made* will be 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 examples, see [Attendance Requirements](#) in full Attendance Policy.

1.3 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.
 - 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.

1.4 Field Trips: Students are expected to arrange transportation and arrive prior to the posted start time for all field trips and other off-campus program activities.

1.5 Clinic/Outreach Absences: Refer to the *VCMT Clinic Manual*.

1.6 Course-Specific Attendance Requirements: Instructors may set additional attendance requirements for their course. These will be communicated on the Canvas Syllabus for the course.

1.7 Medical Absences: Students with 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 (or a COVID-19 test result) outlining the medical reason for their absence **and**
- a completed “Application for Excused Absence” Form found on the Canvas Student Information Hub.

1.8 COVID Protocols: Students who exhibit COVID- or flu-like symptoms are required to stay home from class and follow these protocols:

- Email absent@vcmt.ca and communicate that they are experiencing COVID- or flu-like symptoms;
- Call 811 and report their symptoms*;
- Take a COVID-19 test;
- Remain at home until both of the following conditions have been met:
 - they receive a negative COVID-19 test result **and**
 - their flu-like symptoms have disappeared.

* **If the 811 responder doesn’t recommend a test**, the student should inform them that they are a student in a health care professional program, and that they won’t be allowed back onto campus without a negative test result. **Students who experience flu-like symptoms and don’t get a test done will be required to quarantine off campus for a minimum of 10 days from the onset of symptoms.**

1.9 Additional Regulations: Absences from class are regulated by outside agencies and attendance information will be passed on to them 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

Examinations and Assignments

The CMTBC and CMTCA set specific competency requirements that accredited massage schools must adhere to. 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. Midterms and Finals will always be written on campus, even for courses that have been taught online. 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

- 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

- All submitted work should reflect high scholastic standards and the criteria set by the instructor.
- All assignments should include a **title page** with student name, the date, the class and topic.
- All written material must be **typed**, unless other instructions are given.
- All written assignments should incorporate standard grammar, punctuation, formatting and spelling.
- Assignments should be emailed as a **Word** attachment to the instructor.
- **All assignments must be handed in by the due date as indicated 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 will have an impact on your progress or completion of the program.

Citing Sources, References, etc.

- All written work adapted from another source and used in the completion of an assignment should be appropriately referenced and cited. **Failure to do so constitutes plagiarism** and will result in serious consequences for the student. For formal papers, VCMT requires students to follow the *Vancouver Style* of citation. **Ask your instructor about their expectations for their course.**

Late/Missing Assignments

Assignments are due as indicated within the course schedule and/or as communicated by the instructor. Generally, for each day late, the assignment is subject to a 10% deduction up to a maximum of 20%. If after 2 days the assignment is still not handed in, the student will receive an 'incomplete' for the assignment which will be recorded as a zero for their grade calculation. Students requesting an extension for any assignment must make the request **in writing** at least two weeks prior to the assignment's due date. Extensions will be provided solely at the discretion of the instructor, and students are encouraged to communicate any anticipated obstacles to completion as soon as possible.

Each instructor has the authority to determine alternate consequences for late, incomplete or missing assignments at their discretion, communicating any deviations from this policy prior to assigning the work.

Storage of and Access to Student Exams

Hard copies of student midterm and final exams will be stored by VCMT for one full term after their completion. Students may request a supervised viewing of their completed midterm or final exam within 1 week of the exam's marks being posted.* These viewings will be scheduled by submitting a completed "Application to View Written Exam" form available through the VCMT front office.

To maintain the academic integrity of midterms and finals, these supervised viewings will take place under rules similar to those imposed during the exam itself:

- Students may not be accompanied by anyone outside of the supervisor
- All belongings including books, notepads, writing implements of any type** and phones must be placed in a backpack or other bag completely out of the reach of the student
- Students are permitted up to a maximum of 30 minutes to view an exam.
- Students doing an exam "rewrite" will not be eligible to view it prior to rewriting the exam.

Hard copies of student midterm and final exams will be destroyed at the end of the term that follows the writing.

** If extenuating circumstances prevent a student from requesting an exam viewing by the deadline, they may request a viewing after the start of the new term by appealing directly to the VCMT Dean.*

*** Exam questions may not be copied, but the viewing student will be provided with paper and pen if they wish to take notes regarding the topics they need to review. Students wishing to dispute their grade should follow the "[Appeal of a Grade](#)" protocols outlined in the VCMT Student Manual.*

Course and Program Completion

In order to successfully complete a course, students must achieve a final mark of 75% or higher, and all attendance requirements must be met. In order to proceed to the next level, students must have completed all courses 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.

Minimum Academic Standing

If a student's final course mark is between 70-74%, the student will be given an opportunity to rewrite an assessment on rewrite day under the following conditions:

- The students will write either the missed exam or rewrite the exam on which they received their lowest score. The VCMT Dean will determine which of the midterm, the final or a combination of quizzes can provide the best indication that the student is competent in that subject area.
- The student **must obtain a minimum score of 75%** on the make-up examination to be successful in the course.
 - The student's final recorded course mark will not exceed 75% if the student is rewriting the exam for the second time or writing a non-excused missed exam.
- If a student misses a final examination or a make-up assignment, they will meet with the Dean and the Instructor to determine a course of action.
- See "[Missed Exams](#)" for details regarding rewrite fees and scheduling.

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 employment 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 result in the following consequences:

- The student will have to repeat the subject(s) in which they were unsuccessful in order to carry on in the program.
 - While every effort will be made to allow a student to repeat the course, **VCMT cannot guarantee that a seat will be available in the following semester due to**

class size limits, and the student may have to delay their re-entry 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.
- Students must successfully complete all courses in a level before proceeding to the next level (see [Part-Time Requests](#))
- Each situation will be evaluated on an individual basis, and VCMT will respond in a fair and equitable manner.

Failure to Meet Minimum Standards in Multiple Courses

Students who are unsuccessful in **three or more courses 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 VCMT Administration and/or the Admissions Director to fully review their continuation in the program.

Program Completion Requirements

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

Auditing a Class

Under unique circumstances, students who find themselves with a partial schedule may request permission to audit a class that they have already successfully completed. Students should request a meeting with the Dean, outlining the conditions leading to their request, and be prepared to commit to the following:

- attending all classes on the understanding that failure to attend class will result in their removal from the course.
- actively participating in classroom activities as determined by the instructor and/or the Dean including:
 - Class discussions
 - Written assignments
 - Practical activities and demonstrations.
- participating in practical exams as determined by the instructor.

Students will not be required to complete written exams in the course although they may be encouraged to do so. A final grade will not be assigned for the audited course, but it will be represented by an “au” on the student’s transcript.

Also note that Clinic Internships require full participation by the student at all times, *and therefore are not eligible for audit*. Internships will be fully evaluated and graded throughout the student’s time at VCMT, regardless of any arrangements made in other classes.

Approval will be granted on a course-by-course basis, and final approval will be provided by the Dean or Sr. Administrator.

Missed Exams

Students who miss an exam will receive a zero at the time of the examination. If, after meeting with the student, the Dean determines that the student is excused from the exam, the student may be given an opportunity to write the missed exam for full value at the end of the term. Missed exams may be excused if students provide a doctor’s note (as described below) for a personal medical emergency, 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 by the Dean on an individual basis. Students are asked NOT to approach individual instructors regarding missed exams and/or assignments until the Dean or other management staff have reviewed the request.

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

- Call the school at the earliest possible opportunity and inform the instructor, front office staff, or Dean of their circumstances;
- Fill out the “Application for Excused Absence” form and submit it to the Dean;
- Obtain a ***signed medical note*** dated within 48 hours of the missed exam, within which the doctor clearly indicates the medical reason for the absence;
- Hand in the medical note within one week of their return to school

Students who fail to meet these conditions will ***not*** have their missed exam excused and are therefore not automatically eligible to rewrite that exam. Unexcused missed exams will only be made up if the student’s final mark falls between 70-74%, making them eligible for a rewrite – (see [“Unsuccessful Final Grades”](#)). In these cases, the maximum the student can receive in the course final mark is 75%. All missed exams will be written on the scheduled rewrite day during the semester break.

Rewrite Day Exam Requirements

Students are eligible for rewrites if their final course mark is between 70-74%. All rewrite examinations will be scheduled by the Dean during the semester break, and students should make note of the following recommendations:

- If you are going into your final exams with a percentage mark in any course in the mid-70s or lower, ***it is advised that you do not make any travel plans for the week following your finals*** to ensure that you are available to rewrite an exam should this become necessary.

The fee structure ***for each exam*** is as follows:

- Written exam (quiz, midterm, final or other): \$25.00
- Oral/Practical exams: \$40.00
- Project: \$100.00
- Clinic Evaluation: \$100.00

Exam Fees: Scheduled outside of Rewrite Day

If – as a result of unforeseen circumstances - you are not able to attend on your re-write exam date, VCMT’s Dean ***may*** be able to make alternate arrangements. This cannot, however, be guaranteed, and may result in a failing grade and a requirement to repeat the course.

- Rewriting an exam outside of the rewrite date will result in the application of the following ***exam fees*** to account for the additional instructor and administrative expenses incurred.
- Written exams: \$100.00
- Oral/Practical exams: \$150.00

A date will be scheduled for the re-write / practical exam based on availability of instructor and 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.

Late Arrivals for Exams

Students who arrive late for a quiz, test or exam will be allowed to write only if both of the following conditions are met:

- They arrive within 20 minutes of the scheduled start of the assessment
- No classmate has completed the assessment and already left the room

Should either of those conditions not be met, the student will be considered ineligible to write the assessment at that time, the consequences of which will be determined in consultation with the Dean. If the student is allowed to rewrite on a different date, ***all additional exam fees will be applied.***

Cheating, Plagiarism and Academic Dishonesty

VCMT is committed to creating and supporting an educational/professional environment with the highest levels of integrity and academic honesty.

Plagiarism: submitting someone else's work as your own is academically dishonest and will result in significant consequences for an offending student. Students are expected to adopt standard citation practices when relying on work that is not their own.

Cheating: the use of deceptive practices to illegitimately boost a student's score by producing misleading information about the student's work or performance is also a serious offense, and students who cheat will be sanctioned and may ultimately be removed from the program.

Practices that fall into the category of academic dishonesty include, but are not limited to the following:

- Submitting someone else's work as your own;
- Accessing notes or other non-approved textual, digital or other visual materials in any form during a quiz or exam;
- Communicating with or receiving communication from another student during a quiz or exam;
- Divulging specific content about an assessment (OP, quiz, exam) to another student during or following completion of that assessment;
- Assisting a fellow student in engaging in any of the preceding practices.

Collaboration: VCMT recognizes that students work collaboratively on assignments and strongly supports this practice. That collaboration, however, should still result in students assembling those collected thoughts and ideas into their own piece of work. Copying and pasting one student's work into other students' assignments undermines the educational value of the process, and for this reason that practice is not acceptable and will also be seen as a form of academic dishonesty.

Response to Academic Dishonesty

An instructor who determines that a student has submitted plagiarized work or who discovers that a student is cheating or committing any other form of academic dishonesty will immediately refer the matter to the Sr. Administrator and/or the Dean, providing details of their observations. Should an offense occur during an examination, the instructor may remove a student's paper and confiscate any material used during the offense, turning those items over to VCMT administration for further review. The instructor may also ask the student to leave the examination room.

The Dean or Sr. Administrator will conduct an investigation which will include any of the following:

- Interview the instructor who observed the student behaviours and/or marked the student's submission
- Review any material submitted by the instructor
- Interview the student(s) alleged to have committed the act(s) of academic dishonesty
- Interview students who may have had peripheral involvement in the incident

A student found to have committed an act of academic dishonesty is subject to any or all of the following consequences:

- A mark of 0 on the assessment or assignment
- A failing grade on the course
- Suspension from the college for a defined period of time (usually one term)
- Permanent dismissal from the program.

Students should be protective of their efforts and will also be sanctioned if they are seen to be deliberately exposing their work so others can cheat.

Grading Policy

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

A +	96-100%	Graduation Diploma
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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 below	Fail

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, in consultation with the Dean and/or Sr. Administrator, subject to space limitations. Course repeat fees will be applied as follows:

Academic Class (Grade below 75%):

Fees = $(\text{Total number of classes}) \times 3.5 \text{ hours} \times \$15.00 + \$250.00$ administration fee.

Clinic internship A (supplemented clinic internship with academic repeat course):

Fees = $(\text{Total number of clinic shifts}) \times \$5.00 + \$50.00$ administration fee.

Clinic internship B (Internship requirements not met):

Fees = $(\text{Total number of clinic shifts}) \times \$15.00 + \$50.00$ administration fee.

These fees 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 a student starts a course and decides to withdraw, they are not entitled to a course refund if they have completed over 30% of the repeated course. Students will be responsible for paying repeat course fees should they re-enrol in the course at a later date.

Please note: the preceding fees are in addition to the tuition fees indicated on the student contract. Repeat course fees are not funded by Student Aid BC (if applicable). Fees are due at the start of the next semester.

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 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. Students are expected to be familiar with and to conduct themselves in accordance with this policy.

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

- Classes taking place on VCMT property or off-site on VCMT field trips
- Outreach activities or any other initiatives that are part of the Massage Therapy Program or course of studies regardless of where they take place
- Meetings or conferences initiated through or representing VCMT
- 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:

- Negatively affects one or more VCMT students or staff
- 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 fulfilment 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:

- Complying with federal, provincial, and municipal laws and regulations
- Conducting themselves in a manner consistent with the Code of Ethics of the College of Massage Therapists of BC (CMTBC)
- Complying with all VCMT policies and procedures
- 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
- Demonstrating high levels of personal integrity and professionalism in completion of their school responsibilities
- Complying with the directions of all VCMT employees in the proper performance of their duties
- 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
- Refraining from retaliating against individuals for participating in proceedings under this policy
- 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* or [Privacy](#) policy.

Prohibited Conduct

Prohibited Conduct includes, but is not limited to:

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.

NOTE

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.

Violence, Threats, and Intimidation

Aggressive or intimidating communication or physical behaviour that leads to or threatens bodily and/or emotional harm.

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.

Compromising the Safety of Others

Creating or contributing to conditions that unnecessarily endanger the health, safety, and/or security of others.

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.

Possession and/or use of alcohol and/or recreational (non-medical) drugs:

- 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 alcohol or drugs
- Medical use of a drug which results in the student working with a patient while impaired or under the influence of the drug.

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.

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.

Disruptive Behaviour

Speech, actions, or unreasonable demands for attention that interfere with or obstruct, instruction, learning or treatment of clients.

Unauthorized Access or Use of Data and Systems

Entry to or misuse of VCMT electronic equipment/infrastructure/data/systems without authorization or legitimate reason.

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 found to be false or malicious.

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.

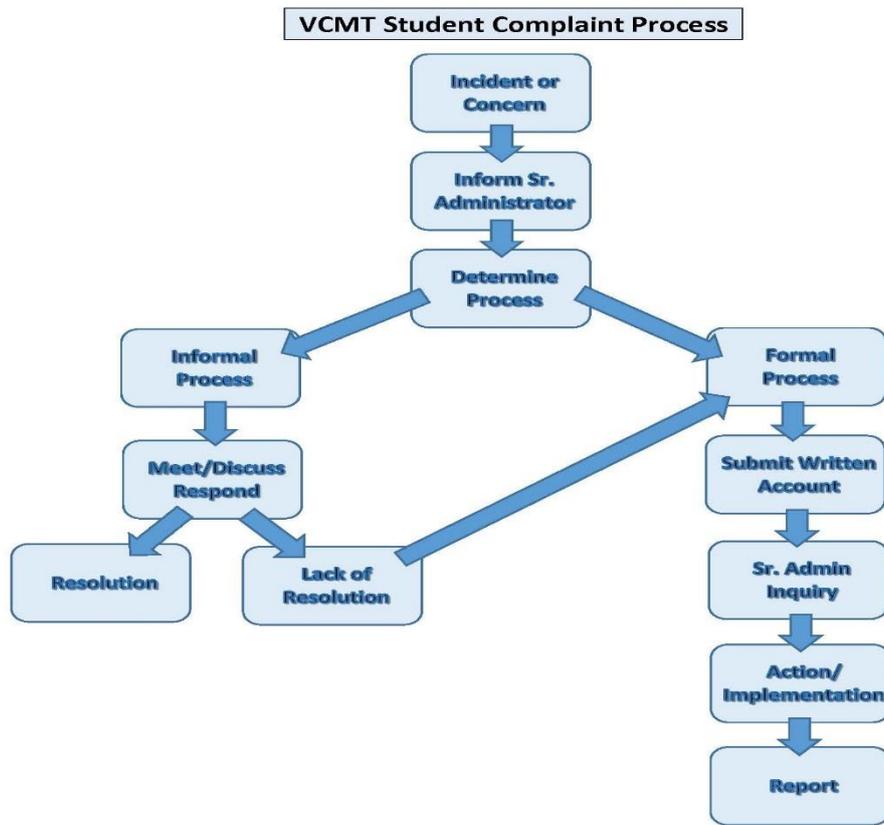
Interference with a Student Conduct Investigation

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.

Student Complaints

When a student encounters an incident that they feel runs counter to the values of VCMT, they should seek to resolve the issue informally by speaking directly to the other party(s) involved.

In cases where the student feels the matter should be brought to the attention of VCMT Administration, they should communicate the concern to the Sr. Administrator in person or by email (dneufeld@vcmt.ca). In consultation with the Sr. Administrator, the complainant will determine whether they wish to pursue an informal resolution to the issue or whether they intend to initiate a formal investigative process.



Informal Complaint:

If the complainant agrees to an informal resolution, the Sr. Administrator (or administrative designate) will work alongside the complainant to promote a satisfactory resolution. The process may require the Sr. Administrator to:

- speak informally to individuals involved in the incident
- act as mediator in an informal meeting with the concerned parties
- initiate a change in practice
- commence a more formal investigation should it be warranted.

Formal Complaint:

The complainant will submit a written account of the issue, providing the following information:

- Names of individuals centrally involved in the issue
- Dates and times of the incident or observed behaviours
- A description of what occurred including details of objectionable actions/behaviours
- Names of other individuals who witnessed the behaviours
- An expected response for resolution of the issue

If the Sr. Administrator determines that there is reason to proceed, a formal inquiry into the allegations will be initiated.

Formal Inquiry

The Sr. Administrator will meet with persons who have knowledge of the issue and gather data considered relevant to the complaint, providing all reasonable opportunity for pertinent information to

be included in the investigation. Students are entitled to be accompanied to any investigative meetings by a person of their choosing. This person's role will be limited to that of observer.

Upon completion of the formal inquiry, the Sr. Administrator will determine an appropriate course of action in response to the complaint, consistent with the values and policies of the school and the best interests of VCMT students.

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

Procedural Fairness

To ensure that there is a timely response, complaints should 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

Confidentiality

The complainant's confidentiality will be maintained at their request unless, in consultation with the complainant, it is established that the investigation requires disclosure of the complainant's identity for a satisfactory conclusion to be reached.

Confidentiality may not be maintained if legal requirements necessitate the identification of the complainant.

Notification of Decision

The complainant will receive notification of the Sr. Administrator's decision within 10 working days of the completion of an investigation. Results of an Informal Complaint can be communicated verbally or in writing. The results of a formal inquiry will be communicated in writing either on paper or by email. The degree of detail provided will be constrained by the complainant's need to know, their level of satisfaction at the outcome, and matters of confidentiality.

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 VCMT community.

Appeal of Decision

The complainant(s) and respondent(s) have the right to appeal the decision in keeping with [VCMT's Appeal Process](#).

DISCIPLINARY ACTION

Disciplinary action is deemed necessary if a student contravenes the VCMT [Student Code of Conduct](#) 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](#).

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 Senior 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

NOTE

* Written record of this corrective step/sanction will be placed into the student's file.

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 behavioural 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.

Students may be put on probation if they are not meeting the academic, financial, behavioural 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 may ultimately lead to dismissal from the program.

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

Probation – Academic / Behavioural

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 the probation letter, the student's enrolment will be reviewed and they may ultimately be dismissed from the program.

Probation – Financial

This occurs when a student falls into areas 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 the 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:

- **Failure to Meet Financial Commitments**
Students who fall behind in their tuition payments as outlined in their Student Contract will meet with a VCMT Administration and the Financial Officer who will confirm payment deadlines. Any student not able to meet those deadlines is subject to immediate dismissal from the program.
- **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.
- **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 Code of Conduct](#).
The following factors will be taken into consideration:
 - Does the nature and seriousness of the breach warrant immediate dismissal?
 - 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:

- Failure to abide by one or more of VCMT's Policies
- Excessive tardiness or absenteeism
- Failure to maintain adequate academic progress
- Cheating on assessments or 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 behaviours 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 VCMT's [Computer Use and Wi-Fi Policy](#).

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 behaviours 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 this 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 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:

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

Appeals Process

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.

NOTE

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.

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 President within 7 days of the imposition of a disciplinary action or staff/administrative decision. The President 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 President'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 (<http://www.privatetraininginstitutions.gov.bc.ca/>).

VCMT PROGRAM EVALUATIONS

Student Feedback

Student feedback regarding VCMT's program and instruction is solicited informally through student/staff-initiated meetings, more formally through mid-point check-ins and 500/800 level exit interviews as well as through course/instruction evaluations conducted each term. This feedback can be collected through online surveys or as in-class pen-and-paper evaluations, providing data relating to students' educational experiences at VCMT. Results from these 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 such initiatives. 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 administration. It is VCMT's intention to continuously improve instructional quality and the student experience, and these evaluations allow students to reflect on their own learning in a manner that will bring positive change to the school community.

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 Clinic Manager) for immediate attention.

Annual Instructor Performance Reviews

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

CLINIC POLICIES

For detailed clinic protocols and practices, see Student Clinic Manual

Work Experience Policy

Introduction

As mandated by the College of Massage Therapists of British Columbia, students enrolled in the Registered Massage Therapy educational program are required to complete a minimum of 550 hours of practical training through VCMT's work experience program in the VCMT Clinic as well as off-campus Outreach placements. To meet this requirement, students are scheduled into a minimum of 622.5 hours of clinic/outreach training. This policy outlines the conditions within which VCMT students meet those requirements. VCMT's clinical placement program also fulfills the work experience requirement mandated by the Private Training Institutes Branch of BC.

Purpose

The purpose of this document is to define policy and to direct procedures and practices as they apply to VCMT's Clinic and Outreach programs.

Scope

This policy applies to all students enrolled in VCMT's Registered Massage Therapy training program. All students enrolled in the full-time RMT program are required to participate in Clinic and Outreach from levels 200 through 500 while part-time students participate in levels 300 through 800.

Policy

- 1. Placement:** Students will be scheduled into Clinic and Outreach shifts by the Clinic Office as outlined in the Student Clinic Manual. The Office takes responsibility for managing student work experience schedules to ensure that they meet or exceed the required number of hours at each level as well as the overall program requirements.
- 2. Outreach Agreements:** VCMT and Outreach host organizations will enter into a written agreement detailing each party's responsibilities as well as the activities the student will undertake during their Outreach shift. Students will function within the parameters of that agreement under the supervision of one or more Clinic instructors. Clinic and Outreach requirements will be communicated through the Student Clinic Manual as well as through clinic orientations at each program level (200-500 for Full-Time; 300-800 for Part-Time).
- 3. Evaluation Process:** Student performance within Clinic and at Outreaches will be evaluated by Clinic Instructors through an ongoing supervision process as outlined in the Student Clinic Manual.
- 4. Treatment:** Students will have their treatment plans assessed by the Clinic Instructor prior to providing treatment to a patient and may also be observed directly by the Clinic Instructor while treating the patient. Students will also receive a formal evaluation of their performance within each Clinic term, and the examiner will provide the student with a review of that performance.
- 5. Oversight:** The VCMT Clinic Office will be responsible for tracking the following:
 - Students' hours of attendance at Clinic and Outreach
 - Students' performance in relation to the learning objectives of the program as assessed by Clinic Instructors and Examiners.

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 reception area 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 book a massage for themselves. 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 in the interim.
- 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 behaviour 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.
- Students should avoid crowding the reception area 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.

STUDENT SUCCESS

Student Learning

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 for prospective students to get an idea of what it is like to give and receive massages, and what “a day in the life” of a student would be like. The workshops typically start on Friday evenings between 6:00 and 9:00 pm and then continue with 2 full days on Saturday and Sunday from 9:00 – 5:00 pm.

Student Participation

Students are expected to fully participate in all aspects of the program, including actively engaging in all classroom activities. Successful completion of the program will require periods of collaboration with classmates, recognizing that supporting other learners is of mutual benefit. Students are encouraged to ask course-related questions, seek additional help and engage in class discussions under the direction of the instructor who reserves the right to ask students to hold their questions and comments until a time that the instructor deems appropriate.

Student Support

In order to help set students up for success, VCMT makes a number of staff available for student consultation and support.

All members of faculty are available by appointment to discuss school-related items. Questions regarding tuition, attendance, the student contract and policies should 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/Outreach Placements

Through the internship component of the program, students will receive placements at various off-site 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 on a variety of topics related to business, finance, motivation, career planning, customer service etc. Guest speakers bring a wealth of knowledge and expertise and are often leaders in their respective areas. They do not directly represent VCMT, and their views and perspectives may not necessarily reflect those of VCMT, but it is important for learners to be introduced to the varying opinions that reflect the diversity of thought within registered massage and parallel/supporting industries.

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 will be 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 dismissed 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 they will connect you with the appropriate alumni.

Evaluations

VCMT's [Examinations and Assignments Policy](#) is structured to give students every opportunity to be successful in the classroom. For additional information, also review the [Late/Missing Assignments](#) section found in this student manual.

Meeting with Instructors

From time to time students may want to schedule a meeting with an instructor to discuss their performance in the classroom or perhaps review an evaluation. While students are encouraged to do so, they should recognize that the vast majority of VCMT Instructors are professionals with a private practice who may have limited opportunity to meet outside of their scheduled instructional days. Instructors will respond to emailed requests, but students should maintain reasonable expectations regarding response times and should also ensure that such conversations are respectful in tone and expectation.

Student Facilities

COVID-19 Modifications

Use of student facilities will be limited by the current COVID-19 protocols. Students entering any public campus space are encouraged to maintain physical distance of 2 metres and are required to wear a mask whenever physical distancing is not possible. Signage around the facilities will provide additional guidance.

Campus Hours

Students receive a key card which provides them with access to VCMT facilities starting at 7:30 a.m. and closing at various times during the week, depending upon the student clinic schedule. Students should check the clinic/classroom schedules for each semester to determine those school closing times. The VCMT Reception desk is staffed from 8:00 a.m. until the Clinic closes each day. The school is closed on Sundays.

Library

Students have access to additional reference materials through the VCMT Library. Books can be checked out through Reception during school hours.

Student Lounge

Due to COVID-19, student access to lounges is limited, and the lunch room is currently closed. 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 holding spoiled food will be discarded.

Lockers

Due to COVID-19, students currently do not have access to student lockers. Stay tuned for changes to this practice.

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 promptly to the VCMT office.

Classroom Tidiness and Personal Items

Classrooms are the students' educational home-away-from-home and need to be well cared for. 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 on 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 textbooks and personal items in your lockers and **DO NOT** leave them in the classroom. VCMT will not be responsible for missing textbooks or equipment. Please label all your books, equipment and belongings and be responsible for personal items and equipment.

Personal Jewellery

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

Preparing for the Profession

Employment Preparation

VCMT intends 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 professionals. 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 policies.

Providing and Maintaining a Hire Board

Current job leads are posted on our VCMT Facebook page and on our VCMT website. Students are reminded, however, 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 the profession. The RMT community has shifted 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) | • Bath towel full size | • 60-inch cloth measuring tape |
| • 2 double or twin-size sheets | • Hand towels | • Blood pressure unit |
| • 2 or more pillow cases | • Face towels | • Stethoscope |
| • 2 small cervical pillows | • Laptop/tablet/iPad | • Portable massage table |
| • Cotton face cradle covers | • Oil bottle holster with bottle | • Clinic attire |
| • Cotton blanket | • 12-inch goniometer | |
| | • Reflex hammer | |

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.

ELECTRONIC/DIGITAL DEVICES

Cell Phone Use

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 Wi-Fi

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, 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 Wi-Fi. Web use is currently monitored by our system administrator and student Wi-Fi 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.

Recording Policy

This Recording Policy applies to any students wishing to record instructional activities at VCMT.

This policy recognizes that:

- Instructors' lessons are proprietary and belong to VCMT. VCMT therefore retains control over the use and distribution of all recordings of those lessons.
- There are comments made and approaches taken in class which reflect the unique relationship between that instructor and those students; these can take on a different interpretation when removed from that particular relational context.
- A camera (and/or microphone) can only accommodate one perspective at a time, and an instructor's statement and/or approach may be in response to peripheral comments and actions that occur outside of camera range, providing misleading information about what was actually occurring in class.
- In some contexts, instructors demonstrate a technique which is a subjective choice, and having students record, learn and repeat only that technique undermines the requirement that students learn to apply critical thought to the application of those procedures
- Students may feel uncomfortable being recorded while receiving a demonstration treatment.
- Some instructors become nervous or guarded when being recorded, reducing the effectiveness of their overall instruction.

For this reason, VCMT requires that students wishing to record an instructional activity must adhere to the following conditions and limitations:

- No devices are to be used to record any audio, video, or other images in VCMT classrooms or other instructional settings without the express permission of the instructor, supervisor or VCMT administration.
- During a demonstration, permission should also be granted by the student receiving treatment.
- This policy is to be applied during formal classroom instructional environments as well as informal or casual settings.

- Students who are given permission by an instructor, supervisor or administrator to record an instructional segment are restricted to using the recording within the following parameters:
 - It must be for their own (or a classmate's) educational purposes only.
 - Students are prohibited from copying, distributing or posting the recording on social media platforms unless access is restricted to their current VCMT classmates only.
- Under no circumstances should recordings of any kind be made within the VCMT Clinic.

COVID-19 SAFETY PLAN

In response to the COVID-19 Pandemic, VCMT has created a comprehensive **COVID-19 Safety Plan** consistent with BC Ministry of Health's guidelines regarding virus transmission. This plan along with other virus-related protocols is available on the COVID Hub on Canvas.

APPENDICES

A. Student Attendance Policy

The VCMT Attendance Policy assumes that *all components of the RMT Program are essential*, including all course content and each instructional activity. This attendance 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 absence and primarily considers the educational cost of such absences. Currently, the policy also recognizes the unique challenges faced by students, staff and patients related to the health risks brought about by the COVID-19 pandemic.

Regulations

1.1 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 will be subject to deductions as laid out within the [Late Assignment Policy](#).

Students are not required to report a classroom absence unless they are exhibiting COVID-19 or flu-like symptoms as outlined in section [1.8 COVID Protocols](#) of this Attendance Policy. Students who will be missing an assessment are also required to provide notice as laid out in section [1.7 Medical Absences](#) of this policy. Attendance for each student will be tracked by each instructor, and the consequences for missed class will be applied as laid out in section 1.2.

1.2 Attendance Requirements: In order to receive full credit for a course, students must attend a minimum of 90% of classes and/or curricular activities, outside of absences resulting from a COVID-like illness. Failure to meet the 90% attendance threshold will result in the following consequences:

- 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 80% will receive a deduction of 5% in their grade as a result of falling 5% below the required 90% in attendance. Their final grade in the course would then be 82%
- 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 83% 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 80% 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.

1.3 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.*

- a) Arriving more than 20 minutes late for class is considered half an absence from class. Arriving more than 20 minutes late two times will be considered as one full absence

- i. 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”
 - b) 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
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 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.
 - a) **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:**
 - i. a detailed note from their doctor (or a COVID-19 test result) outlining the medical reason for their absence
 - ii. a completed “Application for Excused Absence” Form.
- 1.8 COVID Protocols:** Students who exhibit COVID- or flu-like symptoms are required to stay home from class and follow these protocols:
 - a) Email absent@vcmt.ca and communicate that they are experiencing COVID- or flu-like symptoms
 - b) Call 811 and report their symptoms*
 - c) Take a COVID-19 test
 - d) Remain at home until both of the following conditions have been met:
 - a. they receive a negative COVID-19 test result **and**
 - b. their flu-like symptoms have disappeared.

* If the 811 responder doesn't recommend a test, the student should inform them that they are a student in a health care professional program, and that they won't be allowed back onto campus without a negative test result. *Students who exhibit flu-like symptoms and don't get a test done will be required to quarantine off campus for a minimum of 10 days from the onset of symptoms.*
- 1.9 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:
 - b) Attendance information will be passed on to those agencies at their request
 - a) Students receiving student loans, *will have their attendance reported to Student Aid BC*, and may have their loan(s) withdrawn under the following conditions:
 - i. they drop below 60% attendance per week for 3 consecutive weeks
 - ii. they miss 20% of the program content
 - iii. they miss more than 10 consecutive days