

VCMT

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 that all students are treated fairly and to meet the requirements of the Private Training Institutions Branch and other regulating bodies. This Student Manual clarifies 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's lack of understanding or lack of awareness of the contents of this manual does not prevent the application of a policy nor an expectation that a particular procedure is followed.

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 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 meets the entry-to-practice requirements set by the College of Massage Therapists of British Columbia (CMTBC). The massage program encompasses just over 2500 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. The program is cumulative

with each course preparing students to build on their knowledge and advance to a higher degree of competency at the next level. It is expected that the average student will spend a minimum of 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 through in-class instruction, a few courses will be taught online.

Our goal is to prepare students with entry-level competencies as outlined in the College of Massage Therapists of British Columbia Inter-Jurisdictional Entry-to-Practice Competency Profile for Massage Therapists. We teach competencies as specified in the profile to prepare our graduates for successful, productive 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 patient conditions that fall within the scope of practice of a 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 professional 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 as required 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 – a foundational principle at VCMT.

Heart is the capacity and commitment to truly care for the profession and for patients. It means consistently demonstrating compassion, passion, integrity, mindfulness, and care. Upon graduation, the VCMT “Heart Award” is presented to one student from each graduating class to acknowledge their dedication and positive attitude throughout their time at the college.

Student Statement of Rights and Responsibilities

All students registered at VCMT have the following rights:

- The right to be treated fairly and respectfully by the institution;
- The right to a student enrolment contract that includes the following information:
- the amount of tuition and fees required to complete the program;
- VCMT’s refund policy;
- the requirements for participation in work experience and an outline of the geographic area where it will be provided;
- confirmation that the program is approved by PTIB.
- A signed copy of the contract;
- Access to dispute resolution protocols as outlined in the Student Conduct and Student Complaint policies;
- The right to lay a complaint without fear of retaliation resulting from the complaint;
- The right to make a claim to PTIB for a tuition refund* if:
- VCMT ceases to hold a certificate prior to the student’s completion of the approved program
- the student was misled about a significant aspect of the approved program.
- The student must file the claim within one year of completing, being dismissed from, or withdrawing from the program.

All students registered at VCMT take on the following responsibilities:

- Fully reading the contract prior to signing.
- Reading, becoming familiar with, and adhering to policies and practices as outlined within the *Student Manual* and *Student Clinic Manual*.

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:
 - Student Contract
 - Start and end date of the program
 - Tuition fees
 - 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

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

PTIB REFUND POLICY	
Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees
Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).	

Non-tuition Contract Amounts

- All registration fees are non-refundable.
- 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.
- Where a student withdraws or is dismissed from the program after receiving technical equipment from the institution free of charge:

- The student must return the equipment unopened or as issued within 14 calendar days; and
 - 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.
4. 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.
 5. Fees assessed for student record archiving are non-refundable once classes begin.

Settlement Terms

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's Director of Admissions assesses the skills, knowledge and overall readiness of candidates seeking admission into the massage therapy program. VCMT's PLA policy provides individuals who may have received significant instruction elsewhere with an opportunity to have their relevant learning assessed by the Director of Admissions and, if successful, counted as credit towards completion of the program.

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** toward program completion with students being required to complete the balance of their 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(s) for which they wish to receive credits. Once the transcript and course outline(s) have been approved by the Director of Admissions and/or Dean, the student may be required to write the final exam(s) used by VCMT to establish competency in the desired 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 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.

ADMINISTRATIVE 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:

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

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 BentallGreenOak, the managers of the property.

VCMT will assign a minimum of two staff to become trained in emergency procedures who will 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:
 - call 911 on the nearest phone
 - advise the fire department of the floor number (3) and location (300-1050 West Pender Street, Vancouver),
 - notify the fire department if they are in immediate danger
 - provide any other information that may assist an effective rescue
 - close any doors leading into the room or area they are occupying
 - 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

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

- Assistance monitors will be positioned in front of the elevators to assist individuals who require help in evacuating the building.
- Assistance monitors will seek out further help from staff or students should this be required.
- Assistance monitors and other helpers will guide disabled students or clients out of the building.
- Assistance monitors and helpers will lead disabled occupants to a meeting place or place of safety once they have exited the building.

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

In the event of an earthquake, during the shaking, occupants should:

- DROP to the floor under a desk, sturdy table or other piece of furniture;
- COVER their neck with one hand and arm;
- HOLD this position until the shaking stops.

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

- 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
- 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.

Communicable Disease Prevention Plan

Consistent with the Provincial Health Officer's *Statement for Employers* of June 17, 2021, VCMT has created a Communicable Disease Prevention Plan, guided by WorkSafe BC's [Communicable Disease Prevention](#) guidelines.

This plan contains a strategy for reducing the risk of communicable disease and contains additional protocols to be enacted when the risk of communicable disease spread is elevated through illnesses such as COVID-19, norovirus and the seasonal flu.

Understanding the Risk

Sr. Management will monitor and follow Public Health bulletins and orders, adjusting on-campus protocols to match the level of risk communicated by the Provincial Health Officer and local health agencies and communicate these protocols to staff and students.

Implementing Measures, Practices and Policies to Reduce Risk of Disease Transmission

VCMT will adopt the following practices to reduce the risk of disease transmission on campus:

- Request that staff and students remain home when exhibiting symptoms of a communicable disease, but return to campus when fever-free and well enough to resume normal activities.
- Where practical, classes may be broadcast over Zoom to allow the symptomatic individual to continue participating in their class(es) while at home.
- Encourage staff, students and patients to wash their hands regularly, provide hand-hygiene facilities to reduce transmission, and use signage to educate and remind all individuals to cover coughs and sneezes.
- Maintain a clean environment through routine cleaning practices consistent with CMTBC requirements and guidelines.

- Inform the VCMT community of local vaccine initiatives for vaccine-preventable illnesses.
- Adjust on-campus protocols to increase levels of safety as advised by Provincial Health and the CMTBC.

Communicating Practices and Protocols

VCMT will communicate its disease prevention measures as follows:

- Through signage, the website, and by email as needed, to ensure that staff, students and patients are aware of the measures VCMT is taking with regard to communicable disease transmission prevention.
- Be mindful of privacy and confidentiality issues as prevention measures are communicated and adopted.

Monitoring and Updating the Plan

- VCMT Sr. Management will evaluate the effectiveness of its protocols and update measures to reflect changing levels of risk.
- VCMT's Sr. Administrator will be tasked with conducting inspections and providing oversight to ensure that measures are being followed and maintained.
- VCMT will adjust the Communicable Disease Plan so that it remains in compliance with recommendations and orders from the Provincial Health Office and the BC Center for Disease Control.

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 RMTs 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 Regulations

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

VCMT requires all students to commit to regular attendance and active participation in all program activities. For this reason, students are required to take full responsibility for managing their lives and schedule in a manner that fulfils the educational goals of the program, including full participation in all classroom activities. The attendance policy removes responsibility from administration and staff to evaluate the reasons behind a student's attendance, and focuses on the educational cost of such absences. Students are expected to arrive in class on time and to be fully prepared to engage in the activities established for each session.

Mandatory attendance requirements, and the consequences for failing to meet them, are detailed within the [Attendance Protocols](#) section of this policy.

When students are unavoidably absent due to illness or other circumstances beyond their control, they are expected to take full responsibility for minimizing the educational impact of their absence through early, open communication with their instructor and/or VCMT Administration, and by acquiring any instructional components and/or materials they may have missed.

Attendance Protocols

- 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, recognizing that work missed as a result of an absence may not be accepted after the due date unless prior arrangements have been made with the instructor or VCMT Administration.
 - Attendance for each student will be tracked by each instructor during each class, and the consequences for missed class will be applied as laid out in Section 3, [Classroom Attendance Requirements](#) of this policy.
 - Students are not required to report a classroom absence, but may do so to inform the instructor that they will not be participating in class that day. They should also communicate directly with the instructor if they wish to observe the class over Zoom.
 - Students who miss an **assessment** are required to provide notice as laid out in Section 9 [Medical Absences and Exams](#) of this Attendance Policy.
- 2. Clinic Attendance and reporting:** Students missing a clinic shift should refer to the *Clinic Manual* for up-to-date clinic absence requirements.
- 3. Classroom Attendance Requirements:** In order to receive full credit for a course, students must attend a minimum of 80% of their academic classes (see [12. Academic Classes](#)) and 90% of their practical classes. Additionally, courses with fewer than 10 classes are also subject to an 80% attendance requirement (see [13. Shorter Courses](#)). This means that **students are provided a 20% illness/personal use buffer in academic/short course classes and a 10% illness/personal use buffer in practical classes.**
 - Failure to meet the required 80% or 90% attendance threshold will result in a 1% deduction from the final grade for each percentage point the student falls below 80% or 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 to rewrite an assessment to improve their grade as determined by the VCMT Dean.
 - 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 will be required to retake the entire course.
- 4. 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.
- 5. 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.
- 6. Clinic/Outreach Absences:** Refer to the *VCMT Clinic Manual*.
- 7. Course-Specific Attendance Requirements:** Instructors may set additional attendance requirements for their course. These will be communicated on the Canvas Syllabus for the course.
- 8. 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 and/or Dean to review their anticipated progress in the program. A medical note from the student’s doctor must accompany any request for accommodation.
- 9. Medical Absences and Exams:** Students who miss an exam **for medical reasons** may take the missed exam at the end of the term with no deduction if they provide the following within one week of the absence:
- a detailed note from their doctor* outlining the medical reason for their absence **and**
 - a completed “Application for Rewrite Exam” Form found on the Canvas Student Information Hub.
- * If the assessment is a quiz worth 7.5% or less of the term mark, writing the quiz is optional, and students aren’t required to secure a doctor’s note to rewrite the quiz but simply need to submit an “Application for Rewrite Exam” form. Students wishing to still write the quiz will do so on Rewrite Day as scheduled by the VCMT Dean.
- 10. Student Illness:** Students who are ill should stay home until they are well enough to carry on with normal classroom activities and are fever-free. Students may return to class with mild/declining symptoms if they have no fever, but must wear a mask 100% of the time while on campus and eat off campus distanced from others until any flu-like symptoms have fully disappeared.
- 11. 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

Classes with 80% Attendance Requirement

12. Academic Classes

The following courses are considered “academic” and are subject to an 80% on-site attendance requirement with ***students receiving a 20% illness/personal use buffer***. All courses not listed within ***Sections 12 or 13*** are subject to a 90% on-site attendance requirement with ***students receiving a 10% illness/personal use buffer***.

FULL TIME PROGRAM	PART TIME PROGRAM
FT100 Anatomy & Physiology	PT200 Anatomy & Physiology
FT200 Anatomy & Physiology	PT300 Anatomy & Physiology
FT200 General Pathology	PT300 General Pathology
FT200 Orthopedic Pathology	PT300 Orthopedic Pathology
FT300 Anatomy & Physiology	PT400 Anatomy & Physiology
FT300 Neurology	PT400 Systemic Pathology
FT300 Systemic Pathology	
	PT500 Neurology
FT400 Anatomy & Physiology	
FT400 Neurology	PT600 Anatomy & Physiology
FT400 Systemic Pathology	
	PT700 Neurology
FT500 Anatomy & Physiology	PT700 Systemic Pathology
	PT800 Anatomy & Physiology

13. Shorter Courses

The following courses are scheduled to be taught within fewer than 10 classes and are subject to an 80% on-site attendance requirement with ***students receiving a 20% illness/personal use buffer***. All courses ***not listed within Sections 12 or 13*** are subject to a 90% on-site attendance requirement with ***students receiving a 10% illness/personal use buffer***.

FULL TIME PROGRAM	PART TIME PROGRAM
FT100 Hydrotherapy (5)	PT100 Professional Development (9)
FT100 Professional Development (9)	
FT100 Therapeutic Exercises (7)	PT200 Hydrotherapy (5)
	PT200 Pain & Stress Management (4)
FT200 Joint Mobilizations (7)	PT200 Therapeutic Exercises (7)
FT200 Pain & Stress Management (4)	
	PT300 Joint Mobilizations (7)
FT300 Professional Development (8)	
	PT400 Professional Development (8)
FT500 Professional Development (8)	PT700 Professional Development (8)

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

Written examinations 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, short answers, paragraph 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.

To ensure that students are proficient in their practical skills, they must meet the following standards within practical courses at each level:

- Students must achieve a minimum grade of 75% or greater on the final OP exam to pass a practical course.
 - This is in addition to receiving a minimum of 75% on their final course grade.
- If a student's final OP exam grade is 65-74%,
 - they will have to complete a rewrite OP exam (even if their final course grade is 75% or higher) on Rewrite Day.
- If a student's final OP exam grade is 64% or lower,
 - they will fail the course and will need to repeat it (even if their final course grade is 75% or higher).

For further details and current updates, please refer to the [Course Repeat Policy](#).

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.

Instructor Expectations

- 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 questions or 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 [academic dishonesty](#) 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 and proceed to the next level, students must achieve a final mark of 75% or higher and meet all attendance and clinical placement requirements. In some upper level courses a passing grade of 75% on the final exam is required in addition to an overall final mark of 75% or higher.

Rewrite Exams

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 receive a passing grade in the course.
- The student's final recorded course mark will not exceed 75% if the student is rewriting the exam or writing a non-excused missed exam.
- Failure to achieve a final score of 75% after a rewrite will result in the student having to repeat the failed course in order to carry on in the program.

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.

Course Repeats

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

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](#))

Maximum Number of Repeats

It is VCMT's goal to maximize a student's opportunities for success. We intend to do so in a consistently fair and equitable manner, however, each situation will be evaluated on an individual basis by the Dean and/or other members of the VCMT management team and the strategies for success applied based on each student's individual circumstances.

Students will be given opportunities to repeat a maximum of 2 different courses during their time in the program. This means that ***a student who receives a failing grade in a 3rd course at any point in the program will not be allowed to repeat the course and will be removed from the program.*** Additionally, students may only repeat the same course once. This means that ***a student who receives a failing grade for the 2nd time in the same course will not be allowed to repeat the course and will be removed from the program.***

** Note that while every effort will be made to allow the 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's re-entry can't occur until a seat is available in a subsequent semester.*

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

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.***

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.

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;
- Being placed on Disciplinary Probation;
- A failing grade in 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
A	91-95%	Graduation Diploma
B+	86 -90%	Graduation Diploma
B	81-85 %	Graduation Diploma
C+	75-80 %	Graduation Diploma
C	70- 74	Letter of Completion of hours – no diploma

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

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

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 (repeat course due to unsuccessfully passing):

Total number of classes = _____ X **3.5 hours** X **\$17.50** + **\$250.00** administration fee.

Clinic internship A (supplement clinic internship with academic repeat course – if available):

Total number of clinic hours = _____ X **\$17.50** + **\$50.00** administration fee.

Clinic internship B (repeat clinic internship due to unsuccessfully passing a semester):

Total number of clinic hours = _____ X **\$17.50** + **\$50.00** administration fee.

Clinic internship C (need to complete remaining clinic requirements post graduation):

Total number of clinic hours = _____ X **\$17.50** + **\$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 not 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.

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.

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 (See [Appendix A](#) for full Sexual Misconduct Policy)

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.

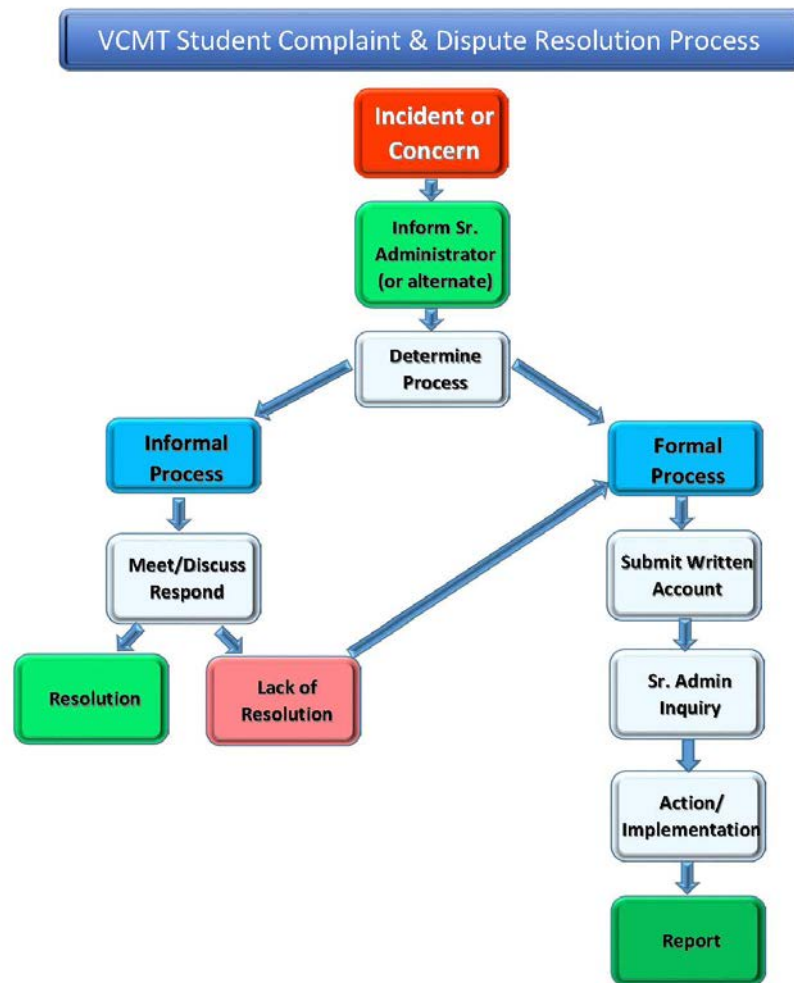
Interference with a Student Conduct Investigation

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 & Dispute Resolution

When a student encounters an incident involving a fellow student or a staff member 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 VCMT Administration in person or by email. In consultation with the 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

VCMT will deal with allegations of student misconduct in a procedurally fair, unbiased and timely manner. Complainants and respondents will be advised of the options available to them. Involved parties will be provided opportunities to support or defend their own positions.

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.

A student who makes or is otherwise involved in a complaint will not be subject to any form of sanctions or retaliation by VCMT as a result of laying the complaint.

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 a student 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.

Students who fail to comply with VCMT's conduct requirements will be required to meet with VCMT Administration. Students whose conduct breaches the Student Code of Conduct will be placed on Disciplinary Probation and have a letter outlining the conduct breach placed on their file. The letter will outline the student's code violation and lay out the conditions under which the student may continue in the program. Failure to comply with the conditions may result in future disciplinary action including dismissal 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 [Disciplinary Action](#) section of this manual.

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.

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 VCMT wants 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 various professions are invited to speak at VCMT on a range 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

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 curriculum-related reference materials and resources through the VCMT Library. Books can be checked out through Reception during school hours.

Student Lounge

A lunch room with fridges, microwaves and tables is provided for attending students – the area is not meant for clients or guests. *This is your room, so please ensure that the eating area and dishes*

are cleaned after use and that food isn't left in the fridge beyond the expiry date. Containers holding spoiled food will be discarded.

Lockers

Lockers are available to students in each classroom, in the student area hallway or in a designated area adjacent to the ground floor. Students are asked to bring 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, and is influenced by employment conditions external to VCMT.

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 at all times.

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 technological devices (including cell-phones) should be used in a manner that doesn't distract from the educational activities of the classroom. 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 in a manner that is not distracting to others, and personal calls must be made/taken from outside of the classroom.

Computer Use and Wi-Fi*

VCMT provides support media, online services and Internet access for instructional purposes during class-times and for student convenience during breaks. Unless an instructor has specifically asked students to do an internet search, students are to refrain from surfing the web during class – particularly for information that is unrelated to the course.

All computer use must be lawful and should conform to the mission, code of conduct and values of VCMT. Computer use should also preserve the integrity, reliability, availability and optimal performance of VCMT's computing service.

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, your classmates, etc).

Electronic media may not be used for transmitting, retrieving or storing communication that is offensive, threatening, illegal or contrary to VCMT policies and/or business interests. VCMT reserves the right to review a student's electronic files, messages and Internet use to ensure that computer services are being used in compliance with the Computer Use Policy. Violations of the policy may result in disciplinary action including, but not limited to:

- suspending the user from accessing VCMT computing services;
- suspending or expelling the student;
- reporting the violation(s) to law enforcement agencies
- taking further legal action against the student.

* View the full *Student Computer Use Policy* [here](#).

Recording Policy

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

APPENDICES

A. Sexual Misconduct Policy

1. Introduction and Purpose

Vancouver College of Massage Therapy is committed to creating a campus environment where individuals feel safe and supported. In that light, VCMT is committed to the prevention of and appropriate response to all forms of sexual misconduct. Consistent with the *Sexual Violence and Misconduct Policy Act*, this Sexual Misconduct Policy clarifies expectations of conduct within College-related environments and outlines the processes by which instances of sexual misconduct involving a member of the VCMT Community can be disclosed/reported and will be responded to. VCMT commits to dealing with complaints and reports of sexual misconduct through investigative processes and adjudication that follow principles of procedural fairness.

2. Scope

The rights and responsibilities outlined here apply to all VCMT students, staff, faculty and management while they remain enrolled in or employed by the College.

- 2.1. This policy applies, but is not limited to 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.
- 2.2. VCMT reserves the right to respond to alleged violations of this policy that occur outside of the scope of Subsection 2.1 to the degree that the incident:
 - Negatively affects one or more current students or staff;
 - Occurred through connections or relationships created at VCMT.
- 2.3. The Sexual Misconduct outlined in this policy extends to other users of and visitors to VCMT. VCMT reserves the right to take necessary reasonable action against users and visitors to ensure the safety of the community and the integrity of VCMT and its program.

3. Policy Statement

- 3.1. VCMT will not tolerate sexual misconduct toward any members of the VCMT community including students, patients, faculty, staff and administration.
- 3.2. VCMT will prioritize the prevention of sexual misconduct and incorporate procedures which inform students, patients, staff and administration of its position on sexual misconduct.
- 3.3. In response to complaints and/or reports of sexual misconduct, VCMT Administration commits to:
 - Encouraging immediate disclosure by those who have knowledge of or have witnessed incidents of sexual misconduct;
 - Responding promptly to all complaints and reports of sexual misconduct;
 - Ensuring that all parties involved are treated with dignity and respect;
 - Taking reasonable steps to ensure the safety of the campus community after being informed of an incident;
 - Maintaining an appropriate level of confidentiality and privacy for both the victim and alleged perpetrator.

4. Definitions

- 4.1. Complainant:** an individual who discloses an alleged case of sexual misconduct by laying a complaint or submitting a report.
- 4.2. Complaint:** a disclosure of sexual misconduct where the victim chooses to tell someone of an incident of sexual misconduct in order to seek support but may not want to submit a formal Report.
- 4.3. Report:** a formal notification of an incident of sexual misconduct to VCMT Faculty or Management accompanied by a request for action. The Report will be written, but may be submitted by email.
- 4.4. Respondent:** an individual who is accused of committing an act of sexual misconduct.
- 4.5. Sexual Misconduct:** includes any unwanted act – physical, verbal or psychological – carried out through sexual means or by targeting sexuality. There is a spectrum of non-consensual sexual contact and behaviours including – but not limited to - the following:
- sexual assault;
 - sexual violence
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons without the consent of the person in the photograph or video with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct;
 - the threat to commit an act of sexual misconduct.
- 4.6. VCMT Community:** includes any students, patients, staff or administration directly enrolled, treated by or employed by VCMT.

5. Processes and Procedures

- 5.1. Roles and Responsibilities:** The **Sr. Administrator** will be responsible for implementation of this policy. The Sr. Administrator, Dean, Clinic Manager and/or designate(s) will direct any investigations of sexual misconduct, with sensitivities regarding the gender of the complainant and/or respondent taken into consideration when forming an investigative team.
- 5.2. Sexual Misconduct Prevention:** Awareness and education is foundational to preventing sexual misconduct, and to that end, VCMT will communicate key components of this policy within the following environments:
- VCMT will initiate an information-focused dialogue around sexual misconduct during the application process by outlining the key elements of this Sexual Misconduct policy with students who are accepted into the program.
 - The Sr. Administrator will reinforce VCMT's approach to sexual misconduct by reviewing the Sexual Misconduct policy's definitions and key policy components at the new student Orientation. The complaint and reporting processes will be outlined at that time.
 - Definitions and consequences of sexual misconduct within the RMT profession will be introduced and reinforced through Professional Development classes within the RMT program and reinforced throughout Clinic Internship.
 - This policy will be posted on the VCMT website and will be available to students, faculty, staff and administration on the Canvas learning management system.

- The “**Sexual Misconduct Complaint/Report Flow Chart**” will be posted in each classroom and the clinic Sign-off room.

5.3. Disclosures/Complaints and Reporting Processes

- Complaints
- All members of the VCMT Community are encouraged to immediately disclose cases of sexual misconduct that they have knowledge of or have witnessed.
- Any member of the VCMT Community may bring forward a complaint regarding sexual misconduct by bringing it to the attention of VCMT administration, staff, faculty or a fellow student.
- At the discretion of the complainant, the disclosure may be verbal, written or communicated by email.
- The complainant will determine what will be disclosed to the investigator or authorities.
- The complainant will independently determine whether to file a more formal report to VCMT Administration or to contact police, recognizing that imminent risk to others may obligate them to report an incident to the proper authorities.
- Reports
- Any member of the VCMT Community may submit a formal report regarding sexual misconduct.
- The complainant should document the incident by completing the “Sexual Misconduct Report Form”, although the initial submission may also be another type of written account communicated in paper form or by email.
- The complainant will determine what will be disclosed in the report.
- The complainant will normally submit the report to the Sr. Administrator, but may choose to present it to the Clinic Manager or Dean or other member of the VCMT Administrative team.

5.4. Response Procedures: VCMT will respond promptly and appropriately to disclosure of an incident of sexual misconduct. The response will vary depending on the nature of the incident and will include the following elements and/or steps as pertinent to the case:

- A supportive, caring response from VCMT administration;
- Steps to ensure the safety of the complainant;
- Steps to ensure the safety of the campus community;
- Contact information for law enforcement, medical care, mental health; services and other professional support services as required/appropriate;
- A description of VCMT-specific processes and resources;
- An outline of VCMT’s investigative process.

5.5. Investigative Process

- a) **Complaint:** At the discretion of the complainant, the disclosure may be verbal, written or communicated by email. The investigative process will be informal, with the Sr. Administrator or designate acquiring background information from the complainant and respondent including details related to the following:
- Date/time of the alleged incident;
 - Name/identity of the respondent or alleged perpetrator;
 - Summary of the incident;
 - Names of witnesses to the event(s);
 - Suggestion(s) for resolution of the issue.

The goal of the investigator will be to mediate a resolution between the affected parties that includes:

- Ensuring that the complainant’s disclosure/allegation of sexual misconduct is clearly heard and understood;

- Ensuring that the complainant is fully informed of their options within VCMT’s Sexual Misconduct policy, including the option of submitting a formal report and/or involving law enforcement;
 - Ensuring that the complainant feels fully supported by VCMT Administration throughout the process;
 - Ensuring that the complainant has opportunity to receive external support, should that be required;
 - Ensuring that the respondent is fully aware of the allegations made against them;
 - Ensuring that the respondent is provided an opportunity to respond to the allegations;
 - Striving to make the process collaborative/educational rather than adversarial;
 - Reinforcing to the complainant and respondent that sexual misconduct is a serious offense and is completely and categorically unacceptable;
 - Educating the respondent of the consequences of their action(s);
 - Fashioning a resolution that is satisfactory to the complainant and reasonable for the alleged perpetrator.
 - Ensuring that both affected parties feel that the process has been impartial and fair.
 - Ensuring that the complainant is aware throughout the process that they can change their mind and initiate a formal investigation by submitting a report or by involving law enforcement.
- b) **Report:** A report of sexual misconduct is submitted in writing* through completion of the “Sexual Misconduct Report” form or other written format, and initiates a formal investigation headed by the Sr. Administrator or designate involving at least one or more additional investigators. The goal of the investigative team will be to fully investigate the allegation of sexual misconduct with the intention of taking action as a result of the investigation, although the investigators may decide to turn the investigation over to law enforcement. The written submission by the complainant should contain the following information:
- Report submission date
 - Date/time of the alleged incident
 - Name/identity (student, staff, etc.) of the complainant
 - Name/identity of the respondent or alleged perpetrator
 - Summary of incident
 - Names of witnesses to the event
 - Signature of complainant

* Note that the complainant may submit the report verbally, with the Sr. Administrator or designate documenting the submission in writing.

An investigation of a report will adhere to the following commitments:

- The complainant will be informed of the investigative options open to them including turning the matter over to law enforcement.
- The investigative team will seek to ensure a prompt, fair and impartial investigation and resolution, employing any of the following investigative tools:
 - Collecting and reviewing documents that may contain relevant information;
 - Interviewing individuals, including witnesses, who may have relevant information;
 - Conducting additional interviews with the complainant and respondent;
 - Consulting with other members of the VCMT Community as necessary to the investigation;
 - Consulting with external professionals (lawyers, medical practitioners, law enforcement, etc.) as necessary to the investigation.
- The complainant may withdraw the report, although VCMT reserves the right to continue with an investigation and may act on the matter upon completion.

5.6. Procedural Fairness: Any member of the VCMT Community has the right to lay a complaint or submit a report without fear of reprisal. The VCMT Senior Administrator or designate is responsible for initiating a procedurally fair investigation of complaints related to student, faculty, administration or staff sexual conduct*.

- VCMT will deal with allegations of sexual misconduct in a procedurally fair, unbiased and timely manner. Complainants and respondents shall be advised of the options available to them.
- Respondents will be provided with reasonable notice and full details of the allegations levied against them.
- During an investigation, the involved parties shall be accorded reasonable opportunity to respond to information which will be utilized in determining a finding that sexual misconduct, as defined by this policy, has or has not occurred.
- For a complaint or report to be considered under this Policy, it is recommended that it be submitted within 90 days of the date of the last alleged incident of sexual misconduct. If the complainant submits reasonable cause for an extension to the 90 day limit, the Senior Administrator will grant such an extension.

* While the respondent will be accorded procedural fairness, VCMT will pay close attention to and respond judiciously in cases where making the perpetrator aware of the complaint of report could result in further harm.

5.7. Confidentiality and Information Sharing: While VCMT Administration will carefully consider any request for anonymity, a fair and open process may require that the complainant's and/or respondent's identity be revealed. This will be done in consultation with the complainant, and will always be consistent with the Personal Information Protection Act requirements. A complainant's and/or respondent's privacy/confidentiality may be contravened under the following conditions:

- When there are grounds to believe that an individual is at risk of significant self-harm;
- When there are grounds to believe that there is risk of harm to others;
- When disclosure is necessary to ensure procedural fairness;
- When reporting is required by law.
- Documentation made in relation to investigations will be collected and stored according to VCMT's *Student Records* and *Privacy* policies.

5.8. Accommodations:

VCMT will create accommodations for students where an investigation determines that they are the victims/survivors of sexual misconduct and require support to meet program requirements. These accommodations may include any of the following, as pertinent:

- Assignment due date extensions;
- Deferred exam dates;
- Alternate means of showing competence.
- Such accommodations will not extend to removing program requirements or lowering academic or performance standards for a victim/survivor.

5.9. Interim Measures: In order to protect the health and safety of a complainant and the VCMT Community, VCMT reserves the right to remove an alleged perpetrator from a class, the VCMT clinic, or the VCMT campus while an investigation takes place, ensuring that procedural fairness and applicable laws are followed.

5.10. Community Response

Members of the VCMT Community may receive a disclosure of sexual misconduct. It is important that they provide an appropriate response, which would include the following elements:

- Listen without judgement

- Help identify and/or access available on or off campus support services such as law enforcement, emergency medical care or counselling.
- Respect the right of the individual to choose the services they need
- Respect the right of the individual to choose whether to formally make a complaint or report to the institution or police.
- Recognize that disclosing can be traumatic and the ability of an individual to recall events may be limited
- Respect the right of the individual to choose how much they decide to disclose about their experience.
- Make every effort to respect confidentiality and anonymity.

* The preceding guidelines for Community Response will be posted throughout campus alongside the **“Sexual Misconduct Complaint/Report Flow Chart”**.

5.11. Resulting Action(s)

- a) **Response to a Complaint:** After an investigation involving a complaint, VCMT will communicate the following to both the complainant and the respondent:
 - A summary of the investigative findings;
 - A rationale for the findings;
 - A summary of actions taken;
 - Recommendations for further steps/action.
 - The communication may be informal and may be either verbal or written.
- b) **Response to a Report of Sexual Misconduct:** After an investigation involving a report, VCMT will communicate the following to both the complainant and the respondent:
 - A summary of the investigative findings;
 - A rationale for the findings;
 - A summary of actions taken;
 - Recommendations for further steps/actions.
 - The communication will be a formal written document, a copy of which will remain in VCMT’s Confidential drive.
- c) **Actions Taken:** An investigation into sexual misconduct may result in action being taken by VCMT against a perpetrator, including, but not limited to any of the following:
 - Temporary suspension from a class;
 - Temporary suspension from campus and all school activities;
 - Permanent expulsion from VCMT;
 - Further legal action.

B. Student Computer Use Policy

Introduction

To facilitate student learning, Vancouver College of Massage Therapy provides students with access to instructional support media, online services and Internet access while students are on campus. Although students are encouraged to make full use of these products, they should keep in mind that electronic media and online services provided by VCMT are company property and are to be used for their intended purpose.

Purpose

The purpose of this document is to define policy and to direct procedures and practices as they apply to the use of computing services at VCMT. The policy establishes that:

- a) all computer use must be lawful and should conform to the mission, code of conduct and values of VCMT;
- b) computer use should preserve the integrity, reliability, availability and optimal performance of VCMT's computing service.

Definitions

- a) **Computing Services:** all computing and electronic communications resources and products owned, licensed, maintained or subscribed to, managed, or maintained by VCMT both on or off VCMT property.

Scope

This Policy applies to VCMT students who make use of online services and VCMT-created media products while on VCMT's campus or off.

Policy

Student Access

Access to the VCMT computing services will be provided to students based on operational need and may be revoked at the direction of the VCMT Dean or other member of the VCMT management team.

Prohibited Communication

Electronic media may not be used for transmitting, retrieving, or storing any communication that is:

- discriminatory or harassing;
- derogatory to any individual or group;
- obscene, sexually explicit or pornographic;
- defamatory or threatening;
- in violation of any license governing the use of software;
- in any way illegal or contrary to VCMT policy or business interests.

Appropriate Use

- a) Computers, electronic media and Internet services are provided by VCMT for classroom- and clinic-related purposes only*. Students should limit their use of computing services to initiatives that enhance their learning and improve their performance on classroom assignments and other schoolwork.

* Note: Students may still use the computing services for incidental personal use, provided such use does not violate any other provisions in this any other VCMT policy.

- b) Students may not use VCMT computing services in ways that are likely to compromise the effective functioning of the system including:
 - a. unnecessarily causing network congestion;
 - b. hampering the ability of other people to access and use the system;
 - c. creating or propagating viruses;
 - d. disrupting services;
 - e. damaging files;
 - f. illegally downloading material;
 - g. intentionally damaging equipment, software or data belonging to VCMT.
- c) Students must respect the confidentiality of other individuals' electronic communications. Except in cases where explicit authorization has been granted by VCMT management, students are prohibited from engaging in, or attempting to engage in:
 - a. Monitoring or intercepting the files or electronic communications of other students or third parties;
 - b. Hacking or obtaining access to systems or accounts they are not authorized to use;
 - c. Using other people's log-ins or passwords;
 - d. Breaching, testing, or monitoring computer or network security measures.
- d) No e-mail or other electronic communications may be sent using VCMT computing services that attempt to hide the identity of the sender or represent the sender as someone else.
- e) Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

VCMT's Right to Access

VCMT reserves the right to review a student's electronic files, messages and Internet use to the extent necessary to ensure electronic media and services are being used in compliance with the law and VCMT's values and policies. To that end, VCMT routinely gathers logs for Internet and other electronic uses for the purpose of:

- a) cost analysis and resource allocation;
- b) optimum technical management of information resources;
- c) detecting patterns of use that indicate whether students are violating VCMT policies or engaging in illegal activity.

Students should not assume that electronic communications are completely private and should use other means to transmit sensitive information that they wish to keep confidential.

Violations

Violations of the *Student Computer Use Policy* may result in disciplinary actions including, but not limited to:

- a) suspending the user from accessing VCMT computing services;
- b) suspending or expelling the student;
- c) reporting the violation(s) to law enforcement agencies
- d) taking further legal action against the student.