

West Coast College of Massage Therapy



Student Manual

Introduction to Massage Therapy Program

January 2016

POLICIES:

1.0	TUITION REFUND POLICY.....	1
2.0	HEALTH & SAFETY – POLICIES AND PROCEDURES.....	1
3.0	STUDENT GRIEVANCE AND DISPUTE RESOLUTION POLICY.....	4
	A <i>Student Grievance and Dispute Resolution Appeal Form</i>	5
	B <i>Concerns/Complaints Recording Form</i>	7
4.0	ACADEMIC MARKS/GRADE APPEAL POLICY.....	8
5.0	WITHDRAWAL AND RE-ADMISSION POLICY.....	8
6.0	SUSPENSION AND EXPULSION POLICY.....	10
7.0	ADMISSIONS POLICY.....	10
8.0	ATTENDANCE POLICY.....	14
9.0	LANGUAGE ASSESSMENT PROFICIENCY POLICY AND PROCEDURE.....	15

1.0 TUITION REFUND POLICY

1.1 Refund policy for students:

Refunds before the program of study begins:

1. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$15.
2. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of the total tuition only due under the contract to a maximum of \$30.
3. Subject to subsection 6 (a) (1) above, if written notice of withdrawal is received by the institution less than thirty (30) days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$60.

2.0 HEALTH AND SAFETY - POLICIES AND PROCEDURES

2.1 Reason for Policy and Procedures

WCCMT has an ethical as well as a legal responsibility to provide a safe and healthy environment to its employees, instructors, and students. In addition, WCCMT strives to achieve overall awareness from all members of its community concerning the development, implementation, monitoring, and reviewing of all safety procedures. As safety standards may change from time to time, WCCMT 's Management Committee has in place a subcommittee that reviews and revises policies as necessary to ensure occupational injuries and illnesses are minimized or prevented.

2.2 Policy and Procedure Statement

WCCMT shall follow the guidelines as set out by the Canadian Centre for Occupational Health and Safety (CCOHS), [online resource] as well as the Manual on Fire Safety Plan and Other Emergencies (MFSPOE), so far as reasonably practicable, to carry on the operations of the College, while all measures shall be taken to prevent and minimize injuries and illnesses.

2.3 Resources

WCCMT is strictly committed to these guidelines and will work to achieve the objectives set out in this policy. For detailed and comprehensive information regarding the specific guidelines set out by the WCCMT Policy, please refer to

- The Manual on Fire Safety Plan and Other Emergencies (MFSPOE) – located in the office of the Practical Education Advisor.
- The Manual of the Guidelines set out by the Canadian Center for Occupational Health and Safety. [online resource @ www.ccohs.ca]
- WCCMT Staff Manual
- WCCMT Student Orientation Manual

2.4 Application and Implementation

The successful application and implementation of this policy will be achieved by everyone within the WCCMT community, exercising their individual and collective responsibilities for health and safety as follows:

i. The Director of Operations, the Co Senior Educational Administrator, the Practical Education Advisor, the Co Clinic Managers and Administrative Managers, WCCMT will ensure the application of the policy by:

- The creation and development of the Health and Safety Policy specific to the environment of the College all the while strictly adhering to the guidelines set out by the Canadian Centre for Occupational Health and Safety as well as the Manual on Fire Safety Plan and Other Emergencies.
- Providing access to and instruction of the policy for all employees, instructors, and students, as well as supporting its awareness and training on a continual and constant basis.
- Establishing a Health and Safety Committee to monitor, review, and revise the policies and procedures when and if necessary.
- Ensuring that regular inspections of the facilities, work stations, and equipment are performed and derive remedial action plans accordingly.
- Ensuring that supervisors and managers, directly under their specific areas are knowledgeable about the policies and assist in furthering the promotion of a positive health and safety culture.

ii. The Educational and Administrative Managers will ensure the application of the policy by:

- Formulating specific rules and safety procedures for activities falling under their areas of supervision, in accordance with the College's Health and Safety Policy.
- Ensure that all employees directly under their supervision are made aware of the safe and healthy practices and that each and every employee follows these procedures as set out in the policy.
- Provide adequate training and skills set in the safe use and operation of equipment within the facilities.
- Prompt intervention and implementation of safety procedures when an injury, illness, or hazardous condition arises.
- Immediate and direct reporting of the incident and persons involved, in its entirety to the Director of Operations, Campus Director Victoria, the Co Senior Educational Administrator, the Practical Education Advisor, the Clinic Manager who will then in turn ensure proper investigative and remedial procedures in accordance with the guidelines set out in the Policy.

iii. The Instructors, Teaching Assistants, and Clinic Supervisors, WCCMT will ensure the application of the policy by:

- Ensuring self-awareness of the procedures set out in the policy as well as use of reasonable care so as to protect the health and safety of themselves, their colleagues, and students (refer to staff manual)
- Taking a proactive role in practicing and promoting safe and healthy work habits.
- The immediate direct reporting of any injury, illness, or hazardous condition to the appropriate supervisor or manager.

iv. The students of the College will ensure the application of the policy by:

- Ensuring that all student body members are aware of the policies and procedures regarding safety and health.
- Ensuring that all student body members are aware of the health and safety resources available to them. (First aid, hazardous materials cleanup, emergency protocols and equipment) and ensuring all

- students employ the use of due diligence and proper care when using equipment or facilities – refer to student manual.
- Ensuring all student body members contribute to the promotion and continuance of a positive safe and healthy culture.
- Ensuring that any concerns or questions from students, regarding any or all aspects of the health and safety policy and procedures are given due opportunity for discussion and revision to the Management Committee and/or Safety Committee.
- Immediate and direct reporting of all incidences, public illnesses, injuries, accidents or any other emergencies to the appropriate supervising instructor, clinician, or teaching assistant.

2.5 Accountability

Directly supervising and adjudicating any concerns regarding health and safety at the College, is the Health and Safety Committee which is a subcommittee of the Management Committee. The Health and Safety and Management Committees consist of the following members: Director of Operations, Victoria Campus Director, Executive Director of Operations, (Victoria) the Co Senior Educational Administrator, the Practical Education Advisor, the Co Clinic Managers, the Manager of Student and Facility Services, the Admissions Coordinator and the Faculty Representatives.

2.6 General Guidelines

- a. All responses, reporting, and investigation of fire, natural disasters, hazardous materials, and other emergencies shall follow the protocols and procedures set out in the Manual on Fire Safety Plan and Other Emergencies.
- b. All responses, reporting, and investigation of illness, injuries, accidents, and other health and safety issues shall follow the protocols and procedures set out by the Canadian Centre for Occupational Health and Safety.
- c. All clinic supervisors shall have current CPR and Basic Level First Aid training; a member of the Safety Committee with current training on CPR and basic level First Aid shall always be present on campus at all times.
- d. Fire drills performed annually and senior level management shall ensure awareness, competency, and currency training of all full time faculty and administration.
- e. Fire Safety Plan inspection every 3 years.
- f. Training and Instruction of Emergency Procedures and Fire Safety for all new staff and faculty.

2.7 Review:

- i. Formal review of the Policy will be conducted every three (3) years. The next scheduled review date for this policy is: **December 2019.**
- ii. In the interim, this Policy may be revised or rescinded if
 - (a) the Health and Safety Committee deems necessary or
 - (b) the relevant municipal, provincial, or federal bylaw is revised or rescinded.
- iii. If this policy is revised or rescinded, all necessary changes to relevant manuals will be updated accordingly as well as concomitant training to staff, instructors and senior management.

3.0 STUDENT GRIEVANCE AND DISPUTE RESOLUTION POLICY

This policy applies to grievances or disputes that may arise between students and other students, instructors or other staff members. This may encompass a wide range of problems including, but not limited to, such concerns as personality conflicts, inappropriate behavior, complaints concerning teaching and courses, and complaints regarding student conduct within or in respect to the College.

1. The Management Committee deals with grievances involving students and staff. This Committee includes the Director of Operations, the Co Senior Educational Administrator, the Practical Education Advisor, the Co Clinic Manager, a Faculty Representative, the Admissions Coordinator, the Marketing and Admissions Operations Officer and the Manager of Student and Facility Services. In the event that the person who is the object of a complaint is a member of the Management Committee, that person will be temporarily replaced until that particular grievance has been settled.
2. All grievances must be presented to the Management Committee utilizing the Student Grievance/Appeal Form (on the following page) provided by the College for this purpose and forwarded to the Chair of the Management Committee (Nadia Baran, Director of Operations).
3. The grievance or appeal will be reviewed by the Chair of the Management Committee who will determine if the grievance or appeal meets the condition of valid grounds. If it fails to do so the person submitting the grievance or appeal will be notified within 24 hours that this is the case and that the Management Committee will not be considering their appeal.
4. In the event that the grievance or appeal provided meets the criteria of valid grounds the appeal will proceed to the Management Committee and a meeting with the Management committee will be scheduled for as for as soon as reasonably possible. But in no instance will this be more than two weeks later than the submission of the grievance or appeal.
5. The person or persons involved in presenting the grievance must be identified by name. The Management Committee will guarantee and protect confidentiality of identity if requested to do so by any person(s) involved in presenting a grievance to the Management Committee. Should the grievance be presented on behalf of a class, the Class Representative must submit it in his/her official capacity, together with information as to how consensus was obtained and what proportion of the class is in agreement with the grievance.
6. The Management Committee will gather any relevant information or facts the Committee may require and conduct whatever further investigation of the circumstances concerning the grievance that may be deemed necessary to adjudicate it.
7. The person or persons presenting the complaint will have an opportunity to personally present their grievance to the Management Committee and to address any questions or inquiries of the Management Committee regarding the complaint.
8. The Management Committee will consider all the facts and information pertaining to the grievance and will reach a decision by consensus vote on the outcome of the complaint.
9. The person or persons presenting the grievance will be informed of the Management Committee's decision personally at the Management Committee meeting.
10. The decision of the Management Committee will also be communicated in writing to the person or persons presenting the grievance within 48 hours of the actual Management Committee meeting.
11. The decision of the Management Committee is final and binding on all parties.

A. Student Grievance and Dispute Resolution Appeal Form



Student Grievance and Dispute Resolution Appeal Form

This form must be completed, typed and not handwritten, in order to ensure that it is legible and provides a professional caliber recording document.

Date: _____
Student Name: _____
Term/Class: _____

I am forwarding this complaint/appeal only after I have tried to resolve this issue by, first of all, addressing it with the instructor involved (if the issue pertains to my academic, practical or clinical performance) and subsequently, with the Senior Educational Administrator/Practical Education Advisor if I have been unable to resolve my concern with the instructor.

I am attaching with this grievance/appeal, written confirmation from the instructor and department head (**Form A** below) verifying that I have met with them and attempted to resolve this concern with them before proceeding to submit a grievance/appeal to the Management Committee.

I am forwarding this grievance/appeal no later than two weeks following the matter about which I am grieving/ appealing, occurred.

Describe your grievance/appeal. Your description should include the following:

The incident itself, (What happened: provide facts and dates). In the event of an appeal, describe clearly what you are requesting from the college i.e., an exemption to school policy, provision of a supplementary examination, etc. If you require more space here to describe your grievance and appeal, then please attach a separate, typed letter to this document.

When the incident occurred

With whom and when did you try to resolve this grievance

The outcome of your efforts to resolve this outcome with the instructor or department head. Please attach any documentation provided to you in this regard.

If there is a specific College Policy which applies in this instance, please explain why we should provide you with an exception to the policy. In other words, what are your valid reason(s) for our considering making an exception in your case? Please remember that we are looking for exceptional circumstances, not the ordinary circumstances that most students typically have to cope with i.e., minor illness, financial, distress, personal or family problems, stress and anxiety related to the program, etc.

If your valid reason is related to a major illness please provide documentation to that effect from an appropriately designated healthcare professional (Medical Doctor, Psychiatrist, etc.)

Signature of Student

Date

B. Concerns/Complaints Recording Form



Concerns/Complaints Recording Form

To be completed by Instructor or Department Head who will be addressing the concern/complaint and copied to the Director of Operations.

Date issue brought to Instructor (dept. heads attention): _____

Class: _____

Name of individual bringing concern: _____

Concern(s)/complaint(s) raised:

Rationale/explanation provided by Instructor (Department Head):

Resolution required if applicable:

**Signature of student providing
concern(s)/ complaint(s):**

**Signature of Instructor (Department)
addressing concern(s)/complaint(s):**

4.0 ACADEMIC MARKS / GRADE APPEAL POLICY

A passing grade of 70% or greater is required for all courses at WCCMT. In no instance will WCCMT alter a failing grade including a borderline failing grade i.e. 68, 69% to a passing grade. All students must achieve a passing grade of 70%.

The College will not under any circumstances alter a failing grade for any reason nor will the College provide any student with a supplementary examination upon course failure for any reason.

Any student may, however, appeal a course mark or failing grade if they believe an error has been made in the calculation of their grade or in the case of a subjective assessment process that the process has been unfair or biased in some way. Such an appeal must originally be made to the course instructor involved.

If the course instructor cannot resolve the issue to the student's satisfaction he/she may forward a subsequent appeal in writing to the Senior Educational Administrator/ Practical Education Advisor responsible for the course involved. He or she will review the appeal, conduct an additional clerical review and in the instance of a subjective assessment review the instructors notes of the subjective assessment process and determine whether or not an error has been made in calculation and/or in the subjective assessment and revise the mark or grade accordingly if justified. The Senior Educational Administrator/Practical Education Advisor's decision with respect to any mark or grade appeal is definitive.

This means that course grade failures cannot be appealed to the Management Committee. Once a decision has been made by the Senior Educational Administrator/Practical Education Advisor that decision is final and binding.

5.0 WITHDRAWAL AND RE-ADMISSION POLICY

It is the student's responsibility to notify administration immediately if they intend to withdraw from the program. The letter of withdrawal must be dated and include the student's name, student number and reason for withdrawal.

Upon receipt of a written notice of withdrawal Student Services will notify the Senior Educational Administrator/Practical Education Advisor and arrange a meeting with the student and at least one of the Education Advisors as well as the Student Services representative. The purpose of the meeting is to discuss the reason for withdrawal as it relates to educational and administrative services offered by the College.

Following completion of the withdrawal interview the file is processed according to the College Refund Policy and a letter is issued to the student depending on the applicable contract clause. In cases where a tuition refund is owing the refund is issued with the final withdrawal letter from the College. In case of withdrawals where tuition is owing the student receives a withdrawal letter including payment options, and where no tuition is owed, the student receives a withdrawal letter confirming that their account is at a zero balance.

5.1 Withdrawing from the Program

It is the student's responsibility to notify the Administration *in writing immediately* if they are withdrawing from the program.

a. Re-Admission Following Voluntary Withdrawal

Applicants who have withdrawn voluntarily compete for available spaces on an equal basis with all other applicants for admission or re-admission. A completed application form, letter and a \$100 administrative fee must be received before your application will be considered. If withdrawal occurred prior to successfully completing the last term for which the applicant was registered, the entire term must be repeated. Program changes may require that certain prerequisites be met prior to full time re-enrollment. The full amount of the current tuition for the term of re-enrollment will apply.

b. Re-Admission Following Withdrawal for Medical Reasons

Withdrawal for medical reasons must be documented in writing and signed by the student's physician. A letter from the student's physician will be required prior to re-admission stating that it is the opinion of the physician that there are no health reasons why the student will not be capable of completing the program. A completed application form, letter and a \$100 administrative fee must be received before your application will be considered. Priority for available space may be given to these applicants.

c. Re-Admission Following Failure to Achieve Educational Standards

These applicants compete for available spaces with all other applicants for admission or re-admission following voluntary withdrawal or suspension. A completed application form and letter must be received before your application will be considered. Available spaces are allocated on the basis of projected likelihood of success in achieving the educational standards through to completion of the program and suitability to the profession of massage therapy. Marks and instructors' comments plus remedial actions taken by the student in the interim will all be taken into consideration.

The full amount of enrollment fees and the current tuition for the term of re-enrollment will apply. Students readmitted to the program will be excused from repeating those portions of the program in which they have achieved a passing mark of 70% or better depending on the College co-requisite and prerequisite schedules. Program changes may require that certain prerequisites be met prior to full time re-enrollment. The full amount of the current tuition for the term of re-enrollment will apply for full-time enrollment. Students who are excused from repeating any courses will pay a pro-rated tuition based upon the number of classes and exams for which they are registered.

d. Re-Admission Following Disciplinary Suspension

Students who have been suspended for disciplinary reasons will compete for available spaces on an equal basis with all other applicants for admission or re-admission. A completed application form, letter and a \$100 administrative fee must be received before your application will be considered. The Management Committee will review all circumstances relating to the suspension and will discuss the application for re-admission with all faculty and staff members who were involved prior to making a decision. An interview with the College may also be required. The utmost care and consideration will be given to evaluating the potential impact on the public, other students, the College, and the profession

before re-admitting a student who has been suspended for reasons involving unethical or unprofessional behaviour. If suspension from the program occurred prior to successfully completing the last term for which the applicant was registered, the entire term must be repeated. Program changes may require that certain prerequisites be met prior to full time re-enrollment. The full amount of the current tuition for the term of re-enrollment will apply.

6.0 SUSPENSION AND EXPULSION POLICY

Expulsion from the program is normally automatic, subsequent to substantiation, for the following reasons:

- a) Falsifying records, plagiarism, or cheating on examinations.
- b) Violations of regulatory and professional legislated regulations.

The College further reserves the right to expel or suspend any student for violation of the College Code of Ethics, College Policies and Procedures (including non-payment of tuition and other fees).

Furthermore, a student who has been expelled will not be reconsidered for re-admission into the program of study.

The College has set the above policy to ensure a high standard of scholarship, professional achievement and success for its graduates. Students are advised that no exception can be made to this policy for any reason.

7.0 WCCMT ADMISSIONS POLICY - REQUIREMENTS

a. Academic Prerequisite

Applicants must have a minimum of high school graduation or equivalent. Questions regarding the availability or acceptability of courses to meet admission requirements should be directed to the Admissions office at 604-520-1844 ext. 223 or 232.

b. Practical Prerequisite

All applicants must have a minimum level of experience in Introductory Massage. This prerequisite can be met by the following criteria:

1. Successful completion of the Introductory Massage course (one weekend) at WCCMT. An evaluation of the applicant's ability to learn basic skills will be conducted and the results will be forwarded to the Admissions Committee. It is recommended that this course be taken early to allow for the utilization of the skills prior to the start of the program. The cost of the Introductory Massage course is \$300, which includes a \$50, non-refundable deposit. The Introduction to Massage course registration form is available from Admissions or on our website at www.collegeofmassage.com.

OR

2. Long distance applicants unable to attend the West Coast College of Massage Therapy's Introductory Massage course may request the option of providing a certificate of completion and evaluation of performance for a basic course in massage from any established school of massage therapy or a licensed Registered Massage Therapist. Applicants wishing to exercise this option are asked to contact Admissions for further information, at 604-520-1844 ext. 232 or 1-888-449-2242 ext. 232.

c. *First Aid & CPR Prerequisites*

The College policy states that:

“Prior to commencing practicum work in WCCMT's Public Clinic, students must complete Standard First Aid and level “C” CPR with AED training as certified by the Canadian Red Cross Society or an equivalent course. These certifications must be kept current throughout all practicum experience.”

The College does not provide First Aid and CPR training as part of its curriculum. It is the responsibility of the student to ensure that she/he meets this prerequisite prior to commencing the clinic practicum training in the 2nd and 3rd terms of study of the program.

d. *Criminal Records Check*

A critical part of our educational training in Registered Massage Therapy involves student placements in specialized practicum settings which require that our students undergo a criminal records check as a condition of placement. Under the Criminal Records Review Act, all RMT students must complete their criminal record check through the Ministry of Justice. A criminal record check through a local RCMP office is not sufficient. The Criminal Record Check is done through the Ministry of Justice, Policing and Security Branch on line at <https://justice.gov.bc.ca/eCRC/>. The clear Criminal Record Check will be forwarded directly to the College upon completion.

e. *Credential Evaluation Service*

Students who have completed prerequisites outside of Canada may be required to submit a credential evaluation. Credential Evaluations can be obtained from the International Credential Evaluation Service which is based at the BC Institute of Technology. ICES evaluate credentials and provide a comparison to Canadian Educational credentials. There is a fee for this service. For more information, contact:

International Credential Evaluation Service

Email: icesinfo@bcit.ca

Telephone: 604-432 8800

Fax: 604-435 7033

Website: www.bcit.ca/ices

f. *Transfer Credit Policy*

Any student applying for a transfer credit must ensure that they apply for a transfer credit prior to enrolment in each term of study. The college will not, in any case award transfer credits subsequent to the beginning of classes. To expedite this process, students must provide detailed course outlines, transcripts and pay the \$250.00 PLA fee.

g. Application Procedure

Applications will be processed on a first-come, first-served basis. Class space permitting, applications for each program intake are accepted up to one and one half months before the start of a semester. Late applications may be accepted under some circumstances if space is available.

Applications must be substantially complete and meet minimum prerequisite requirements before a required education interview is given. Education Interviews are designed to ascertain suitability for the program and to clarify expectations. Out of province applicants may request a telephone interview. Academic and personal achievements, which demonstrate an ability to commit and be effective within a professional training program, will be in the applicant's favor.

A complete application consists of the following:

1. A completed application form
2. A \$100 non-refundable application fee.
3. Official transcripts of your final marks from secondary school. If you are currently taking courses to satisfy the prerequisite requirements, you may submit your application prior to the completion of such courses.
4. A copy of your most recent resume.
5. Three (3) written references from people other than your family. These letters should be current dated, signed and addressed to the WCCMT Admissions Department.
6. A properly formatted essay (minimum 300 /maximum 500 words) in response to the following questions and subjects:
 - *Why do you want to practice as a Registered Massage Therapist?*
 - *Discuss what has been your experience with Massage Therapy?*
 - *What do you have to offer to the Massage Therapy profession?*
7. A completed Student Budget Worksheet or Letter of Support.
8. A Medical Clearance Form from a physician indicating you are in good health and free from all communicable diseases and physically and mentally capable of undertaking this program.
9. Two colored passport photos for student ID card and student file.
10. Criminal Records Check

Applications received after the class is full but prior to the application deadline date may be placed on a waiting list or may request enrollment in the subsequent class.

h. Evaluation and Acceptance Process

Upon receipt of an application form and fee the student file is created. After review by Admissions personnel a conditional acceptance letter is issued to the applicant. The conditional acceptance letter confirms that the application has been accepted by the College and lists any outstanding requirements to be completed by the applicant. The enrollment fee of \$2,500 is due two weeks from the time your application is received. The information is then filed alphabetically with other applications for that start date. The files are reviewed frequently by the Admissions department and flagged for follow up.

Once an application file is complete and all pre-requisites have been met, applicants will attend an educational interview. The educational interview is the final process before confirming an applicant's full acceptance into the program. Once the interview has been completed and acceptance is issued by the

Admissions Coordinator, an email indicating the offer of acceptance is issued to the Student. The Student must accept the offer of admissions via email. Once the acceptance is confirmed, an original, signed letter will be forwarded by post. The Admissions Coordinator will then contact the Student for a final Admissions meeting wherein the Admissions Coordinator will go over the student registration contract and College policies with the applicant and ensure the applicant fully understands the nature of the contract and the College's policies. Once the applicant is fully informed, the Term 1 contract is signed by the Student or Guardian and the enrolment fee is paid. A copy of the contract is provided to the student.

If an applicant is not selected, they are notified in writing stating the reason for non-acceptance and whether they have the option of reapplying to the program at a later date. Students who are waitlisted for a class are informed of their status at the time of their application and if they are removed from the wait list due to a space becoming available they are notified of the change in status verbally. Students who are waitlisted who do not make it into the class they originally applied for are automatically given the option of having their application transferred to the next class. These students are given priority over other applicants applying for the subsequent class.

Applicants who wish to withdraw their application for admission to the program or to defer an application from one start date to another must notify the College in writing. Students who withdraw or defer their application must re-pay the \$100.00 application fee to reactivate their file.

If an applicant fails to meet the minimum admission requirements, they cannot be waived by either the institution or the student.

i. Relevance of Prerequisite Requirements:

Completion of High School graduation or the GED indicates that the student has an appropriate level of academic training to be prepared for foundational academic studies at the post-secondary level.

Completion of the West Coast College of Massage Therapy Introduction to Massage course demonstrates their ability to learn basic Swedish massage techniques that they will continue to utilize in the program. It also establishes the applicant's comfort level with the hands-on aspects of the program, particularly practicing techniques on their fellow students and having other students practicing on them. During completion of the Introduction to Massage course the participants are expected to switch partners several times during the course of the weekend workshop so the experience they have will parallel how the practical courses are taught once they enter the full time program. This course also gives them a reasonable introduction to the physical demands of the program.

j. Purpose of Application Requirements:

The application requirements allow us to get to know the applicant better and to learn more about how their past life experience may support them in the program. It provides personal (essay, resume, reference letters); academic (transcripts, resume) and financial (budget sheet) information about the applicant as well as medical (Medical Clearance Form). The information provided in the application is reviewed and can be used for follow up if necessary. WCCMT's Admissions department uses this information to ensure that as much as possible each applicant is prepared to be successful in the program.

8.0 ATTENDANCE POLICY

Please note: Students receiving B.C. or Canada Student Loans must refer to their award agreement for specific attendance requirements for eligibility. BC Student Aid does not excuse any absences.

Attendance in **all** courses at the West Coast College of Massage Therapy is **mandatory**. The College has adopted a mandatory Attendance Policy in order to fulfill student loan requirements as well as to confidently maintain educational standards. However, 20% discretion is allotted for reasons of health and emergency. A medical note must be submitted to Student Services.

In each course, students who do not meet the attendance requirement of 80% (regardless of reasons of health and emergency situations) **may not undertake the final exam(s) in that course.**

8.1 Procedure

- ✓ Attendance is taken twice in every class.
- ✓ Attendance is first taken at the beginning of the class and taken a second time when students return from their class break.
- ✓ A student shall be considered absent for one half of the class if he/she is not present at one of the two attendance calls.
- ✓ If absent for both, he/she is considered absent for the entire class.
- ✓ In the event of late arrival, it is the student's responsibility to inform the instructor of the given course that he/she is present.
- ✓ Attendance is recorded in the following format:

.25	-	Late
.5	-	Missed ½ Class
1	-	Absent

8.2 All students are expected to act responsibly and to personally monitor their attendance. Ignorance of school policy or failure to take personal responsibility for monitoring attendance will not constitute a legitimate excusing condition in the event of disciplinary action.

Any student failing to meet the attendance requirement will be placed on attendance probation and monitored for the duration of the term. Probationary status will be noted in a student's record.

8.3 Any student receiving more than 2 Attendance Warnings will be immediately suspended for a period of 3 days from the program and required to meet with the Management Committee in order to determine their eligibility to remain in the program of study.

9.0 LANGUAGE ASSESSMENT PROFICIENCY POLICY AND PROCEDURE

All teaching and assessment at WCCMT is in English. Therefore all students applying to WCCMT for admission whose first language is not English must satisfy the College that they have the required command of the English language to be successful in our program of study. Students applying for admission to WCCMT whose first language is not English must demonstrate the following language competencies;

- The ability to speak and communicate in English
- The ability to listen and understand English
- The ability to read and understand in English
- The ability to demonstrate basic English writing skills

Students whose first language is not English can demonstrate that they meet language competency requirements as per the below listed;

- Successfully undertake either the IELTS, TOEFL or Can Test
- Complete formal education in an approved English language school which offers a program of study equivalent to TOEFL such as Inlingua Vancouver
- 2 Years of full time study at a secondary or college level in a country where English is an official language or language of common usage

Minimum Requirements for English Language Testing

International English Language Testing System (IELTS)

The minimum requirement is an overall band score of 6.0 (academic module) no more than 2 years before the start of the program

Test of English as a Foreign Language (TOEFL).

Internet Based Test, minimum requirement is an overall score of 25 in each element. The minimum requirement is 550 in the paper based test

The College will not proceed with any application from any student whose first language is not the language of instruction until the prospective student has demonstrated that he/she has met language competency requirements.

Procedure

1. Proof of English language proficiency must be provided prior to an offer of admission into the program.
2. Students must submit their proof of English Language Proficiency via the provision to the College of official documentation as per any of the above which demonstrate proof of fulfillment of the College's English Language Proficiency requirements.
3. The College prefers that documentation come directly from the testing agency/school however will also accept documents if these are the originals and not photocopies via email to admissions@collegeofmassage.com
4. In person at WCCMT, New Westminster
Mail to
WCCMT New Westminster Campus
613 Columbia St.
New Westminster, BC, V3M 1A7
5. The date reflected for the submission will be based on the date the documentation is received.
6. Copies of the proof of English Language Proficiency will be stored with the official student record and available for annual and 5 year audit review by PCTIA
7. Upon receipt of such documentation the College will review and if acceptable contact the student and set up a meeting to explain the College's application process and requirements for Admission
8. The College will also at this time provide the student with a copy of the College's Student Policy Manual for their information and review
9. When and if the student submits an application for Admission the Admissions Officer shall proceed with this candidate as he/she would with any other candidate applying for admission to the College and ensuring he/she meets all admissions requirements for the program of study.