



# **STUDENT MANUAL**

Registered Massage Therapy Program

New Westminster

January 2021

## Table of Contents

WELCOME .....	8
HISTORY .....	9
OUR TEAM.....	10
COMMITTEES .....	12
COLLEGE POLICIES.....	12
1.0 STATEMENT OF PURPOSE POLICY.....	12
2.0 WCCMT ADMISSIONS POLICY – REQUIREMENTS .....	15
3.0 LANGUAGE ASSESSMENT PROFICIENCY POLICY AND PROCEDURE.....	21
4.0 ENSURING CONSISTENCY AND UNIFORMITY IN ADMISSION REQUIREMENTS POLICY.....	23
5.0 PRIOR LEARNING ASSESSMENT PROCESS AND POLICY .....	23
6.0 TRANSFER/ARTICULATION POLICY.....	26
7.0 PAPERLESS CLASSROOM POLICY.....	30
8.0 POLICY TO FACILITATE STUDENTS’ SUCCESS IN THEIR PROGRAM OF STUDY .....	30
9.0 EMPLOYMENT PREPARATION OR ASSISTANCE POLICY .....	33
10.0 STUDENT ENROLLMENT POLICY .....	33
11.0 POLICY REGARDING SPECIAL NEEDS STUDENTS.....	35
<b>REQUEST FOR SPECIAL ACCOMMODATION FORM.....</b>	<b>38</b>
<b>Learning Disabled Applicants.....</b>	<b>38</b>
<b>Visual, Hearing, Physically Disabled Applicants .....</b>	<b>39</b>
12.0 STUDENT REQUEST FOR DEFERRAL POLICY .....	40
13.0 WITHDRAWAL AND RE-ADMISSION POLICY .....	40
14.0 TUITION REFUND POLICY .....	42
15.0 STUDENTS RIGHTS AND RESPONSIBILITIES.....	44
16.0 DRESS CODE .....	46
17.0 ATTENDANCE POLICY .....	47
18.0 LATENESS POLICY .....	48
19.0 LATE ASSIGNMENT POLICY .....	48
20.0 QUIZZES/EXAMINATIONS.....	49
21.0 WORK EXPERIENCE POLICY .....	51
22.0 RETAKING OF UNSUCCESSFUL COURSES POLICY .....	55
23.0 AUDIT POLICY.....	55
24.0 STUDENT ASSESSMENT/EVALUATION POLICY.....	55
25.0 NOTIFICATION OF COURSE FAILURE(S) POLICY .....	57
26.0 MULTIPLE COURSE FAILURE POLICY .....	58
27.0 ACADEMIC MARKS/GRADE APPEAL POLICY.....	59
<b>STUDENT GRADE APPEAL FORM.....</b>	<b>60</b>
<b>Part A – Completed by Student.....</b>	<b>60</b>

<b>Part B – Completed by Primary Instructor .....</b>	<b>61</b>
<b>Part C – Completed by Academic/Practical Education Advisor .....</b>	<b>62</b>
28.0 STUDENT CODE OF CONDUCT .....	63
<b>BREACH OF STUDENT CODE OF CONDUCT FORM – Part A .....</b>	<b>69</b>
<b>BREACH OF STUDENT CODE OF CONDUCT FORM – Part B.....</b>	<b>71</b>
29.0 FRAMEWORK FOR ETHICAL DECISION MAKING .....	73
30.0 FOSTERING AND MAINTAINING A RESPECT FOCUSED LEARNING ENVIRONMENT.....	74
30.1 Ground Rules Respect Focused Learning Environment.....	75
31.0 APPOINTMENT OF CLASS REPRESENTATIVES .....	76
32.0 RESPECTFUL AND FAIR TREATMENT POLICY.....	77
33.0 SEXUAL MISCONDUCT POLICY .....	83
<b>COMPLAINT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM - Part A.....</b>	<b>92</b>
<b>COMPLAINT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM - Part B .....</b>	<b>94</b>
<b>REPORT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM .....</b>	<b>96</b>
34.0 POLICY ON ACADEMIC INTEGRITY .....	98
35.0 PROBATION POLICY.....	99
36.0 STUDENT DISMISSAL POLICY AND PROCESS.....	100
37.0 STUDENT DISPUTE RESOLUTION POLICY .....	101
<b>STUDENT GRIEVANCE AND DISPUTE RESOLUTION APPEAL FORM.....</b>	<b>103</b>
<b>CONCERNS/COMPLAINTS RECORDING FORM .....</b>	<b>105</b>
38.0 STUDENT RECORDS RETRIEVAL AND ARCHIVING SYSTEMS POLICY .....	106
39.0 QUALITY TRAINING PROGRAM POLICY.....	114
40.0 POLICY REGARDING PROVINCIALY/FEDERALLY RECOGNIZED GOVERNING BODIES.....	115
41.0 PRIVACY POLICY .....	117
42.0 HEALTH AND SAFETY POLICIES AND PROCEDURES.....	118
43.0 POLICY ON REVIEW, REVISION, & NOTIFICATION OF CHANGES.....	121
STUDENT COUNSELLING SERVICES .....	123
GENERAL ADMINISTRATIVE INFORMATION .....	123
LIBRARY POLICY.....	125
FINANCIAL AID .....	125
STUDENT SERVICES .....	126
STUDENT CLINIC BENEFITS.....	128
FACILITY ORIENTATION AND RULES.....	128
PROPERTY MANAGEMENT RULES.....	130

## **Mission/Purpose, Goals and Objectives**

*“We passionately believe in the value and efficacy of Massage Therapy. We strive to provide the highest quality of education available in the world today in the field of Registered Massage Therapy. We are committed to providing our exemplary educational experience in a warm and caring professional learning community”*

### **Our Goals**

Our program goals derive explicitly from our mission statement. These are as follows:

- To demonstrate the value and efficacy of massage therapy
- To provide the highest quality education available in the field of Registered Massage Therapy
- To provide our exemplary educational experience in a warm and caring professional learning community

### **Our Objectives**

- To offer the benefits of massage therapy to a wide variety of patient populations in order to demonstrate the value and efficacy of massage therapy
- To demonstrate strong board exam performance on CMTBC Registration examinations attesting to the quality of our educational experience
- To fulfill accreditation and program approval requirements attesting to the quality of our educational experience
- To create and nurture relationships and participate in morale building activities that facilitate our efforts to provide our educational experience in a warm and caring professional learning community

### **Accountability for Living our Goals and Objectives**

At WCCMT we continuously visit and revisit our mission, goals and objectives on an annual basis in order to assess our progress towards achieving these.

We welcome and encourage faculty, staff, and student feedback with respect to our mission, goals and objectives and provide opportunities for faculty, staff and students to provide their feedback on an annual basis during our fall terms.

The venue that we provide for receiving student feedback with respect to goals and objectives is a special fall Student Liaison meeting. This meeting is held specifically to review

our mission, goals and objectives and to provide an update or report on our progress for the year.

The venue that we provide for receiving faculty and staff feedback with respect to goals and objectives is our fall faculty/staff meeting. At this meeting we review our mission, goals and objectives and provide an update to faculty and staff on our progress for the year.

The Director of Compliance & Student Services in cooperation with the Senior Educational Administrator, and the College's Management Committee assume responsibility for monitoring and reporting on progress towards achieving goals and objectives and ensuring that progress is reported in the two forums mentioned above.

Please remember that we all have a role and that we all have an opportunity to contribute in helping the College in achieving its goals and objectives by attending meetings and providing the feedback that the College needs to best assess progress and potential areas for improvement and growth.

**West Coast College of Massage Therapy**

Recognized, Respected, Exemplary

North America's Premier College of Registered Massage Therapy  
Education

## WELCOME

Your choice to enter a Registered Massage Therapy training program will open the door to a multiplicity of exciting and dynamic opportunities in one of Canada's fastest growing healthcare fields.

In choosing WCCMT as your educational institution you have not simply chosen an education in Registered Massage Therapy but in fact, according to the Financial Post December 7, 2002 the best possible Registered Massage Therapy education available in North America today.

As important as an exceptional education in Registered Massage Therapy is, equally important is the quality of life in which that education is offered. At WCCMT you are joining a community of learners who value and esteem our relationships with each other and who strive to practice trust, respect and compassion.

Welcome and it is a pleasure to have you with us.

*To touch with our hands and heal with our hearts  
is to renew the miracle and the majesty  
of serving with integrity in touch*

*- Cidalia Paiva Ph.D*

*Executive Director, 1994-2020*

## HISTORY

The West Coast College of Massage Therapy (WCCMT) was the first and founding College of Massage Therapy education and training in British Columbia. The College was first established in 1983 in Vancouver's Chinatown. Subsequent locations of the West Coast College of Massage Therapy included Yaletown, West Hastings, and most recently our present location at 613 Columbia Street in the City of New Westminster. The WCCMT Victoria campus was established in September 1999 and was originally located at 101-637 Bay Street. In May of 2015, WCCMT Victoria relocated to its new campus at 100-818 Broughton Street.

The College played a formative role in the development of the Core Curriculum document which formed the basis for massage therapy education in British Columbia. Presently, the College of Massage Therapists of British Columbia has adopted a Competency Profile document titled the "Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice" as the basis for present educational standards in addition to the document "Groundwork for Foundational Knowledge", which is applicable to Health Science curriculum.

In addition to the College's leadership in curriculum development, WCCMT's instructional faculty have contributed to the development of the profession's body of knowledge through publication of textbooks in ethics, clinical assessment, and joint mobilization. The College ushered in the era of research with its study on the benefits of massage therapy for multiple sclerosis patients.

In December 2002, the West Coast College of Massage Therapy was identified by the Financial Post as the premier College of Massage Therapy education and training on the continent. In December 2003, the City of New Westminster honored the College with the distinction of Business of the Year. WCCMT has also received awards and recognition, including from the Council of Massage Therapy Schools of Canada, the Boucher Institute of Naturopathic Medicine, the Multiple Sclerosis Society, Friends for Life (therapy for critically ill patients), and Leading Spas of Canada.

In 2006, the College developed an Articulation Agreement with Thompson Rivers University (TRU). This has allowed students to complete the requirements of a Bachelor of Health Science degree at TRU through enrolment and graduation from the WCCMT program. This agreement recognizes the high quality of education WCCMT delivers. Following this, WCCMT has established Articulation Agreements with Athabasca University and University of the Fraser Valley. WCCMT also established a Premier Partnership program with industry leaders around the world in order to provide our graduates with the best possibilities for employment.

Students and graduates, faculty and staff, employers and patients, from across the globe agree - with thirty-three years of experience, WCCMT remains the best choice in massage therapy education. WCCMT will continue to innovate, lead, and deliver the best massage therapy education into the future.

## OUR TEAM

### ADMINISTRATIVE STAFF

President	Brian Goldstein, M.B.A.
Director of Compliance & Student Services	Pauline Edwards
Manager of Operations	Mike McNulty
Accounting Coordinator	Maria Clemente
Curriculum Coordinator	Amy Van Sickle R.M.T.
Practical Education Advisor	Keith Bootsma, R.M.T.
Clinic Administrator Marketing and Operations	Tara Lowry
Clinic Administrator Scheduling and Logistics	Debbie Lizee
Student Services Coordinator	Navdipak Kaur
Admissions Coordinator	Isabella Holanda
Marketing and Admissions Operations Officer	Michelle Falgate
Part-time Receptionist	Alona Besan
Part-time Receptionist	Maliha Jannat
Part-time Receptionist	Melanie Reyes
Part-time Receptionist	Yasmeen Ali

### FACULTY MEMBERS

Alimohammadi, Majid	Ph.D.	Academic Department
Amiri, Vista	R.M.T.	Clinic Department
Anderson, Jacob	R.M.T.	Clinic Department
Bootsma, Keith	R.M.T.	Practical Department
Borlase, Joshua	R.M.T.	Academic and Practical Departments
Bos, Constance	M.Sc.	Academic Department
Boult, Tycson	R.M.T.	Clinic Department
Brise, James	B.A., R.M.T.	Academic and Practical Departments
Carriere, Nari	R.M.T.	Clinic department
Chen, Charlene	R.M.T.	Clinic Department
Cowan, Adam	R.M.T.	Practical Department
Fairbairn, Lee-Erin	R.M.T.	Clinic Department
Fraser, Joel	R.M.T.	Clinic Department
Ghodousi, Fariba	M.Sc.	Academic Department
Granbois, Nicola	R.M.T.	Clinic Department
Gulbransen, Melanie	R.M.T.	Clinic and Practical Departments
Hart, Jenni	B.A. (Kin)	Practical Department
Hemsworth, Robert	R.M.T.	Practical Department
Horng, Anne	R.M.T.	Clinic and Practical Departments
Jackson, Sharon	R.M.T.	Clinic Department
Johnston, Paula	R.M.T.	Practical Department



Joseph, Nancy	Ph.D.	Academic Department
Kam, Gabrielle	R.M.T.	Clinic Department
Karacay, Omer	R.M.T.	Practical Department
Kim, James	R.M.T.	Clinic and Practical Department
Kliewer, Judy	R.M.T.	Clinic Department
Kubas, Christian	M.PT	Academic Department
Kuehn, Lalita	R.M.T.	Clinic Department
Lagace, Marina	R.M.T.	Clinic and Practical Departments
Lam, Lawrence	R.M.T.	Clinic Department
Langis, Courtney	R.M.T.	Practical Department
Lee, Alicia	R.M.T.	Clinic Department
Mah, Wilson	B.Sc., R.M.T.	Practical Department
Makenny, Kelsey	R.M.T.	Practical Department
Miki, Elisse	R.M.T.	Practical Department
Milne, Sara Jayne	R.M.T.	Clinic Department
Niedjalski, Bethany	R.M.T.	Clinic and Practical Department
Oomen, Taylor	R.M.T.	Practical Department
Ospina, Annie	R.M.T.	Clinic and Practical Departments
Palmer-Leblanc, Liana	R.M.T.	Clinic Department
Poirier, Mckenzie	R.M.T.	Practical Department
Sandher, Jason	R.M.T.	Clinic Department
Seow, Solomon	R.M.T.	Practical Department
Tam, Dave	R.M.T.	Clinic Department
Tham, Brianna	R.M.T.	Clinic Department
Thind, Manny	R.M.T.	Clinic Department
Thorneloe, Kevin	R.M.T.	Clinic Departments
Van Sickle, Amy	R.M.T.	Practical and Academic Departments
Wong, Richard	B.Sc., R.M.T.	Clinic and Academic Departments
Wu, Elena	R.M.T.	Clinic Department
Yun, Jennifer	R.M.T.	Clinic Department
Zandbergen, Hannah	R.M.T.	Clinic and Practical Departments

## COMMITTEES

### **Program Advisory Committee**

The purpose of the Program Advisory Committee is to review the established equipment and facilities, minimum instructor requirements, and student achievement outcomes as a means to provide the institution with an external review of its programs. Our RMT Advisory Committee is comprised of appropriately qualified representatives external to the institution who provide a meaningful review of the institution's programs and supporting resources and materials as well as the Director of Compliance & Student Services (Co-Chair), Manager of Operations, Student Services Coordinator, Accounting Coordinator, Curriculum Coordinator, Practical Education Advisor, Clinic Administrators, Admissions Coordinator and Marketing Coordinator for New Westminster as well as the Executive Director, Senior Education Administrator (SEA) (Co-Chair), the Campus Director and Clinic Coordinator & Assistant Campus Director in Victoria.

### **Management Committee**

The Management Committee consists of the Director of Compliance & Student Services (Chair), Manager of Operations, Student Services Coordinator, Accounting Coordinator, Curriculum Coordinator, Practical Education Advisor, Clinic Administrators, Admissions Coordinator and Marketing Coordinator. The general mandate of the Committee is to provide an avenue of communication between the educational and administrative departments, between campuses and between administration, faculty and students. As well, the Management Committee serves as the Grievance Committee (which will also include the SEA) in the event of student or employee grievances.

### **Accreditation Committee**

The Accreditation Committee consists of the Director of Compliance & Student Services (Chair), Manager of Operations, Student Services Coordinator, Accounting Coordinator, Curriculum Coordinator, Practical Education Advisor, Clinic Administrators, Admissions Coordinator and Marketing Coordinator for New Westminster as well as the Executive Director & SEA, the Campus Director, Clinic Coordinator & Assistant Campus Director, and the Admissions & Operations Coordinator in Victoria. The general mandate of the Committee is to conduct an on-going self-evaluation as required by our regulatory bodies.

### **Curriculum Committee**

The Curriculum Committee consists of the Executive Director, SEA (Chair), the Director of Compliance & Student Services, the Curriculum Coordinator, the Practical Education Advisor, Clinic Administrator – Marketing & Operations, the Clinic Coordinator & Assistant Campus Director (Victoria), the Campus Director (Victoria), the Admissions & Operations Coordinator (Victoria) and Faculty Representatives. The Curriculum Committee revises existing courses/programs and assesses educational achievements of students as well as the College's educational goals.

## Faculty Liaison Committee

The Faculty Liaison Committee consists of the Curriculum Coordinator (Chair), the Director of Compliance & Student Services, the Practical Education Advisor, the Clinic Administrator – Marketing & Operations, and Faculty Representatives. The mandate of the Faculty Liaison Committee is to maintain adequate standards in all instructors and instructions as well as identification of students’ needs and ways of providing for those needs.

## Student Liaison Committee

The mandate of the Student Liaison Committee is twofold. Firstly, to provide students with a forum to bring their operational and facility related concerns to the attention of the College’s Director of Compliance & Student Services and Manager of Operations. Secondly, to provide a mechanism to facilitate two-way communication between students and administration. In this regard, administration is available to bring timely updates and communications around changes in policy, processes, etc. and to solicit student feedback and address concerns as may be applicable and relevant.

Student Liaison meetings are held once a month in the College’s boardroom in New Westminster, and in the Library in Victoria. Outcomes and minutes of these meetings are typically posted two days after the actual meeting held. The posted outcome minutes will indicate the issue(s) raised as well as the actions the College will be taking to remediate the concern if necessary and appropriate. We ask students to please note that Student Liaison meetings are not the appropriate forum to bring curriculum and instruction related concerns. Concerns related to curriculum and instruction must be brought to the appropriate educational administrator responsible, once and only once these have been previously brought to the specific instructor involved. If a concern cannot be resolved with the relevant instructor, a concerns/complaints recording form is to be completed and forwarded to the Curriculum Coordinator, or Co- Clinic Manager (New Westminster Campus), or to the Executive Director & SEA, Campus Director, or Clinic Coordinator(Victoria Campus).

In the instance of concerns related to New Westminster’s student intern clinic, the appropriate educational administrators are the Clinic Administrator, Scheduling and Logistics and the Clinic Administrator, Marketing & Operations. For the Victoria Campus, it is the Clinic Coordinator.

Please check with the Curriculum Coordinator, and Clinic Administrators (New Westminster) or the Campus Director and Clinic Coordinator (Victoria) for their posted office hours each term.

<b>Academic Department:</b>	<b>Practical Department:</b>	<b>Clinic Department:</b>
Curriculum Coordinator Amy Van Sickle can be reached at ext. 240 <a href="mailto:vansicklea@collegeofmassage.com">vansicklea@collegeofmassage.com</a>	Practical Education Advisor Keith Bootsma can be reached at ext. 346 <a href="mailto:bootsmak@collegeofmassage.com">bootsmak@collegeofmassage.com</a>	Clinic Administrators Debbie Lizee Scheduling & Logistics ext. 271 <a href="mailto:debbie@collegeofmassage.com">debbie@collegeofmassage.com</a> Tara Lowry Marketing & Operations, ext. 288 <a href="mailto:tara@collegeofmassage.com">tara@collegeofmassage.com</a>

# COLLEGE POLICIES

## 1.0 STATEMENT OF PURPOSE POLICY

Last Reviewed: December 2020, Last Revised: December 2020

### 1.1 Defining our Purpose for Existing

The statement of purpose of WCCMT expresses the purpose for the existence of the College as well as a clearly articulated statement of the goals the College has set to realize its mission.

The College's mission statement articulates the College's belief in the value and efficacy of massage therapy and our commitment to providing a quality education in a caring, learning community.

We live our belief in the value and efficacy of massage therapy by providing massage therapy outreaches to a wide variety of patient populations that benefit from the massage therapy care we provide.

We demonstrate our commitment to quality education by continuously meeting recognition (CMTBC) and accreditation (PTIB) requirements for Registered Massage Therapy training institutions in the province of British Columbia.

We live our commitment to provide a warm and caring professional learning environment by ensuring that we are a student-centered learning community that is respect focused and community oriented.

### 1.2 Introducing our Statement of Purpose Policy and Goals to Students, Faculty and Staff

Our statement of purpose policy and goals are introduced to all students, faculty and staff during their orientation session at the College. This introduction is provided to students, faculty and staff both verbally and in writing in our student and employee manuals. In addition, the mission and goals of the College are posted in each and every classroom in the facility as well as in both level entryways and in all promotional materials.

### 1.3 Evaluating our Performance according to our Statement of Purpose Policy and Goals

The College routinely measures the extent to which we will fulfill our statement of purpose and goals via student surveys and graduate focus groups held at the completion of each term as well as through an independent assessment provided by external members of our Program Advisory Committee for our program of study.

## **1.4 Ensuring the Continued Relevance of our Statement of Purpose Policy and Goals**

The College ensures the continued relevance of our statement of purpose and goals by utilizing our mission statement as a key foundational driver for goal setting and strategic planning.

## **1.5 Student Equity and Inclusion**

As a “respect focused learning institution and community” WCCMT has a legal and ethical responsibility to ensure that all our members, including new applicants, are treated equally, fairly and inclusively.

The College invites applications for admission into our program of study from all candidates who meet our admissions’ criteria and successfully complete our admissions’ interview. Each student who applies is considered fairly and equitably. The acceptance or rejection of an applicant is based solely on their ability to meet admissions’ criteria and a satisfactory completion of the admissions’ interview. Once this criterion has been met admission will be offered on a first-come basis pending space during any enrollment period.

At the College’s core and heart lie the principle and value of “respect for persons” and the commitment to provide fair and impartial access and treatment to all students and to refrain from prohibited discriminatory behaviour as outlined in the Canadian Human Rights Act, 2012. These prohibited discriminatory grounds, as specified in the Act, include: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, generic characteristics, disability or conviction for an offense for which a pardon has been granted or in respect of which a record suspension has been ordered.

To support the College in living and keeping this commitment the College has created two critical policies: Respectful and Fair Treatment Policy and Sexual Misconduct Policy. Both policies outline and explain prohibited behaviours, as well as provide procedures for supporting, reporting, investigating, and resolving violations of these policies which occur at the College.

Both of these policies can be referenced in the College’s Student and/or Employee Manual.

## **WCCMT's Learners Creed**

*I believe in learning*

*I believe in continuously improving my knowledge, skills and professionalism*

*I believe in learning for life and embrace the gift and the opportunity to keep learning*

*I believe in my social and personal responsibility to keep my knowledge and skills current and to grow and advance knowledge wherever and whenever possible*

*I believe that the more I learn the more I will need to learn*

*I am humbled by the fact that the more I learn the more aware I will become of my own ignorance and need to continue to learn*

*I believe that I must pursue learning with passion, integrity and heart as a rare and precious gift rather than a burden of expectation*

*I believe that in learning I will not only learn but open the door to give back to my patients, my profession and myself*

*I believe education is a question and an answer to what can I do to make a difference*

*I believe in learning and I commit myself to the Learners Creed*

Graduating from WCCMT and passing licensure examinations is just the beginning of a lifelong journey in a career as a Registered Massage Therapist. Learning is for life, which begins at graduation and licensure and continues throughout every RMT's career.

Continuing education is not just a mandated requirement posed by the regulatory body (CMTBC) for the profession of Registered Massage Therapy in British Columbia but also a professional responsibility of all regulated healthcare professionals to keep their knowledge and skills current in order to provide the best possible client/patient care.

### **Why is Professional Development Important?**

- Professional development ensures massage therapists maintain and enhance the knowledge and skills they need to deliver quality care to their patients specifically and the public in general
- Professional development ensures that massage therapists keep their knowledge and skills relevant, current and up-to-date
- Professional development supports massage therapists in making meaningful contributions to clients/patients and to the profession. Continuing education is one of the many ways that massage therapists can assist in advancing the profession

- Professional development and the opportunity to learn new knowledge and skills opens therapists up to new possibilities and new opportunities to improve client/patient care
- Professional development can deliver a deeper understanding of what it means for massage therapists to be healthcare professionals and what is required to assume and maintain the professional role and commitment of being a healthcare professional
- Professional development supports massage therapy in continuing to grow and build the body of knowledge of the profession
- Professional development leads to increased public confidence in massage therapists individually and the profession as a whole

### **WCCMT Lives its Commitment to Ongoing Professional Development**

The importance of professional development is introduced in our Ethics and Professionalism course. It is reinforced in Health Regulation and is a constant theme throughout our program of study. In term five students are provided with a syllabus of continuing education courses and encouraged to pursue this post-graduation.

Instructional faculty endorse the College's commitment throughout our program of study as per the description above and as role models in their own professional development.

A critical part of faculty's professional development, as professional instructors in a massage therapy learning institute, involves participation in the College's Instructor Development program which is a mandatory requirement of continuous employment with the College. All RMT faculty are also required to maintain continuing education credits as required by the College of Massage Therapists of British Columbia.

The College also encourages continuing education providers who provide CMTBC approved continuing education programming to provide on-site continuing education workshops at our College in order to facilitate our graduate's efforts to access continuing education on-site and in many instances with an alumni discount.

## **2.0 WCCMT ADMISSIONS POLICY – REQUIREMENTS**

Last Reviewed: December 2020, Last Revised: September 2020

At WCCMT we evaluate all applicants in accordance with constitutional guidelines that protect the rights of individuals from discrimination based on age, gender, ethnicity, race, sexual orientation, citizenship, creed, family status or disability.

Furthermore, as explicitly outlined in our Statement: Student Equity and inclusion we invite applicants for admission from all candidates who meet our admissions criteria and successfully complete our admissions interview.

Candidates for admission are selected on the basis of their ability to meet the College's Admissions requirements; these being as follows:

- Minimum High school graduation or equivalent including official transcripts of high school marks
- Fulfillment of English Language requirements explained below
- Introduction to Massage course or equivalent for long distance applicants
- First Aid & CPR Prerequisites
- Criminal Records Check
- A recent resume
- Three (3) written references from people other than the candidate who have known him/her for five (5) years. These letters should be current dated, signed and addressed to the WCCMT Admissions Department.
- A properly written Admissions Essay addressing the questions posed below under the heading "Application Procedure"
- A completed Student Budget Worksheet and/or Letter of Support.
- A Medical Clearance Form from a physician
- Two colored passport photos for student ID card and student file
- Education Interview

### **Rational for Selection Criteria**

The rationale for the above requirements which constitute our selection criteria is that these requirements support the College in ensuring that potential candidates meet the minimum academic, practical and English Language proficiency requirements to be successful in our program of study and in turn upon graduation and registration, safe, effective and ethical health care providers. In addition, these requirements support the College in becoming familiar with the candidate in terms of their character, past performance and experiences, and successes via their resume, reference letters, admissions essay and education interview. The College's Language proficiency requirements support us in ensuring that prospective students whose first language is not English have sufficient command of the English language to successfully complete our program of study. A candidate's completed student budget worksheet supports us in assessing the candidate's ability to plan and budget for their education and living expenses while enrolled in the program. Finally, our medical clearance and criminal record check requirements enable us to ensure that candidates are medically fit and able to undertake the program and can do so without posing any risk of harm to vulnerable persons they may be treating either in the classroom, via our in reach program or student intern clinic.

### **Right of Refusal**



The College retains the right to refuse admission to any candidate who fails to meet our admission requirements as articulated and explained herein and on the required deadline provided to students.

The other circumstances under which the College retains the right to refuse admission to a candidate include:

- Failure to provide payment of enrollment fees
- Insufficient space in any given term of enrollment
- Any instance of misconduct or inappropriate behaviour i.e. fraud, misrepresentation, disrespect, harassment etc. (as per the Colleges Code of Conduct or laws of British Columbia)

For detailed information on Admission Requirements please read below.

## 2.1 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. 232.

## 2.2 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 Introduction to Massage Therapy 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 involved for undertaking this course is \$300. The Introduction to Massage Therapy course registration form is available from Admissions or on our website at [www.collegeofmassage.com](http://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.

## 2.3 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 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 he/she meets this prerequisite prior to commencing the clinic practicum training in the 2<sup>nd</sup> term of study in the program.

## 2.4 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 record 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.

## 2.5 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](mailto:icesinfo@bcit.ca)

**Telephone:** 604-432 8800

**Fax:** 604-435 7033

**Website:** [www.bcit.ca/ices](http://www.bcit.ca/ices)

## 2.6 Transfer Credit Policy

Any student applying for transfer credit must ensure that they apply for transfer credit prior to enrolment in to the RMT program of study. The college will not, in any case award transfer credits subsequent to the beginning of Term 1 classes. To expedite this process, students must provide detailed course outlines, transcripts and pay \$250.00 – Prior Learning Assessment (PLA) fee.

## 2.7 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 (1 ½) 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 who have known you for five (5) years. 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 and/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
11. Final Education Interview

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 intake.

## **2.8 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 prerequisites 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 intake. These students are given priority over other applicants applying for the subsequent intake.

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.

## **2.9 Relevance of Prerequisite Requirements:**

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

Completion of the West Coast College of Massage Therapy Introduction to Massage Therapy Program 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 Therapy Program the participants are expected to switch partners several times during the course of the weekend workshop so that the experience they have will parallel how the practical courses are

taught once they enter the full-time program. This Program also provides a reasonable introduction to the physical demands of the program.

## **2.10 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 insure that as much as possible each applicant is prepared to be successful in the program.

## **3.0 LANGUAGE ASSESSMENT PROFICIENCY POLICY AND PROCEDURE**

Last Reviewed: December 2020, Last Revised: September 2019

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
- Two (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

### **3.1 Minimum Requirements for English Language Testing**

#### **3.1.1 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

### 3.1.2 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

### 3.1.3 Canadian Test of English for Scholars and Trainees (Can Test))

Must achieve scores of 4.5 in listening, 4.5 in reading and 4.0 in writing

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.

## 3.2 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**  
OR
4. In person at WCCMT, New Westminster  
OR
5. Mail to:  
West Coast College of Massage Therapy  
613 Columbia Street  
New Westminster, BC, V3M 1A7
6. The date reflected for the submission will be based on the date the documentation is received.
7. 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 PTIB.
8. 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
9. 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
10. 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

## **4.0 ENSURING CONSISTENCY AND UNIFORMITY IN ADMISSION REQUIREMENTS POLICY**

Last Reviewed: December 2020, Last Revised: September 2020

The West Coast College of Massage Therapy is committed to providing consistency and uniformity in the application of admission requirements for all prospective applicants to our programs of study.

We ensure consistency and uniformity in the application of admission requirements by;

- Ensuring that all applicants without exception fulfill admission requirements outlined in the College's Admissions Policy and Procedures
- Ensuring that all applicants who meet admission requirements are treated fairly and equally in the provision of the opportunity to apply for admission to the College
- Having the Admissions Coordinator review all applications received by the College and confirm that these meet admission requirements and that admission requirements are being consistently and uniformly applied
- Having the Admissions Coordinator review prospective student applications and check these to confirm that admission requirements have been fulfilled and consistently and uniformly applied
- Coordinating student admission interviews subsequent to the receipt of a significantly complete application (meaning that most of the application data has been forwarded to the school) with both Admissions and Educational personnel who provide a double check on the fulfillment of all admission requirements as well as their consistent and uniform application for all applicants
- Ensuring that if the applicant fails to meet admissions requirements these are not waived either by the Admissions Department or the student regardless of the fact that he or she may have been granted conditional admissions status prior to the admissions interview process
- Ensuring that this failure is reported directly to the Director of Compliance & Student Services.

## **5.0 PRIOR LEARNING ASSESSMENT PROCESS AND POLICY**

Last Reviewed: December 2020, Last Revised: December 2020

### **5.1 General**

1. Prior Learning Assessment may be conducted at the request of the applicant or the suggestion of the Admissions Coordinator in consultation with the applicant prior to

the enrollment in the program of study in Term 1. Once the student is enrolled in term 1 and in progress in the program, the college will not consider any further applications for transfer credit.

2. All applications and transcripts are reviewed by the Admissions Department. If the Admissions Coordinator finds upon review that there are possible equivalent courses they may discuss this with the student to determine if a PLA is required.
3. Prior Learning Assessment is only done upon receipt of the \$250.00 fee, with the exception of assessments for the Introduction to Massage Therapy prerequisite program credit which are given at no charge. A PLA request or an Introduction to Massage Therapy program exemption request is mandatory. Prospective students can meet with an Admissions representative to discuss transfer credits in general terms prior to their application.
4. A maximum of 60% of the courses must be completed with WCCMT; total transfer credit will not exceed 40% (969 hours) of the program.

## 5.2 Areas of Assessment

1. Academic Sciences – includes all academic science courses. Prior Learning Assessment for Academic Sciences is done by the Curriculum Coordinator.
2. Clinical Sciences – includes all clinical science courses including the Introduction to Massage Therapy Program and clinical practicum hours. Prior Learning Assessment for clinical sciences and clinical practicum hours are conducted by the Practical Education Advisor.
3. Professional Practice – includes the modules of Professional Practice in the Massage Therapy Program. Prior Learning Assessment for Professional Practice is conducted by the Curriculum Coordinator.

During the course of completing a Prior Learning Assessment the Curriculum Coordinator and the Practical Education Advisor may consult with the course instructor prior to making a decision on awarding transfer credits.

## 5.3 Process for Assessment

1. When submitting an application to the Massage Therapy program students requesting a Prior Learning Assessment for transfer credit prior to entering the program in term one must submit the following:
  - a) An officially sealed transcript from the institution where the course(s) were taken
  - b) Total course hours from each course which is being assessed.
  - c) A detailed course outline from the institution for all courses that they are seeking equivalency for. Please note that a course description does not provide adequate information for assessment and will NOT be accepted for PLA submission.



- d) Remit \$250.00 fee to Student Services. Once Student Services receives confirmation of payment, the application will commence processing.
2. All original documents are kept in the students' file application. A copy of the transcript and course outlines received is then put together with a PLA assessment sheet and forwarded to the Curriculum Coordinator/Practical Education Advisor for completion of the assessment. The information may be reviewed by the Curriculum Coordinator/Practical Education Advisor depending on the course(s) the student is seeking equivalency for. After reviewing the supporting documentation, the Curriculum Coordinator/Practical Education Advisor indicates on the PLA assessment sheet whether transfer credit is conferred by indicating a Y (yes) or N (no) for each credit requested. The Curriculum Coordinator/Practical Education Advisor then signs the form and either returns the documentation to Admissions for new applicants or forwards it to the next department advisor to complete the assessment. In addition to or instead of awarding transfer credits in some cases the Curriculum Coordinator and/or Practical Education Advisor will recommend an exam challenge for a particular course. If an exam challenge is allowed the student may write a challenge exam for the course they are seeking credit for. If they pass the challenge exam the credit is then awarded. There is a \$250.00 fee for each challenge exam.
3. Once all the departments have completed their assessments the file is then returned to Admissions for new applicants. The Admissions department contacts new applicants to inform them of the results of the assessment. Upon request the Admissions department may set up a meeting for the prospective student to discuss the results of their assessment. The purpose of this meeting is to clarify the process and answer any questions the student has about the assessment. If the student wishes to challenge the results of the assessment they may be asked to supply additional supporting documentation for further review.

#### **5.4 Prior Learning Assessment Process and Policy (Online Programming)**

Please note WCCMT will only grant transfer credit for online coursework from a public training institution or a private training institution which has received approval from one of the following;

- a) The regulatory body for the profession of massage therapy in that province as well as the provincial accrediting body for private schools in the province in which the program is offered.
- b) An accreditation body or organization which has reviewed and provided a formal approval of the online coursework the student is seeking transfer credit for in the event of the emergence of a new national accrediting agency for registered massage therapy in Canada.
- c) In British Columbia, WCCMT will only grant transfer credit to students applying from private training institutions who fulfill all requirements for distance education programs posed by the Private Career Training Institutions Agency of British Columbia and have received a formal letter in writing from them verifying that they recognize and accept the program.

## 5.5 Assessment of Foreign Credentials

Applicants with foreign credentials are referred to an outside credentialing service to determine eligibility for transfer credits and also whether they meet entrance requirements. WCCMT refers students to the International Credential Evaluation Service ([www.bcit.ca/ices](http://www.bcit.ca/ices)) for evaluation. The student then submits a credential evaluation report along with the rest of their application items. Different levels of report are required depending on whether they are just showing that they meet the entrance requirements (prerequisites) or if they are seeking transfer credits for the courses in the full-time curriculum. Those applicants seeking transfer credits for courses in the Competency Based Mastery Level program are usually required to submit both the comprehensive evaluation report and the supplemental report that has been created with the assistance of the CMTBC. The WCCMT education department then completes the Prior Learning Assessment based on the information in the ICES reports.

## 6.0 TRANSFER/ARTICULATION POLICY

Last Reviewed: December 2020, Last Revised: September 2019

Facilitating student transfer and articulation is an essential service which the College provides to its students and prospective students. Students seeking to transfer internally, (within WCCMT's program of study or two campuses), students seeking external transfers (from other training institutions in British Columbia and other Institutions across Canada) and students seeking to take advantage of articulation agreements entered into by the College with Public Post-Secondary Educational Institutions need to be provided with clarity and advisory assistance in working through the processes of transfer and articulation.

### 6.1 Program Transfers at WCCMT

#### 6.1.1 Campus to Campus Program Transfers

The following internal campus to campus transfer options exist for students:

- a) WCCMT campus in Victoria to WCCMT campus in New Westminister within the same program of study for the Registered Massage Therapy program
- b) WCCMT campus in New Westminister to WCCMT campus in Victoria within the same program of study for the Registered Massage Therapy program

#### 6.1.2 External Program Transfers

The following external transfer options exist for students wishing to transfer into the Registered Massage Therapy program or from other massage therapy schools or other programs of study. These students are required to follow the standard Admissions Policy and any transfer credits are awarded according to our Prior Learning Assessment Policy. Please refer to Prior Learning Assessment Policy.

### 6.1.3 Guidelines

- Students may initiate a program/campus or external transfer by submitting a completed application form with the required documentation to the Admissions Coordinator
- There is a \$100.00 application fee for processing internal transfers or applications for external transfers from other schools/programs
- The Admissions Coordinator will accommodate transfer requests on a first-come first-served basis
- All transfer requests are dependent on space availability in the applicable term
- Priority entrance is given to students transferring from a WCCMT campus to another WCCMT campus
- All requests for student transfers will be evaluated within 30 days of receipt of request
- Any student may appeal a decision of the Admissions Office within 10 school days of the date the student was notified of the decision
- All appeals of admission transfer decisions are adjudicated by the Management Committee

### 6.1.4 Articulation with Other Institutions

WCCMT has an Articulation Agreement with Thompson Rivers University (TRU).

**Please be informed** that the Articulation Agreements with the University of the Fraser Valley (UFV) and Athabasca University (AU) regarding our 20-month program are **pending review**.

### 6.1.5 Thompson Rivers University Articulation

#### **Bachelor of Health Science Degree Requirements re Graduates from the 20-month Competency Based, Mastery Level program**

The total credit requirements for graduation from the Bachelor of Health Science degree at Thompson Rivers University are 120. This means to complete the Bachelor of Health Science degree at TRU, WCCMT students who receive 69 block transfer credits will be required to obtain 51 credits in order to achieve the 120 credit requirement for the degree.

For further information on the transfer agreement please contact:

**Leena Niemela**, Enrolment Services Advisor

4th Floor, BCCOL Building

PO Box 3010

Kamloops, BC V2C 5N3

Toll Free: 1-800-663-9711 Ext. 6412

Direct Line: 250-852-6412

Email: [oladmissions@tru.ca](mailto:oladmissions@tru.ca)

### 6.1.6 University of the Fraser Valley Articulation

WCCMT graduates who apply to the University of the Fraser Valley to complete the Bachelor of Science in Human Kinetics degree may qualify for up to 43 block transfer credits based on the curriculum they have completed at WCCMT.

Please note that a student must meet the entrance requirements for the degree, which include 30 university-level credits (which must include a minimum of 12 credits of KPE Courses) applicable to the degree option with a cumulative GPA of 2.3 (C+) or above.

West Coast College of Massage Therapy graduates must follow the registration process at UCFV for the Kinesiology degree program.

**Corry Jensen**, Departmental Assistant

Phone: (604)-557-4029

Email: [corry.jensen@ucfv.ca](mailto:corry.jensen@ucfv.ca)

### 6.1.7 Athabasca University Articulation

WCCMT grads who apply to Athabasca University to complete their Bachelor of Science-Human Science Post Diploma may qualify for approximately 60 transfer credits.

Each student's transfer credit award is based on an Athabasca University assessment of the individual's post-secondary transcripts to ensure the maximum amount of allowable transfer credit is awarded. Using the Articulation as a framework, qualified and experienced assessors review each individual's transcripts to determine the number of transfer credits to be awarded how those transfer credits fit into the students Athabasca University Program and what, if any Athabasca University courses the student is allowed or not allowed to take to satisfy the remaining degree requirements.

To qualify for a transfer credit award based on the articulation a student will:

1. Apply for admission to Athabasca University
2. Pay the Athabasca University the general admission fee as provided in the Calendar;
3. Arrange for relevant educational providers to send official transcripts directly to the Athabasca University Office of the Registrar

Athabasca University will notify the students in writing of the official transfer credit award. Students are encouraged to discuss program planning and course selection with an Athabasca University advisor at: <http://vital.athabascau.ca/advise/contact/nsf>.

Students are given the following contact persons at Athabasca University for further information on the transfer agreement

**Andrea Kocher**, Articulation Assistant

Office of the Registrar

Phone: 780-675-6463

Email: [articulate@athabascau.ca](mailto:articulate@athabascau.ca)

### 6.1.8 TABLE OF PRE-REQUISITE AND CO-REQUISITE COURSES

All students enrolled in the 20 Month Competency Based Mastery Level Registered Massage Therapy program of study must follow and comply with the following:

Term	Course	Prerequisite Course	Credit	Concurrent
Term 1	Anat/Phys 1			
	MSAK 1 Lecture		MSAK 1 Lab	
	MSAK 1 Lab		MSAK Lec	
	Manual Skills 1	Intro to Massage		Clinical Assess.
	Clinical Assessment			MS 1
	Ethics and Professionalism			
	Professional Communication			
Term 2	Anat/Phys 2	AP 1		
	MSAK 2 Lecture	MSAK 1 Lab / Lecture	MSAK 2 Lab	
	MSAK 2 Lab	MSAK 1 Lab / Lecture	MSAK 2 Lec	Clinic Internship 1
	Manual Skills 2	All Courses Term 1		Clinic Internship 1
	Neurology 1 PNS	AP 1		AP 2
	General Pathology 1	All Courses Term 1		AP2
	Health Regulations	Ethics & Pro, Pro Com		
	Clinic Internship 1	All Courses Term 1		All Practical Courses in Term 2
Term 3	Anat/Phys 3	AP 2		
	Neurology 2 CNS	MSAK 2 Lab/Lecture; AP 2		
	Systemic treatments 1	All Courses Term 1-2		Clinic Internship 2
	General Ortho Tx	All Courses Term 1-2		Clinic Internship 2
	Therapeutic Exercise	All Courses Term 1-2		Clinic Internship 2
	Research Academic Writing	All Courses Term 1-2		
	Clinical Internship 2	All Courses Term 1-2		All Practical Courses in Term 3
Term 4	General Pathology 2	All Academic Courses 1-3		
	Orthopedic Pathology	All Academic Courses 1-3		
	Anat/Phys 4	AP 3		
	Regional Orthopedic Tx.	All Courses 1-3		Clinic Internship 3
	Systemic Tx 2	All Courses 1-3		Clinic Internship 3
	Joint Mobs	All Courses 1-3		Clinic Internship 3
	Clinical Internship 3	All Courses 1-3		All Practical Courses in Term 4
Term 5	Neuro Assessment & Tx.	All Courses 1-4		Clinic Intership 4
	Business Practice Mgmt.	Ethics & Pro, Pro Com		
	Pain & Stress	All Courses 1-4		Clinic Intership 4
	Spinal Orthopedic Tx	All Courses 1-4		
	Consolidated Health Science	All Courses 1-4		
	Clinical Case Presentation	All Courses 1-4		Clinic Intership 4
	Medications	All Academic Courses Term 1-4		
	Surgery	All Academic Courses Term 1-4		
	Consolidated Practice	All Courses 1-4		
	Mock Op's	All Courses 1-4		
Clinical Internship 4	All Courses 1-4		All Practical Courses Term 5	

## **7.0 PAPERLESS CLASSROOM POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

WCCMT is committed to responsible environmental practices. We believe that it is everyone's responsibility to raise and support awareness of environmentally and ecologically responsible practices. One of the numerous initiatives that we have undertaken to support our commitment to environmentally friendly practices involves the provision of a paperless classroom experience.

This means that we provide our course and clinic schedules, course outlines, course notes and applicable course materials electronically in a dedicated link to an online storage platform created especially for storing and retrieving classroom materials for the exclusive use of our instructors and students.

All students enrolled at WCCMT are required to have access to a personal computer or information technology device i.e. desktop, laptop and/or tablet in order to access and retrieve a copy of the digital learning materials they will require for each of their courses.

The College will provide students with a secure password which will provide them with access to this protected link and all students will have the ability to access this link and retrieve all required classroom materials.

Students will be able to retrieve these materials as often as necessary utilizing the protected password and will of course have the option of printing these materials in the event they wish paper copies at their convenience on their own private printing devices.

## **8.0 POLICY TO FACILITATE STUDENTS' SUCCESS IN THEIR PROGRAM OF STUDY**

Last Reviewed: December 2020, Last Revised: September 2019

### **8.1 Policy to Facilitate Student's Success in their Program of Study**

The success of our students at WCCMT is very important. Therefore, the College makes every reasonable effort to facilitate student success utilizing a variety of resources and venues available to the College.

### **8.2 Providing Students with Clear and Accurate Information**

#### **8.2.1 Verbal and Written Clarity during Admissions Process**

Student success at WCCMT is facilitated by ensuring that all students enrolled at the College possess clear and accurate information regarding WCCMT's educational programs and all policies and procedures of the College. This clarity is provided verbally and in writing (prospective students receive copies of WCCMT's Student Manual which clearly details educational program requirements, policies and procedures) by the College's Admissions Coordinator prior to any prospective student enrolling in our program of study.

#### **8.2.2 Confirming Clarity at Orientation**

In addition to first introducing prospective students to the College's policies and procedures during the admissions process the College also reviews and discusses all program requirements

and policies with students when students are officially enrolled with the College during the Student Orientation session on the first day of classes.

### **8.3 Follow-up Support**

The Curriculum Coordinator, the Practical Education Advisor, the Student Services Coordinator, Finance and Accreditation Officer and the Admissions Coordinator are all available to address any issues or concerns which require further clarification as the student progresses through the program.

### **8.4 Detailed Course Outlines**

Detailed course outlines are provided to students at the beginning of each class to assist them in becoming familiar with course outcomes and program objectives as well as to support students with time management. All course outlines contain clear assessment and evaluation information including specific dates for quizzes and exams and a breakdown of grade calculation.

### **8.5 Monitoring of Student Attendance**

Students at WCCMT are responsible for meeting the College's attendance requirements. However, the College supports them in meeting attendance requirements by issuing warning letters once their attendance drops below the acceptable level during the semester.

### **8.6 Academic Advising Services**

All instructors of the College are required to be available for at least one office hour per week to meet with students and address any concerns they may have regarding their academic progress and to assist them in building strategies for addressing the aforementioned. In addition, the Curriculum Coordinator and the Practical Education Advisor are available to provide academic and practical advising support services to all students in their respective departments of study.

1. Free tutorials in Biology are provided to new students registered for the RMT program. This 3-hour course runs consecutively for 10 weeks and is recommended to all incoming students who have no prior knowledge of Biology.
2. Free tutorial sessions in A&P 1, MSAK 1 (lecture) once a week in the evenings for 10 consecutive weeks. The term 1 and term 2 students also receive tutorial help for MSAK Lab once a week for more than 10 consecutive weeks. Tutorial classes are mandatory for all term 1 students who have failed any quiz/exam in A&P1 and MSAK lecture/lab courses throughout the term. Attendance at tutorials is monitored and failure to attend these as required may result in the possibility of the student being asked to withdraw from the program. Successful students may also attend these tutorials.
3. Mock board exam prep program to assist grads in preparing for their CMTBC Board exams.

## 8.7 Personal Counseling Referral Service

The College does not provide personal counseling for students. However, the College does have a list of qualified professional counselors in private practice outside the school environment that can be referenced. Please see page 73 of this manual.

## 8.8 Providing Classroom Instruction that Supports Different Learning Styles

WCCMT's Instructor Development program provides a module of instruction on teaching to different student learning styles. All instructors at WCCMT are required to participate in the College's Instructor Development program and to adapt course curriculum where viable and appropriate to the learning needs of students with different learning styles.

## 8.9 Interim Progress Reports

All students at WCCMT are provided with interim progress reports each and every term. The first interim progress report is provided within the first four (4) weeks of the term and the second progress report approximately halfway through the term (7<sup>th</sup> week in New Westminster and 10<sup>th</sup> week in Victoria) in order to provide students with an evaluation of their performance to date. These reports enable students to gauge their performance and if required request assistance or support in developing a remedial action plan for areas of weakness. All students who fail to achieve a 75% pass grade in any quiz or mid-term exam in A&P 1, MSAK 1 Lec or MSAK 1 Lab are required to attend the free tutorials provided for these courses.

## 8.10 Educational Resources to Support Student Success

WCCMT offers the following educational resources to support student success:

- A spacious library including six computer stations with printers and internet access which are available to students seven days a week during operating hours of the College
- A reference library containing all the required textbooks for the College's program and which are available for use at the College and can be signed out on a one day at a time basis
- Pub Med Medical Research Database
- Study classroom with massage tables available for group study and after class practice sessions

## 8.11 First Term Success

Student performance will be monitored throughout the program. Students who are unsuccessful on their first quiz/exam in Anatomy & Physiology I, Musculoskeletal Anatomy and Kinesiology I or II will be required to attend the applicable tutorial sessions for these courses. Attendance at tutorials is monitored, and failure to attend as required may result in the possibility of the student being asked to withdraw from the program.



## 9.0 EMPLOYMENT PREPARATION OR ASSISTANCE POLICY

Last Reviewed: December 2020, Last Revised: September 2019

WCCMT provides employment preparation through courses offered in our program and ongoing employment assistance through our job posting service. In addition, a key strategy in providing employment assistance for graduates of our program is through maintaining ties with our alumni and building connections in the industries that will be the future employers of our graduates.

The vast majority of Registered Massage Therapists are self-employed practitioners in private practice or associates in a group practice experience, i.e. multidisciplinary clinic which provide massage therapy services in conjunction to healthcare services provided by Chiropractors, Physiotherapists and in some instances Medical Doctors.

### 9.1 Development of Business and Practice Management Skills

Given the above reality employment preparation for Registered Massage Therapists essentially entails the development of business and practice management skills taught in the Business Practice Management course. This course facilitates student learning in business planning, accounting and bookkeeping, documentation and record keeping, promotion and advertising and agency relationships.

### 9.2 On-Site and Online Job Postings

The College provides a job posting board on site on our campuses and also maintains online job postings through our web site. Given the College's reputation in the industry, WCCMT's job posting boards are extremely popular and highly utilized. The College does not charge a fee for job postings.

### 9.3 On-Site Career Fairs

The College offers on site career fairs which essentially bring prospective employers from throughout the lower mainland to the College campus for specially designated Career Fair Days. These events provide students and graduates with the opportunity to meet prospective employers and explore employment opportunities with them.

## 10.0 STUDENT ENROLLMENT POLICY

Last Reviewed: December 2020, Last Revised: September 2019

A student is considered to be **enrolled** in the College once they have signed their registration contract. The following terms and conditions are printed on the back of the student contract. By signing the contract students agree to be bound by the terms and conditions of the contract and the policies and procedures provided to them in the College's Student Manual during the admissions process. The contracts are issued per semester, not for the entire study period.

## 10.1 Terms and Conditions of Enrollment

### 10.1.1 Registration and Tuition

Enrollment is based on re-registration at the commencement of each subsequent term. Tuition must be paid on time.

### 10.1.2 Student Accounts Policy

- a) Any student with outstanding account balance after the last tuition installment deadline date of the term will not be allowed to write their final exams in all courses in which the student is enrolled.
- b) Account balance must be \$0.00 prior to commencing subsequent terms. All accounts must be paid in full prior to graduation.
- c) Interest at the rate of 16% per annum will be imposed on all overdue tuition and any other outstanding balance.
- d) A fee of \$50 will be charged to:
  - Late submission of (3) valid post-dated cheques by the date shown on the front of the contract
  - Late monthly tuition payment
  - Returned or non-sufficient fund (NSF) cheque

### 10.1.3 Refund Policy

Please refer to Tuition Refund Policy.

### 10.1.4 Liability Waiver

The College, its employees or agents, do not assume any financial or legal liability for:

- a) Lost, stolen or damaged property left on the College premises.
- b) Bodily injury suffered in the course of normal College activities that are not related to a fault or defect in the structure or normal functioning of the College's premises and or equipment; or that was caused by the injured party, or another's behavior or activity resulting in the injury.
- c) Student's activity or conduct outside of the College's premises.
- d) Any physical or mental malady, complaint or grievance by a student as a result of any effect on their person by any treatment, exercise or exposure to any modality or educational method, used or taught in the College's undergraduate program.

### 10.1.5 Withdrawal

Students withdrawing from the program, for whatever reason, may be eligible to re-enter at a later date subject to the College's Re-Admissions Policy. Eligibility for re-admission is at the

discretion of the College based on each individual case. No part of tuition paid will be applicable to tuition required to restart the course at a later date.

### 10.1.6 Suspension and Expulsion

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 College Policies or Code of Ethics, including non-payment of tuition and other fees.

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.

### 10.1.7 Dispute Resolution Policy (Grievance Policy)

The College's Dispute Resolution Policy is distributed to all enrolled students via the Student Manual and may also be obtained upon request from administration.

### 10.1.8 Admissions

The College's Admissions Policy is outlined in the Student Manual and on the College website under Admissions. For details please refer to Admissions Policy.

### 10.1.9 Educational Performance Standards, Code of Ethics

Please refer to Code of Ethics Policy

## 10.2 Records Policy

Administrative student files are accessible by College staff and by the appropriate regulatory body. Information is confidential to all others. Students may view their file upon reasonable written request. Please refer to your Student Manual for complete statement of policy on student records.

### 10.2.1 Other Policies

It is the responsibility of the student to become familiar with, and keep up-to-date with, all policies in effect at the College. All College policies appear in full in the Student Manual. **Ignorance of a policy or rule that the student has been informed of will not constitute a valid excuse for policy and rule violations.**

## 11.0 POLICY REGARDING SPECIAL NEEDS STUDENTS

Last Reviewed: December 2020, Last Revised: September 2019

## 11.1 Special Needs Students

As a Private Post-Secondary Educational Institution unlike Public Post-Secondary Educational Institutions, WCCMT does not receive any support in the form of public funding to facilitate the College's efforts to accommodate special needs students. Given this reality WCCMT has a very limited capacity to accommodate special needs students.

For the purposes of this policy we define "special needs" students as a person requiring extraordinary support, either human or in terms of special resources and/or equipment, beyond what the typical student would require or be eligible for.

### Special Needs – Applicants with Learning Disabilities

The College will only consider providing an accommodation for student applicants with learning disabilities if the student applicant provides the College, at the time of Admissions, a Psycho-Educational Assessment which meets the following criteria;

- Is conducted by a Psychologist registered with the College of Psychologists of British Columbia
- Was conducted within the last 5 years prior to applying for admission to WCCMT
- Clearly articulates the need for the student applicant to receive additional time and/or a separate space in which to complete course examinations

In addition to a valid Psycho-Educational Assessment that meets the requirements outlined above the student applicant must complete and sign the Request for Special Accommodation Form.

As clearly outlined in the Request for Special Accommodation Form the only accommodation considered for applicants with learning disabilities is:

- The provision of extended time to complete course examinations (quizzes, mid-terms and final exams). Up to a maximum of 50% additional time will be allotted (example - allotted exam time of 1 hour; accommodation would be for an additional ½ an hour for a total of 1.5 hours allotted); and
- A separate and private space to complete the examination for all mid-terms and final exams (optional for quizzes). As an invigilator is required to appropriately administer this service an administrative fee of \$50 dollars will be charged for each occurrence.

### Special Needs – Applicants with Visual / Hearing or Physical Disabilities

The College will only consider providing an accommodation for student applicants with visual, hearing or physical disabilities if the student applicant provides the College, at the time of Admissions, a medical report, from an appropriate medical practitioner licensed with the College of Physicians and Surgeons of British Columbia.

In addition to the medical report the student applicant must complete and sign the Request for Special Accommodation Form.

As clearly outline in the Request for Special Accommodation Form the only accommodations considered for student applicants with visual / hearing or physical disabilities that meet the requirements outlined above are:

- To be permitted a College approved Aide, Scribe or Signer (which the student must personally retain and assume financial responsibility for) to be present with the student applicant throughout the program
- To be permitted specialized equipment and our resources such as a 'service animal' (which the student must personally acquire and assume financial responsibility for) as needed to support the student applicant throughout the program
- To be utilized as often as reasonably possible as "the body" for practical classes (this accommodation is applicable only to those student applicants with visual disabilities)
- The provision of extended time to complete course examinations (quizzes, mid-terms and final exams). Up to a maximum of 50% additional time will be allotted (example - allotted exam time of 1 hour; accommodation would be for an additional ½ an hour for a total of 1.5 hours allotted). A separate and private space to complete the examination for all mid-terms and final exams (optional for quizzes). As an invigilator is required to appropriately administer this service an administrative fee of \$50 dollars will be charged for each occurrence.

## 11.2 Additional Criteria

Although WCCMT will endeavor to support special needs students with appropriate accommodations, in order to minimize administrative and instructional impact, the following additional criteria applies:

- Requests for special accommodation will only be considered during the admissions process. At no time will the College consider special accommodation requests once the student has begun their program of study at WCCMT.
- Any special accommodation(s) granted to a student applicant during the admissions process are final and will remain in place through their program of study.
- Requests during the program for additional accommodations will not be considered.
- Students can choose to withdrawal their request for special accommodation at any time throughout their program of study however, once they have withdrawn their request it will not be reinstated.



West Coast College of MASSAGE Therapy

## REQUEST FOR SPECIAL ACCOMMODATION FORM

### Learning Disabled Applicants

PERSONAL DATA		
FAMILY (LAST) NAME:	GIVEN/FIRST NAME:	MIDDLE NAME:
PSYCHO-EDUCATIONAL ASSESSMENT (MUST ACCOMPANY THIS FORM)		
DATE ASSESSMENT COMPLETED	ASSESSMENT COMPLETED BY: (Psychologist Name/Phone)	CONFIRMED BY: <b>(COLLEGE USE ONLY)</b>
TYPE/NATURE OF LEARNING DISABILITY(S) <i>(Example – Diagnosed with ADHD)</i>	COMMENTS RELATED TO DISABILITY(S) AS OUTLINED IN ATTACHED ASSESSMENT <i>(Example - Managed by Medication)</i>	
ACCOMMODATION(S) AVAILABLE:		
<p>The provision of extended time to complete course examinations (quizzes, mid-terms and final exams). Up to a maximum of 50% additional time will be allotted (example – allotted exam time of</p> <p><input type="checkbox"/> 1 hour; accommodation would be for an additional ½ hour for a total of 1.5 hours allotted); and A separate and private space to complete the examination for all mid-terms and final exams (quizzes optional). As an invigilator is required to appropriately administer this service an administrative fee of \$50.00 will be charged for each occurrence.</p>		
DECLARATION STATEMENT		
<p>I acknowledge and agree upon admission to the 20-month Competency Based Mastery Level Registered Massage Therapy Program at West Coast College of Massage Therapy (WCCMT) that per section 11.2 of the Student Manual, WCCMT will not consider any new or additional requests for accommodation(s) over and above those agreed upon prior to Admission. I further acknowledge and confirm that I can withdraw my request for special accommodation at any time throughout the program of study and that once I have done so my accommodations will not be reinstated.</p>		
_____	_____	
Signature	Date	
<b>What Intake are you applying for:</b>	<b>Which WCCMT Campus are you applying to:</b>	<b>Admissions Receipt (date/initial)</b>
<input type="checkbox"/> January <input type="checkbox"/> May <input type="checkbox"/> September	<input type="checkbox"/> New West <input type="checkbox"/> Victoria	



## REQUEST FOR SPECIAL ACCOMMODATION FORM

### Visual, Hearing, Physically Disabled Applicants

West Coast College of **MASSAGE** Therapy

PERSONAL DATA		
FAMILY (LAST) NAME:	GIVEN/FIRST NAME:	MIDDLE NAME:
MEDICAL DOCUMENTATION		
DATE REPORT COMPLETED	MEDICAL REPORT COMPLETED BY: (MEDICAL PRACTITIONER NAME/PHONE)	CONFIRMED BY: (COLLEGE USE ONLY)
TYPE/NATURE OF DISABILITY <i>(Example – Visually Impaired)</i>	COMMENTS RELATED TO DISABILITY (as outlined in Medical Documentation submitted - <i>Example – Visual Acuity of 20/200, legally blind</i> )	
ACCOMMODATION(S) AVAILABLE:		
<input type="checkbox"/> To utilize a college approved aide, scribe or signer (which the student applicant must personally retain and assume financial responsibility for) to be present with the student applicant throughout the program;		
<input type="checkbox"/> To utilize special equipment and/or resources such as a “service animal” (which the student applicant must personal acquire and assume financial responsibility for) as needed to support the student applicant throughout the program.		
<input type="checkbox"/> To be utilized as often as reasonably possible as the “body” for practical classes (this accommodation is applicable only to those student applicants with visual disabilities		
<input type="checkbox"/> The provision of extended time to complete course examinations (quizzes, mid-terms and final exams). Up to a maximum of 50% additional time will be allotted (example – allotted exam time of 1 hour; accommodation would be for an additional ½ hour for a total of 1.5 hours allotted); and a separate and private space to complete the examination for all mid-terms and final exams (quizzes optional). As an invigilator is required to appropriately administer this service an administrative fee of \$50.00 will be charged for each occurrence.		
DECLARATION STATEMENT		
<p>I acknowledge and agree that upon admission to the 20-month Competency Based Mastery Level Registered Massage Therapy Program at West Coast College of Massage Therapy (WCCMT) that per section 11.2 of the Student Manual, WCCMT will not consider any new or additional requests for accommodation(s) over and above those agreed upon prior to Admission. I further acknowledge and confirm that I can withdraw my request for special accommodation(s) at any time throughout the program of study and that once I have done so my accommodations will not be reinstated.</p>		
_____ Signature		_____ Date
<b>What Intake are you applying for:</b>  <input type="checkbox"/> January <input type="checkbox"/> May <input type="checkbox"/> September	<b>Which WCCMT Campus are you applying to:</b>  <input type="checkbox"/> New West <input type="checkbox"/> Victoria	<b>Admissions Receipt (date/initial):</b>

## 12.0 STUDENT REQUEST FOR DEFERRAL POLICY

Last Reviewed: December 2020, Last Revised: September 2019

Students are reminded that the College's RMT program is a full-time program offering and as such delivered consecutively over five (5) terms of study.

Once enrolled in our RMT program students must consecutively enroll in each of the five (5) semesters of this program.

The only exemption to the consecutive enrollment requirement is a one-time deferral privilege which the College may elect at its discretion to provide to any student on a case by case basis one time and one time only.

The College will make this discretionary decision on the basis of the following;

- Demonstrated financial need. In other words, the student must demonstrate that without the requested deferral they will be unable to meet the financial costs associated with their tuition and other relevant learning and living expenses.
- A serious illness (accompanied by a Doctor's note) which renders them unable to continue consecutively in the program at this time.
- If a student is required to care for a terminally ill first degree relative (i.e., mother, father, sister, brother).
- If a student is dealing with grief re the death of a first-degree family member as defined above (with death certificate) which has occurred the term prior to the term they are requesting off.

All requests for consideration for exemption must be provided in writing to Student Services at least 1 month prior to the end of the term the student is submitting for exemption from consecutively attending.

All requests must be provided in writing and must include a rational and required documentation as per the requirements explained above.

## 13.0 WITHDRAWAL AND RE-ADMISSION POLICY

Last Reviewed: December 2020, Last Revised: September 2019

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 Curriculum Coordinator and/or the Practical Education Advisor and arrange a meeting with the student and the Curriculum Coordinator and/or Practical Education Advisor 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.

## **13.1 Withdrawing from the Program**

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

### **13.1.1 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.

### **13.1.2 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.

### **13.1.3 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 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 75% 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.

### **13.1.4 Re-Admission Following Disciplinary Suspension**

- a) 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 behavior. 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.

## **14.0 TUITION REFUND POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

As a PTIB designated institution the College follows the refund policy which is set out by the Private Training Institutions Branch which is described below.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution will retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:

(a) more than seven days after the effective contract date and

- i. at least 30 days before the contract start date, the institution will retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
- ii. less than 30 days before the contract start date, the institution will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

(b) after the contract start date

- i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution will retain up to 30% of the tuition due under the student enrolment contract.
- ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution will retain up to 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

(a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution will retain up to 30% of the tuition due under the student enrolment contract.

(b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution will retain up to 50% of the tuition due under the student enrolment contract.

6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

(a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution will retain up to 30% of the tuition due under the student enrolment contract, or

(b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution will retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

(a) of the date the institution receives a student's notice of withdrawal,

(b) of the date the institution provides a notice of dismissal to the student,

(c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1 (c) or 2 of this policy or

(d) after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1 (a), 1 (b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

(a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or

(b) the program is provided solely through distance education.

## 15.0 STUDENTS RIGHTS AND RESPONSIBILITIES

Last Reviewed: December 2020, Last Revised: September 2019

### Rights

Students have a right to be treated with respect, courtesy and consideration at all times. This means at a minimum to be free of any discrimination, violence, harassment, bullying, and inappropriate sexual conduct.

Students have a right to be treated fairly and equally as learners in WCCMT's learning community.

Students have the right to be provided with all relevant information pertaining to the program and the College as outlined in the College's Student Policy Manual prior to enrolling in our program of study.

Students have a right to be fully informed of programming and course requirements including evaluation requirements.

Students have a right to appeal any grade they receive via the College's Academic Marks/Grade Appeal Policy.

Students have a right to file a grievance or complaint with the College as per the College's Dispute Resolution Policy.

Students have the right to reasonable access to instructors during and after class for questions and concerns related to learning and instruction.

Students have a right to a clean, safe and well maintained learning environment.

Students have a right to participate in the process of program and course development via student course evaluations, surveys and grad surveys.

Students have a right to receive communication regarding any changes in course or College policies and protocols as these occur with sufficient lead time for implementation.

Students have a right to reasonable accommodation for special needs identified by psycho-educational assessments provided as required in the College's Policy Regarding Special Needs Students.

Students have the right to access the College's referral resources for personal counseling available within the community.

Students have a right to be fully informed of their responsibilities as well as their rights as members of the WCCMT learning community.

### **Responsibilities**

Students have a responsibility to treat all members of WCCMT's learning community with respect, courtesy and consideration at all times. This means refraining from any and all forms of harmful and inappropriate behavior including at a minimum discrimination, bullying, harassment, violence and inappropriate sexual conduct.

Students have a responsibility to ensure that they have read and are familiar with and diligently comply with all College policies, procedures and protocols outlined in the Student Policy Manual, Student Clinic Handbook and all other relevant College documents.

Students have a responsibility to comply with program and course requirements as outlined in the Student Policy Manual and individual course outlines for each and every course in our program of study.

Students have a responsibility to monitor their attendance and ensure that they meet the College's 80% attendance requirement for all academic and practical courses.

Students have a responsibility to monitor their clinic hours and ensure that they meet the minimum required number of clinic hours for each and every term of clinic.

Students have a responsibility to follow the College's policy and procedures for Grade Appeals as articulated in the Student Policy Manual.

Students have a responsibility to follow the policy and procedures for Grievances/Concerns as articulated in the Student Policy Manual.

Students have a responsibility to ensure that they do not monopolize any given instructor's time either in class or after class thereby preventing their classmates from access to that instructor or slowing the learning process in the classroom.

Students have a responsibility to ensure that they follow hygiene, cleaning and safety protocols applicable to classrooms, clinic, library, student open concept eating and lounge areas and other College facilities.

Students have a responsibility to complete course evaluations, student surveys and grad surveys in order to support the College in addressing and remediating any concerns and participating in our efforts to continuously improve.

Students have a responsibility when and if applying for special accommodation to follow the College's Policy Regarding Special Needs Students.

Students have a responsibility to take responsibility for following up on recommendations made by Admissions, Academic or Practical Advisors.

Students have a responsibility to take responsibility for their personal health and well-being and for pursuing personal counseling support for any personal issues which may arise during their tenure at the College.

Students have a responsibility to exercise their rights conscientiously, in good will and in good faith.

## 16.0 DRESS CODE

Last Reviewed: December 2020, Last Revised: September 2020

Students, faculty and staff at WCCMT are expected to dress in a manner that is professional, modest and appropriate. As the College also houses a public clinic, the manner in which students present themselves creates an impression on the general public that should be in keeping with a training facility for registered massage therapists.

The Dress Code for WCCMT's classroom requires that students refrain from wearing ripped or torn clothing, crop tops, short shorts, revealing clothing or clothing bearing foul language or disparaging lettering, statements or graphics.

Students failing to dress appropriately for the classroom environment will be advised by the classroom instructor and/or administrator, whoever first notices the violation, that their clothing is inappropriate and will be asked to change. Should a second instance occur he/she will be sent to the Director of Compliance & Student Services (New Westminster) or Campus Director (Victoria) who will inform the student that they have breached the College's Code of Conduct and, in adherence with the Code, take appropriate action.

The Dress Code for WCCMT's professional public intern clinic requires that intern therapists wear a clean and pressed short sleeve WCCMT logo shirt, full length pressed loose fitting black pants. No stripes, plaids or printed designs or any other clothing than that described above. Students must also have one pair of shoes to be worn in clinic only (not for street wear) flat heeled with soft soles that are non-marking. Preferably minimal colours on runners; they should be mainly black. Every student must also always wear a College Clinic Name Badge whenever working in clinic. Complete details regarding dress code requirements for public intern clinic can be found in the *Student Clinic Handbook*.

Students failing to dress appropriately for public intern clinic will be advised by their clinic instructor and/or administrator, whoever first notices the violation, that their attire is inappropriate for clinic and will be asked to change immediately. If the student does not have appropriate attire available to change into he/she will be allowed to continue the shift in order to provide the care the scheduled patients require but will receive a professionalism demerit for failing to meet the College's Dress Code policy. Should subsequent incidents occur, where the student reports to clinic without their appropriate clinic attire, he/she will immediately receive a professionalism demerit and will be directed to meet with the Clinic Manager (New Westminster) or Clinic Coordinator (Victoria) where additional disciplinary action, including suspension, may be taken.

## 17.0 ATTENDANCE POLICY

Last Reviewed: December 2020, Last Revised: September 2019

**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.**

### 17.1 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 1.75 of the class (practical) or 1.5 of the class (academic) 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, student will receive a 0.25 deduction.
- If a student is more than 30 minutes late on one attendance call or leave more than 30 minutes prior to the class ending they will be considered absent for that ½ class and receive a 1.75 deduction for a practical class and a 1.5 deduction for an academic class.
- In the event a student leaves early from class (less than 30 minutes) the student will receive a 0.25 deduction.
- It is the students' responsibility to inform the instructor of the given course that he/she is present if they were not present during roll call.

## 17.2 Student Responsibility Regarding Attendance

**All students are expected to act responsibly and to personally monitor their attendance.**

In all cases, students are responsible for reporting their absences to the Student Services Coordinator.

Absences must be reported when it occurs. If the student knows in advance that they will be absent for a legitimate reason they must notify the school in advance for their absence.

If the student is absent after the fact. He / She will be required to provide a notice of absence for legitimate reason within twenty-four (24) hours following the day of their absence.

Notice can be provided by either e-mail or phone call.

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.

## 17.3 Chronic Attendance Issues

Any student receiving more than 2 Attendance Warnings will be immediately required to meet with Curriculum Coordinator and/or Practical Education Advisor and placed on probation for the duration of that term. Should the student receive any further attendance warnings they will be placed on probation for the full duration of their studies at the College.

## 18.0 LATENESS POLICY

Last Reviewed: December 2020, Last Revised: September 2019

Any student arriving after the scheduled class start time will be considered late and marked accordingly. For example, if the class start time is 9 a.m. and a student arrives at 9:01 a.m. he or she will be marked late.

Any student arriving more than 30 minutes late will be marked as absent for half a class.

Late Attendance is recorded twice in every class: at the beginning of the class and upon return from the class breaks. Furthermore, any student leaving class while class is in session and returning more than 10 minutes late will be considered absent for that half of the class he or she was late returning from.

Any student, who is chronically late, chronically late being defined as late more than three times (beyond the scheduled class time but not exceeding ten minutes) in any given course, will be placed on Lateness Probation and if the lateness persists, the student will be required to meet with the Management Committee.

## 19.0 LATE ASSIGNMENT POLICY

Last Reviewed: December 2020, Last Revised: September 2019



## **19.1 Late Completion of Any Portion of the Course Requirements**

All work must be completed and the educational standards for each term of the program must be met before a student may continue to the next term. Failure to complete assignments, performance requirements, or other work by the end of the term will be regarded as failure to meet educational standards and treated as such.

Permission to submit assignments later than the scheduled due date may be granted at the instructor's discretion. Instructors will inform the head of their respective departments of this change. Students must inform instructors, in writing, in a reasonable period of time prior to the due date, of the reason(s) they are unable to submit the assignment on time, and must contract for a new due date.

Late assignments without permission result in an automatic loss of 10% of assignment mark and 10% for each additional 24 hours the assignment is late. Credit-only assignments that are late without permission will result in an automatic loss of 5% of the course mark and an additional 2% for each additional 24 hours the assignment is late.

## **19.2 Late Completion of Oral Presentations**

A failure to present such assignments as Clinic Case Projects when scheduled will require rescheduling at a later date. The mark penalty will be limited to 30%.

## **20.0 QUIZZES/EXAMINATIONS**

Last Reviewed: December 2020, Last Revised: September 2019

### **20.1 Weightage of Final Examinations**

All final written examinations are comprehensive. The sum of the final examinations (oral-practical and written) must comprise a minimum of 40% of the final mark for each course unless otherwise stated in the course outlines e.g. Professional Development, Case Presentations, etc.

### **20.2 Return of Examinations**

Midterm and final exams are not returned to students. Instructors will keep all examinations on file until the student has graduated or withdrawn from the program, and will provide reasonable, supervised access to examinations, on an individual basis, for review purposes.

### **20.3 Missed Quizzes**

Eligibility to write quizzes at times other than when scheduled is not automatic and subject to the agreement and approval of the instructor and the Curriculum Coordinator and/or Practical Education Advisor as applicable.

The instructor and/or department head will consider in their discretion the reason for the missed quiz and ascertain whether or not they will provide the student with the privilege of making up the missed quiz. Students however who provide a doctor's note attesting to a medical reason for

a missed quiz will be given an opportunity to automatically write another quiz on the same topic at a time to be agreed upon by the instructor and the student.

All missed quiz rewrites are subject to a \$50 rewrite fee which is to be allocated to the instructor in question in order to reimburse him or her for creating an individual quiz for the student who was absent for the scheduled quiz.

The student may not proceed with writing a missed quiz until such a time as they have paid their \$50 missed quiz fee and the instructor has been notified that this is the case by the Student Services Coordinator.

## 20.4 Missed, Deferred or Early Examinations

Eligibility to write exams at times other than when scheduled is not automatic and is subject to the agreement and approval of the instructor and the Curriculum Coordinator and/or Practical Education Advisor as applicable. Permission to defer or write an examination early will be based on the principles of timely notification and timely completion.

## 20.5 Timely Notification

Students must inform instructors, in writing, of the reason(s) they cannot write as scheduled. Such notification must be given within a reasonable period of time (no less than two weeks) prior to the scheduled examination time.

Students must provide advance notice verbally or in writing, if they are seriously incapacitated or hospitalized and unable to sit a test or an exam. This notice must, in all cases, be provided to the instructor in advance of the actual test or exam.

In the case of examinations missed due to emergencies where prior notification is not possible, students must inform the instructor as soon as possible (within 24 hours of the student's absence) and validate the reasons for having missed an exam.

When documentation is provided in a timely manner verifying a **valid reason** for the absence, missed final examinations may be made up by arranging for a second examination to be written. The student must undertake the financial responsibility for the \$150 charge for a written examination and the \$50 charge for an oral practical exam and **must make payment prior to writing the examination.**

In the event of a mid-term exam that does not provide a cumulative option, (i.e. does not allow a student to make up the total grade at the end of the term), then students are similarly required to pay the \$150 fee for a written, and \$50 for an oral practical mid-term examination.

## 20.6 Timely Completion

The students must contract, in writing, for an alternate examination time, subject to the instructor's availability. The re-write examinations will not be the same as the originally scheduled exam. In most cases this will be within 24 to 48 hours of the original scheduled examination time. The Curriculum Coordinator, and/or Practical Education Advisor as applicable

must then approve this arrangement. The student must also contract not to speak about the examination with other students.

Discussion of examinations between parties who have not yet completed an examination and those who have will be regarded as cheating, and all parties involved are subject to expulsion.

## 20.7 Exam Procedures

- Examination rooms are to remain locked and students are not allowed to enter until admitted by the examiner when the examination is about to begin. The instructor will relock the examination room after the examination is finished.
- All personal belongings including books, notebooks, bags, jackets and coats must be placed at the front of the classroom.
- Students are not allowed to enter the examination room after 15 minutes has elapsed except under unusual circumstances that have been clearly communicated and accepted as reasonable by the examiner or the Curriculum Coordinator, and/or Practical Education Advisor as applicable but under no circumstances after the first student has completed his/her examination and departed.
- No exit from the examination is permitted earlier than 20 minutes after a midterm or final examination has begun.
- Students who need to leave to go to the washroom or for any other reason must be escorted. Students who leave the classroom unescorted are not permitted to return.
- When possible, at least two versions of each examination will be used and distributed in alternation so that students sitting beside one another are not writing the same version. Separate answer sheets will be used and students will be asked to use a cover page over their answer sheets.

It is important that these procedures are followed and respected by all examiners and students. The purpose of these procedures is to prevent the creation of an atmosphere of mistrust or suspicion in the examination room, which may impact negatively upon a student's ability to perform.

## 21.0 WORK EXPERIENCE POLICY

Last Reviewed: December 2020, Last Revised: September 2019

### 21.1 Applicable to General Internship and Clinical Practicum

The ability to apply and integrate knowledge and skills learned in the classroom is critical to the education and training of RMT students aspiring to obtain the knowledge and skills necessary for entry-level practice as Registered Massage Therapists in British Columbia.

For this reason, WCCMT provides a robust Clinical Internship program of study. WCCMT's Clinical Internship consists of 550 hours of clinical practicum training and involves three different types of practical experience categorized as follows:

### **Clinical Practicum**

Provided on site in our student clinic, approximately 330 hours.

### **In-reach Practicum**

Also provided on site in a curtained classroom area and provided specifically to special patient populations, approximately 55 hours.

### **Outreach Practicum**

Provided off site at different host site organizations in the community and supervised by WCCMT Clinic Instructors, approximately 170 hours. These hours are allocated by the College based on the suitability of the outreach opportunity as it relates to the practical and academic requirements for that term. Distribution of these hours is approximately 40, 80 and 50 hours respectively for terms three through five. Practicum host sites can vary according to needs and opportunities in the community.

This policy specifically focuses on Outreach Practicum, which is provided at different sites hosted by different practicum organizations that the College has entered into contractual relations with.

WCCMT's Outreach Practicum enables students to treat target patient groups that are often underrepresented in the College's public clinic, providing them with additional opportunities to treat special patient populations with specific pathologies. The Outreach Practicum is also extremely important because it provides student interns with the opportunity to participate in community collaborations and intra-professional education through formal contractual agreements with organizations requiring our services.

## **21.2 Outreach Placement**

Students are placed on work experience outreaches on a five-week rotational basis as part of their clinic internship in terms 3, 4 and 5. The College allocates outreaches to specific terms based on the number of students in each term and the knowledge and skill set required of the student to treat the specific patient population of each outreach.

The College ensures that students are provided with the opportunity to participate in all rotational outreaches, via a request for placement form, and an outreach schedule is created which tracks student's placement.

From time to time the College provides additional opportunities for students to participate in community event outreaches (i.e. CIBC Run for the Cure). These outreaches are offered on a volunteer basis and student participation is allocated on a first request, first provided basis.

## **21.3 Process for Placement at Outreach Sites**

Once students have completed all courses and clinical internship in the pre-requisite terms, they are ready to undertake outreach placement.

Students meet with the College's Clinic Manager at the beginning of each term, starting in term 3, to review the outreach placement process. During this meeting participation requirements are

reviewed and confirmed with students and students are advised of the specific outreach(s) they will be assigned to for the term.

At the conclusion of the meeting(s) students sign the Host Site, College, Student Agreement and student outreach placement will begin as per the schedule provided to the student. Students are provided with a copy of this agreement with the original retained in the student's permanent record.

## 21.4 Participation Requirements

### General Requirements

- In order to participate in WCCMT's clinical practicum students must have successfully completed all course work in term 1 and fulfilled Standard First Aid with CPR-C and AED training requirements.
- In addition, students must submit tuberculosis skin test results along with a record of immunization or serology test including; Hepatitis, Influenza, Diphtheria, Tetanus, Pertussis, Measles, Mumps, Rubella and Varicella Zoster.

### Specific Requirements as Per Host Site, College and Student Agreement

As outlined in each specific outreach Letter of Agreement the student intern will undertake the following:

- a) Participate in the following work experience activities:
  - If applicable, attend and participate in any relevant outreach tutorial training program
  - Take patient history
  - Conduct assessment of presenting condition
  - Create proposed treatment plan
  - Obtain informed consent from the patient
  - Obtain approval to proceed with treatment from on-sit Clinic Instructor, as well as the patient's health care team if applicable
  - Provide treatment including home care if applicable
  - Participate in informal continuous evaluations
  - Participate in one formal evaluation at the end of each rotation
- b) Attend the outreach practicum on scheduled dates at the assigned times
- c) Provide massage therapy treatment to patients according to the knowledge and skills required for this outreach patient group
- d) Act professionally and responsibly at all times in accordance with requirements detailed in the Student Clinic Handbook and Code of Ethics of the profession of Registered Massage Therapy
- e) Competently fulfill evaluation requirements posed by the Clinic Instructor and, if applicable, patient participation surveys

- f) Utilize caution, good judgement and care in fulfilling all responsibilities assigned as a Student Intern and never place the patient, outreach or the College at risk of harm as a result of unethical or unprofessional behaviour

### **Important Need to Know Information**

- Outreaches may be offered anywhere in the lower mainland and students are responsible for getting to and from the outreach. Any related transportation or parking costs are the responsibility of the student. To help minimize this expense the College encourages students to carpool.
- Some outreaches require massage tables while others require massage chairs. Where massage tables are required students are responsible for providing their own massage table; where massage chairs are required students are responsible for signing out and signing back (at clinic reception) a college supplied massage chair. Students are responsible for transporting the required table or chair to the outreach. Please note that student's massage tables are not able to be stored at the school or unless otherwise noted left at the outreach.
- Outreaches are scheduled in 5-week rotations and are part of each student's clinic schedule. General information such as address, hours and parking along with an overview of what students can expect at the outreach is provided to students in a brief Outreach Package prior to the beginning of each term and uploaded to SharePoint.
- Students are required to wear their clinic uniform, as outlined in the Student Clinic Handbook, to all outreaches.

### **21.5 Evaluation Process**

A duly qualified RMT (in good standing with the College of Massage Therapists of British Columbia with a minimum of 2500 hours of clinical experience) is on site at all times to supervise all Outreach Practicum students. The Clinic Instructor provides a comprehensive evaluation of the students' work experience, which consists of continuous ongoing informal evaluations scheduled on a weekly basis throughout the duration of the outreach and one formal evaluation completed at the end of the Outreach Practicum for each of the two outreach rotations.

Given that host site managers and coordinators are not experts in the field of registered massage therapy, and therefore unable to evaluate student performance, the College asks patients to provide feedback on the student's performance. The College provides a standard form which patients can fill out on a voluntary basis. This supplementation of the Clinic Instructor's comprehensive evaluation provides the College with a mechanism for creating some form of joint evaluation process with the representatives of the host site.

### **21.6 Written Evaluation**

The Outreach Clinic supervisor will provide one formal written assessment (skill check recording form) for each student participating at each outreach site.

## 21.7 Monitoring of Student and Ensuring Fulfillment of Learning Objectives

The Outreach Clinic supervisor monitors student attendance at outreach practicum by maintaining a log of attendance at each practicum site as per the practicum schedule.

The Outreach Clinic Supervisor and Clinic Manager ensure that the knowledge and skills involved in providing treatment to special patient populations are connected to learning outcomes by cross-referencing Outreach Practicum as well as on-site Clinical Practicum work experience with the *Inter-Jurisdictional Occupational Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice* document.

## 22.0 RETAKING OF UNSUCCESSFUL COURSES POLICY

Last Reviewed: December 2020, Last Revised: September 2019

Students who have not met the academic standard of 75% (failure) **or** who have withdrawn from a class after 50% of the course has been taught **may** be granted the opportunity to retake the course in question upon approval of the Curriculum Coordinator, and/or Practical Education Advisor for that course.

## 23.0 AUDIT POLICY

Last Reviewed: December 2020, Last Revised: September 2019

- a) Only students who have successfully completed a course at WCCMT may audit that course in subsequent terms with a written request to the Administration and an approval from the course instructor.
- b) No auditing of classes will be permitted for courses which a transfer credit has been granted.

## 24.0 STUDENT ASSESSMENT/EVALUATION POLICY

Last Reviewed: December 2020, Last Revised: December 2020

The West Coast College of Massage Therapy is committed to providing high quality assessment, evaluation and communication of student progress and achievement. We believe that the delivery of such is essential to an effective educational program.

Assessment that is clear, accurate and fair will provide important information about student achievement and enable the provision of a communication process that is meaningful and accountable to students. Clear, accurate and fair assessment will support instruction and program improvement, increase student motivation, and promote student achievement.

### 24.1 Guiding Principles and Standards for Student Assessment

- a. The primary purpose of assessment is to improve student learning
- b. Assessment practices must be fair and equitable for all students
- c. Communication pertaining to assessment must be clear, on-going, and meaningful
- d. Professional Development and collaboration support assessment

## 24.2 Standards of Student Assessment

1. Instructors must provide students with appropriate and varied opportunities to demonstrate the knowledge, skills, attitudes, and behaviors being assessed
2. Students must be informed in advance of the basis and criteria for assigning letter grades
3. Assessment methods must be appropriate for and compatible with the purposes and context of the assessment
4. Assessment methods must be consistently applied and monitored
5. Instructors providing assessment must ensure that they collect sufficient information to make informed decisions
6. Assessment information must be clear, accurate and relevant
7. Assessment results should be utilized to make decisions about program and instruction
8. Assessment within the College must be aligned with the prescribed learning outcomes specified in the Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice and the Guidelines for Foundational Knowledge In Massage Therapy Educational Programs
9. Student assessment must involve an ongoing consultative process between student and instructor
10. Assessment, evaluation must include a final assessment feedback interview between student and instructor and where applicable Curriculum Coordinator and/or Practical Education Advisor prior to the student's withdrawal from the course of study
11. Assessment/evaluation may be appealed vis-a-vis the College's Appeal Policy

## 24.3 Evaluation

Course marks including clinical practicum are determined through a series of ongoing evaluations. Evaluation consists of written and oral practical examinations as well as term assignments. A pass mark is 75% in all courses. Students required to withdraw due to failure are eligible for re-enrollment at the discretion of the College. Please refer to the Withdrawal and Re-Admissions Policy.

Students' performance will be monitored throughout the program. Students who are unsuccessful on any quiz/exam in Anatomy & Physiology 1 (A&P) and/or Musculoskeletal Anatomy and Kinesiology 1 (MSAK) will be required to enroll in the corresponding tutorial. Students' attendance at the tutorial will be monitored and failure to do so will result in the possibility of the student being asked to **withdraw** from the program.

## 24.4 Interim Progress & End of Term Grades

The College's Policy Re Interim and End of Term Grades serves two key purposes. These are firstly, to provide students with the feedback they need to support their understanding of how well they are succeeding in meeting course expectations and requirements while in progress in any given



course. And secondly, to ensure that students receive accurate, clear and timely notification of final grades assigned upon completion of any given course(s).

### **Interim Progress Reports**

Interim Progress Reports are provided to students twice per term. In the first instance these are provided in week three to assist students in ascertaining how well they are meeting course requirements and to provide them with the information they may need to choose to withdraw from our program of study with limited financial penalties should they wish to do so given unexpected difficulty with the curriculum or simply a desire to withdraw for any voluntary reason from our program of study.

Secondly, we provide interim reports in week seven in New Westminster and week ten in Victoria in order to assist students in gauging how well they are doing in their course(s) and to provide an optional opportunity to request a meeting with the instructor of the course(s) to discuss their performance to date. If a student is failing to meet the minimum passing grade requirement of 75% in any given course, he/she is required to meet with the RMT Curriculum Coordinator in New Westminster, or the Campus Director in Victoria to discuss their performance, identify areas of weakness and create a remedial action plan in order to optimize their opportunity to successfully complete the course(s). All students who fail to achieve a 75% pass grade in any quiz or midterm exam in A & P 1 Lecture, MSAK Lecture 1 or MSAK Lab are required to attend the free tutorials provided for these courses.

Student interim progress reports provide the grade the student has achieved to date, the representative percent of the total grade it constitutes, and an opportunity to request a meeting with the instructor to address questions or concerns regarding their performance.

All students are required to sign a copy of their interim progress report acknowledging its receipt as well as an indication of whether they wish to arrange a meeting with the instructor to address questions or concerns.

### **End of Term Grades**

Each and every student of the College is provided with final grades for all courses in each given term of study at the end of each term. Student final grades are emailed to each student along with an official transcript the week following the last day of the term.

## **25.0 NOTIFICATION OF COURSE FAILURE(S) POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

All students at WCCMT must receive timely and effective notification of course failure(s) and be provided with the opportunity to meet with the appropriate administrative personnel to discuss course failure(s) and receive a revised term schedule prior to the commencement of the new term.

**WCCMT will provide students with timely and effective notification of course failure by:**

- Ensuring that all instructors are provided with a grades deadline schedule and instructions around week 10 of each term of study
- Ensuring that all grades are forwarded to the Curriculum Coordinator, and/or the Practical Education Advisor and forwarded to the Student Services Coordinator by the last day of classes
- Issuing a list of all course failures on the Monday following the last day of classes
- Posting the above-mentioned list on the college's website by student number

#### **Contacting all students on the course failure list by:**

1. Informing the student of the course(s) they were unsuccessful in by telephone
2. Establishing an appointment time for them to meet with the Student Services Coordinator in the event of one to two course failures
3. Establishing an appointment time for them to meet with the Curriculum Coordinator, and the Practical Education Advisor in the case of multiple failures
4. Providing students with multiple failures with a notification letter via registered mail
5. The Curriculum Coordinator providing recorded documentation detailing their meetings with students with multiple failures
6. Maintaining a record of these meetings in the students file
7. Providing all students with course failures a revised term schedule prior to the beginning of the new term

## **26.0 MULTIPLE COURSE FAILURE POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

In order to ensure the ability to retain knowledge and skills and integration of learning and practice, it is critical that students successfully pass coursework on a term by term basis. The pauses and breaks created by chronic course failure detrimentally interrupts this learning sequence and diminishes the students' ability to competently integrate knowledge and skill and successfully complete the program of study and eventually successfully complete CMTBC board examinations.

For this reason, any student who experiences multiple course failure, defined as receiving failing grades in 3 or more courses by the completion of term 3 will be required by the College to withdraw from the program of study as a result of failure to meet program requirements.

Any student required to withdraw from the program as a result of multiple course failure will be ineligible for re-admission to the College. This means that should they apply for re-admission at a future date to either WCCMT New Westminster or WCCMT Victoria that they will be denied admission on the basis of their past chronic course failure with either of the WCCMT campuses.

## 27.0 ACADEMIC MARKS/GRADE APPEAL POLICY

Last Reviewed: December 2020, Last Revised: September 2019

A passing grade of 75% 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. 73%, 74% to a passing grade. All students must achieve a passing grade of 75%.

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. The student must submit the appeal forty-eight (48) hours after the receipt of the mark. The instructor must respond to the student appeal within forty-eight (48) hours after the receipt of the appeal.

If the course instructor cannot resolve the issue to the student's satisfaction, he/she may forward a subsequent appeal in writing to the Curriculum Coordinator and/or Practical Education Advisor responsible for the course involved. This second and final appeal must be submitted by the student within 7 days of the instructor's response to the student's original appeal. The Curriculum Coordinator and/or Practical Education Advisor 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 case of subjective assessment, provide an alternative assessment and revise the mark or grade accordingly if justified. The Curriculum Coordinator and/or Practical Education Advisor will resolve the appeal within 7 days of their receipt of the students request for a second appeal. The Curriculum Coordinator and/or 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.



West Coast College of **MASSAGE** Therapy

## STUDENT GRADE APPEAL FORM

### Part A – Completed by Student

(Must be submitted within 48 hours of receiving your grade)

**Student Name:** \_\_\_\_\_

**Term:** \_\_\_\_\_

**The Course Grade is Being Appealed for:** \_\_\_\_\_

**Name of Primary Instructor of Course:** \_\_\_\_\_

**Grade Received in Course:** \_\_\_\_\_

**Nature of Appeal:**

**Clerical Error** \_\_\_\_\_

**Subjective Evaluation** \_\_\_\_\_

In the place provided below please describe the facts of your appeal.

1) What is your specific issue(s) with the grade provided to you?

2) What is your rationale for the appeal? Why should your instructor consider modifying your grade?

\_\_\_\_\_  
**Student's Signature**

\_\_\_\_\_  
**Date**



West Coast College of **MASSAGE** Therapy

## STUDENT GRADE APPEAL FORM

### Part B – Completed by Primary Instructor

In the place provided below please describe your response to the student's appeal.

1) Please explain why the student received the grade allocated?

2) What is your rationale for either granting or refusing the student's appeal?

Please indicate your finding:

Successful  
Appeal \_\_\_\_\_

Unsuccessful  
Appeal \_\_\_\_\_

In the event of a successful  
appeal indicate new grade: \_\_\_\_\_

\_\_\_\_\_  
**Instructor's Signature**

\_\_\_\_\_  
**Date**

**Acknowledgment of next step by student:**

Acceptance  
of Finding \_\_\_\_\_

Appeal to  
Education Advisor \_\_\_\_\_

\_\_\_\_\_  
**Student's Signature**

\_\_\_\_\_  
**Date**



West Coast College of **MASSAGE** Therapy

## STUDENT GRADE APPEAL FORM

### Part C – Completed by Academic/Practical Education Advisor

Part C is only to be completed after Parts A & B have been completed and the student has indicated (in form B) that they are not satisfied with the finding of the Primary Instructor and wish to further appeal their grade to the Academic/Practical Education Advisor.

Completed and signed copies of Part A and B of this form must be provided to the Education Advisor along with any other materials requested by them for their thorough review and final decision.

1) What is your rationale for either granting or refusing the student’s appeal?

Please indicate your finding:

Successful  
Appeal \_\_\_\_\_

Unsuccessful  
Appeal \_\_\_\_\_

In the event of a successful  
appeal indicate new grade: \_\_\_\_\_

\_\_\_\_\_  
**Academic/Practical Education Advisor’s Signature**

\_\_\_\_\_  
**Date**

Acknowledgment of acceptance  
of FINAL decision: \_\_\_\_\_

\_\_\_\_\_  
**Student’s Signature**

\_\_\_\_\_  
**Date**

## 28.0 STUDENT CODE OF CONDUCT

Last Reviewed: December 2020, Last Revised: September 2020

The West Coast College of Massage Therapy (WCCMT) is a private post-secondary institution of higher learning dedicated to the education and training of Registered Massage Therapists. WCCMT is committed to providing an exemplary education in this regulated healthcare field premised on the core values of Respect, Responsibility, and Integrity.

Healthcare learning institutions hold a special position of trust within society. They maintain this trust and the privileges it affords them by keeping their promise to society to conduct themselves with the highest level of ethical propriety commensurate with a learning institution that serves a healthcare field.

This Code of Conduct is applicable to all student members of the WCCMT learning community. Along with the values and standards outlined in this document, WCCMT students are responsible for ensuring diligent compliance with federal and provincial laws and regulations. In addition, all students who aspire to become registered with the College of Massage Therapists of British Columbia must also comply with the CMTBC's Code of Ethics.

### 28.1 Core Values / Standards

#### **Respect**

At WCCMT students recognize the worth and dignity of every person and are committed to treating all members of our learning community with courtesy, consideration, and respect.

#### **Responsibility**

At WCCMT students take responsibility for their actions without excuses and hold both themselves and others accountable according to the core values and standards outlined in this Code of Conduct and all other relevant and applicable policies articulated in WCCMT's Student Policy Manual, Student Clinic Handbook and all other relevant practices and protocols which govern the operation of WCCMT.

#### **Integrity**

At WCCMT students commit themselves with honesty and integrity and the highest level of professionalism.

## Respect

1. All students respect the mission/purpose, values and educational integrity of WCCMT
2. All students observe reasonable and proper respect to the College and its administrative officers
3. All students treat each other with respect, courtesy and consideration and refrain from any form of discrimination based on: age, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, lifestyle, disability, social economic status or any other basis prescribed by law
4. All students ensure that they abide by the College's Respectful and Fair Treatment of Students Policy (articulated in the College's Student Policy Manual)
5. All students ensure that they do not commit an act of sexual misconduct, as per the College's Sexual Misconduct Policy (articulated in the College's Student Policy Manual). This includes but is not limited to: sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, degrading sexual imagery, distribution of sexual images or videos, cyber harassment and cyber stalking
6. All students refrain from using information and communication technologies, such as email, cell phones, pagers, text or instant messaging and social media platforms to engage in deliberate, repeated and hostile behavior that has a negative impact on another person's dignity, causes harm, or makes a person feel unsafe
7. All students diligently follow privacy and confidentiality requirements as these apply to all students, clinic clients/patients, faculty and administrative managers and staff

## Responsibility

All student members of the WCCMT community are always responsible for their own actions. Ignorance of the College's policies or the laws of Canada or British Columbia is not a defense against disciplinary action. Lack of intention to violate College policy will not generally excuse an infraction.

1. All students uphold the mission, values, character and integrity of the College
2. All students faithfully adhere to and comply with all legal and regulatory requirements as well as all College policies, protocols and procedures including this Code of Conduct
3. All students must not behave in a manner that endangers the health or safety of other students, faculty, administrative managers and staff, clinic clients/patients or guests of the College
4. All student members must not participate in disruptive activities. For example: disorderly conduct, which includes physical or verbal abuse of another person; abusive, indecent, profane, or vulgar language; obscene actions; disrespect for the rights and privileges of others; or which otherwise disrupts the learning environment or hinders the learning process of others



5. All students must not misuse property, which includes destruction, damage, mutilation, or misuse of College property, including but not limited to: building (external and internal), library materials, College files and records and safety equipment, including fire alarms and fire equipment
6. All students must not fail to comply with reasonable directions of College officials or law enforcement officers acting in performance of their duties at the facility or affecting conduct at the facility
7. All students must comply with the College's attendance policy and take personal responsibility for monitoring their attendance while attending the College
8. All students are responsible for monitoring their clinic hours and ensuring that they meet clinic hour requirements each and every term of clinic
9. All students must attend classes at the scheduled start time and remain in attendance for the full duration of the scheduled class time
10. All students must not use, possess, or sell fireworks, firearms, knives, or other offensive weapons or materials on College property
11. All students must not use, possess or sell intoxicating beverages on College property
12. All students must not use, possess, and/or sell illicit drugs or narcotics on College property
13. All students are not permitted to photograph or videotape except with prior permission from the College's Director of Compliance & Student Services with consent from the entire class. This includes using cell phones for these purposes
14. All students must represent themselves in a professional manner including but not limited to following the Colleges Dress Code Policy including dress code requirements for clinic.

### **Integrity**

1. All students must be honest in all behaviour and conduct with the College
2. All students must conduct their studies with personal and professional integrity to the best of their abilities
3. All students must not provide false or misleading information to a College official
4. All students must not file a false or misleading report with College officials or law enforcement officers
5. All students must not attempt, assist or knowingly permit or encourage any conduct in violation of the College's Code of Conduct
6. All students must not misuse computer or network resources, including but not limited to, use of another individual's identification or password, using computer or network resources to send anonymous, obscene or abusive messages
7. All students must not participate in theft of College private property including intellectual property

8. All students must not participate in any form of cheating, plagiarism, falsification of records, or the deliberate giving of false information to College officials. This includes the use or possession of any unauthorized data or device or the use of unauthorized assistance on any examination or test. This also includes not providing direct quotations, paraphrasing, or expressing an idea that was articulated by someone else from a text or paper without identifying the legitimate source
9. All students must refrain from knowingly and intentionally assisting or abetting another student in participating in academic dishonesty
10. All students must satisfy all obligations to the College including financial obligations with diligence and good will
11. All students must not fabricate or in any way modify, either through omission or commission, documents related to their admission to the College or their continued eligibility to remain in the program. For example; ID cards, receipts, transcripts, letters of recommendation, a physician's letter, or any other required document
12. All student must not place persistent, inordinate, or inappropriate demands for time and attention on faculty and administrative staff

## **28.2 Policy and Procedure to Investigate and Resolve Violations of the College's Student Code of Conduct**

Any alleged violation(s) of the College's Student Code of Conduct should be reported to the College's Director of Compliance & Student Services/Campus Director using the Breach of Student Code of Conduct Reporting Form – Part A. Violations can be reported for up to three months from when the violation occurred. In situations where the health and safety of any person is believed to be at risk, the alleged violation should be reported immediately.

The individual(s) involved in the reported breach of the College's Student Code of Conduct will be informed as soon as possible. The specific behaviour(s) which constitute the breach, referencing where applicable the individual standard(s) of the Student Code of Conduct, policies on Sexual Misconduct or Respectful and Fair Treatment will be identified. The individual(s) involved will be informed both verbally and in writing and will be provided with an opportunity to respond.

The Director of Compliance & Student Services/Campus Director will initiate an investigation of the facts of the case within seven (7) days of receiving the initial report (complaint). In the case of a major breach (i.e.; where the health and safety of any person is believed to be at risk) the investigation will commence within 48 hours.

All complaints must be treated as confidential and without fear of reprisal, although proper investigation of a complaint may require the identity of the parties involved to be disclosed to each other and to third parties including witnesses.

Upon completion of the investigation the Director of Compliance & Student Services /Campus Director will deal with the alleged breach as per Part A of the Student Code of Conduct Reporting Form. For initial and minor breaches, wherever possible and reasonable an informal resolution

process, that does not require referral to the College's Management Committee, will be utilized. Potential disciplinary sanctions could include an official written warning and/or probation for the remainder of the term or duration of the program.

In regard to allegations of a more serious nature or chronic breaches the matter will be referred, as indicated in Part A of the Student Code of Conduct Recording Form, to the College's Management Committee. All information gathered through the initial investigation will be forwarded to the Management Committee for their collective consideration. Any Management Committee member with direct involvement relating to the alleged violation, including informal efforts to resolve the matter, must recuse themselves from the proceedings.

The College's Management Committee, under the direction of its Chair will set a date for the Management Committee to convene to hear the matter and the individual(s) named in the complaint will be notified. They will be advised that they will have an opportunity during the Management Committee meeting to present their case and that they may have an agent or lawyer present with them during the meeting.

Having heard all of the evidence presented and reviewed all of the materials provided to them the members of the Management Committee will collectively make a determination as to whether the College's Code of Conduct has been violated and decide upon the appropriate resolution, which may include disciplinary sanctions, to be imposed.

Considerations for disciplinary sanctions are based on the relative harm or impact of the infraction on the rights of others as well the frequency of the behaviour and attitude of the individual(s) involved. This could result in infractions of a minor nature being treated more seriously. For more serious violations or continued or ongoing breaches (second or third occurrences) individual(s) may be subject to probation, suspension, mandatory withdrawal, or termination/expulsion.

The decision of the College's Management Committee will be communicated verbally and in writing to all relevant parties within 48 hours of the decision being made.

A record of the proceedings, including the remedial outcome, will be recorded on Part B of the Student Code of Conduct Recording Form and maintained in the individual student file held at the College for 3 years. When appropriate to do so these files will be destroyed in compliance with the Provisions of the Freedom of Information and Protection of Privacy Act.

Should a specific disciplinary breach affect any student's suitability to practice as a Registered Massage Therapist, these records will be forwarded to the College of Massage Therapists of British Columbia.

## **28.3 Disciplinary Actions**

### **Warning letter**

A written notification that continuing or repeating certain conduct will result in further disciplinary action, including the possibility of probation, suspension, mandatory withdrawal or termination/expulsion.

### **Probationary Status**

The assignment of probationary status to the individual(s) for a specified term under which the student must meet the requirements or stipulations outlined in the probationary contract which they have signed.

### **Suspension**

A written notification that the student is suspended from attending class at the College for a specified period of time.

### **Mandatory Withdrawal**

The student is required to permanently withdraw from the College and will not be eligible to re-enter the program in the future.

### **Termination/Expulsion**

The student is officially terminated/expelled from the College and his/her student record indicates termination/expulsion as the reason for departure from WCCMT.

## BREACH OF STUDENT CODE OF CONDUCT FORM – Part A

(To be completed by the faculty or administrative staff member who witnessed the alleged breach of the Student Code of Conduct. Completed forms are to be forwarded directly to the Director of Compliance & Student Services.)

<b>Name of person completing the form:</b>	<b>Name of student who committed the alleged breach:</b>
<b>Date(s) the alleged breach occurred:</b>	
<b>Date Student informed of alleged breach:</b> Verbally: _____ In writing: _____	
<b>Summary of Specific Behaviours that Constitute the Alleged Breach:</b> <i>Please provide as much detail as possible including but not limited to: where and when the incident took place, any concrete examples to assist the College in understanding the nature and severity of the breach.</i>	
<b>Applicable Standard(s) of the Student Code of Conduct which have Allegedly been Breached:</b>	
<b>Signature of Individual making the Report:</b>	<b>Date:</b>
<b>Information below to be completed by the Director of Compliance &amp; Student Services/Campus Director</b>	
<b>Investigation of the Alleged Breach:</b> <i>(interview of witnesses or gathering of other relevant information)</i>	

<b>Date of Meeting with Student:</b>	
<b>Summary of Meeting with Student:</b> <i>(Including student's response to allegations of breach)</i>	
<b>Finding:</b> <input type="checkbox"/> Breach <input type="checkbox"/> No Breach	
<b>Rational for Finding:</b>	
<b>Disciplinary Action Taken:</b> <input type="checkbox"/> Official Written Warning <input type="checkbox"/> Probation for remainder of the current Term <input type="checkbox"/> Probation for the remainder of the Program <input type="checkbox"/> Referral to Management Committee Rationale for Referral: _____ _____	
<b>Signature of Student:</b>	<b>Date:</b>
<b>Signature of Director of Compliance &amp; Student Services/Campus Director:</b>	<b>Date:</b>

## BREACH OF STUDENT CODE OF CONDUCT FORM – Part B

(Must be accompanied by a completed Part A. To be completed by the Director of Compliance & Student Services)

<b>Name of student who committed the alleged breach – from Part A:</b>
<b>Date referred to Management Committee – from Part A:</b>
<b>Applicable Standard(s) of the Student Code of Conduct which have Allegedly been Breached – from Part A:</b>
<b>Further Investigation (if required) – to be completed by the Director of Compliance &amp; Student Services:</b> <i>(interview of witnesses or gathering of other relevant information)</i>
<b>Scheduled Date of Management Committee Meeting:</b>
<b>Summary of Management Meeting with Student:</b>
<b>Finding:</b> <input type="checkbox"/> Breach <input type="checkbox"/> No Breach
<b>Rational for Finding:</b> <i>(Written communication of finding with rational must be provided to student and attached to this form as part of the record.)</i>

**Disciplinary Action Taken:**

*(See written details attached)*

- |  |  |
|--|--|
| <input type="checkbox"/> Official Written Warning                    | <input type="checkbox"/> Suspension ( ____ days) |
| <input type="checkbox"/> Probation for remainder of the current Term | <input type="checkbox"/> Mandatory Withdrawal    |
| <input type="checkbox"/> Probation for the remainder of the Program  | <input type="checkbox"/> Expulsion               |
|  | <input type="checkbox"/> Letter to CMTBC         |

**Signature of Student:**

**Date:**

**Signature of Director of Compliance & Student Services:**

**Date:**



## 29.0 FRAMEWORK FOR ETHICAL DECISION MAKING

Last Reviewed: December 2020, Last Revised: September 2019

When faced with an ethical issue or dilemma, rather than reacting to the situation, which is often an emotional response, take a moment and use this thoughtful, reflective process to rationally work through the situation.

### Step One

#### Get the Facts and Get them Right

- Identify the relevant facts of the issue/dilemma, i.e. medical, personal, social, financial etc.
- Separate the facts from innuendo, assumptions, opinions or belief

### Step Two

#### Be Clear about your Motives and Intentions

- In attempting to resolve any ethical issue or dilemma you need to be clear about what your motives or intentions are in the scenario
- Ask yourself what are my motives / intentions in this instance?
- Be as self-aware and honest as possible

### Step Three

#### Determine if a Clear Resolution already Exists

Review the following:

- College's Code of Conduct
- Applicable College Policies i.e., Sexual Misconduct, Respectful and Fair Treatment
- Regulatory Code of Ethics
- Laws and regulations which may be applicable in your province
- Duty to Report (any behaviour that an RMT or any other regulated healthcare professional would be required to report by law)

Identify the relevant standard/statement which addresses this issue/dilemma.

If the guidance documents above give you a clear direction and resolution, follow it.

### Step Four

#### Obtain Advice and Support

- Consult with a supervisor/instructor
- In more complex or challenging scenarios obtain ethical, legal or regulatory advisement and council i.e., ethics consultant, lawyer, regulatory officer
- Ask for their opinion as well as their rationale for that opinion

- Inquire if there are any previous incidents of this nature and ask how these were resolved

## Step Five

### How to Proceed with Grey Zone (unclear or not explicitly prohibited behaviors) Ethical Issues and Dilemmas

If the guidance documents and consultation resources are not helpful to you in dealing with grey zone issues/dilemmas, ask yourself the following questions:

- How would I feel if I were in the other person's position?
- How would I feel if my actions were made public?
- What would happen if all faculty, administration or staff did this?

## Step Six

### Identify your Potential Options for Resolutions

- Try to come up with three viable resolutions and identify the pros and cons for each
- Please try to remember that a viable option must be an option which can be rationally defended to administration, regulators, and the legal system

## Step Seven

### Identify the Best Option; Decide and Document your Decision

Take the option you consider to be **the best** and be prepared to defend this decision with sound rational arguments.

Document your decision (using the Framework for Decision-Making Documentation Form) with the following information:

- The facts of the issue/dilemma
- Your motivation/intention working through the issue/dilemma
- The applicable standards from the Code or other reference documents that may be applicable
- The advisement/council you sought
- The decision you made
- The rationale for this decision
- Supporting references if available for your decision
- The date you implemented your decision

## 30.0 FOSTERING AND MAINTAINING A RESPECT FOCUSED LEARNING ENVIRONMENT

Last Reviewed: December 2020, Last Revised: September 2019

Respect is the cement or glue that sustains and enriches all human relationships. WCCMT is a “respect focused” learning environment. Students are unable to learn without respect in the classroom and teachers are unable to teach without respect in classroom.

Because of the importance of respect in the classroom and in our learning environment as students at WCCMT you are required to at all times exhibit behaviors, language, demeanor and attitudes that reflect the College’s commitment to fostering and maintaining a “respect focused” learning environment.

The attached guidelines are the College’s “golden rules” for fostering and maintaining a “respect focused” learning environment.

Please read these very carefully and note that as a student at WCCMT you are committed to abiding by these rules and must at all times practice respect in our learning environment.

Please note that failure to live up to your commitment to abide by the College’s rules for living in a “respect focused” learning environment will result in:

**First Breach** - An advisement from your instructor that the behavior in question is inappropriate and must cease immediately

**Second Breach** - An official warning from your instructor that the behavior in question is inappropriate and must not be repeated

**Third Breach** - A suspension from the applicable department head for a designated period of time as a consequence of the failure to respond to the two previous advisements

**Fourth Breach** - A meeting with the College’s Management Committee and potential expulsion from the program as a result of chronic failure to meet the College’s rules pertaining to living in a “respect focused” learning environment.

## 30.1 Ground Rules Respect Focused Learning Environment

### Be Respectful

- Respect your instructor and fellow students at all times
- Do not judge your instructor or fellow students
- Treat your instructor and fellow students with kindness and caring
- Recognize and appreciate your instructor’s knowledge and skills
- Present questions in a positive and constructive way
- Never share negative, demeaning or dismissive comments about your instructor or any of your fellow students

### Be Responsible

- Take responsibility for yourself and your behaviour
- Take responsibility for your learning, participation, attendance, punctuality

- Refrain from aggressive or combative questioning or behaviour
- Follow instructions diligently and comply with all school policies and requirements
- Do not share private information shared within the classroom without the consent of the initiator of the information

### Be Attentive

- Listen when the instructor or a fellow student is speaking, you are listening
- Refrain from sidebar conversations with fellow students
- Restrict reading in the classroom to relevant course material only
- Stay awake, alert and actively engage in classroom discussions and group activities
- Ensure all electronic devices are turned off during class

## 31.0 APPOINTMENT OF CLASS REPRESENTATIVES

Last Reviewed: December 2020, Last Revised: September 2019

Class representatives are appointed the first week of the second month of term one.

### Nominations and Appointment Process

Nominations are solicited from term 1 class members by the Student Services Coordinator. Nominations are also solicited from all term 1 instructors.

Appointments are made by the College Administration based on the following criteria;

- Success to date in course work (review of interim progress report) and perceived ability to manage course work and the responsibilities of being a class representative
- Strong personal and inter-personal communication skills including professional presentation of self and others
- Strong reflective listening and conflict resolution skills
- Ability to provide constructive feedback
- Demonstrated school/community spirit and desire to contribute to the class and the school
- Willingness to create the time in their busy schedule to attend Student Liaison meetings and other communication forums/meetings on behalf of the class as may be required

Nominated candidates who meet the above criteria must participate in a brief candidate interview process with the College's Director of Compliance & Student Services and Student Services Coordinator. The purpose of the interview is to review with the nominated candidate the role and responsibilities of the position and to provide candidates with the opportunity to ask any questions they may have or that the senior administrators may have for them.

### Role of Class Representative

To act as the official liaison between the class and the College and to demonstrate a positive role model of leadership, goodwill and community spirit.

Specific duties include but are not limited to;

- Bringing concerns, requests and recommendations on behalf of the class to administration via student liaison meetings in a professional and constructive manner
- To communicate key announcements to the class on behalf of the College
- To attend all Student Liaison meetings and other meetings as may be required for special or unique purposes that require communication to the class
- To facilitate student representation at the College's Open House Events
- To host or secure a hosting student for the College's Student for a Day program
- To facilitate class participation in College morale building events
- To act as a leader and mentor within the class and within the WCCMT community
- To support the Student Services Coordinator with the planning for and coordination of the class graduation event

### Termination of Position

Any class representative can terminate the position of class representative by providing a notice in writing to the Student Services Coordinator indicating this to be the case.

## **32.0 RESPECTFUL AND FAIR TREATMENT POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

The West Coast College of Massage Therapy is committed to ensuring that its learning Environment promotes the respectful and fair treatment of all students.

All members of WCCMT's learning community have the right to be treated and are expected to treat others with dignity and respect, refraining from engaging in violence, discrimination and harassment.

The College does not condone and will not tolerate violence, discrimination or harassment, including sexual or personal harassment which undermines the dignity, self-esteem or learning/working experience of all students.

The College considers any form of violence, discrimination or harassment of any member of the College community to be a violation of that individual's fundamental rights. The violation of an individual's fundamental rights is a serious offense which may be subject to a range of sanctions including expulsion or dismissal.

While on WCCMT premises or in the course of activities or events hosted by WCCMT the following activities are prohibited:

### **Violence**

Violence involves the exercise, statement, or behavior of physical force by a person against another person in the learning community that causes or could cause physical harm to that person such as: physical acts e.g., hitting, shoving, pushing, kicking, sexual assault, throwing an object at another person, kicking an object at another person, or any other form of physical aggression.

Any threat, behavior or action which is interpreted to carry the potential to harm or endanger the safety of another, result in an act of aggression, or destroy or damage property

Disruptive behavior that is inappropriate in the learning environment e.g. yelling, screaming, swearing etc.

### **Discrimination**

Discrimination is defined as the unfair, differential treatment of an individual or group on the basis of one or more of the protected categories stated under the BC Human Rights code. The protected categories include: age, ancestry, place of origin, color, race, religion, sex, unrelated criminal conviction, family status, marital status, mental or physical disability, political beliefs, sexual orientation and gender identity.

### **Bullying**

Bullying is defined as the use of force, threat, or coercion to abuse, intimidate or aggressively dominate another. This behavior is typically repeated or has the potential to be repeated over time. A key component of bullying is the perception by the bully or by others, of an imbalance of social or physical power between the bully and the person being bullied. Behaviors used to assert such domination can include verbal harassment or threat, physical assault, or coercion, and such acts may be directed repeatedly towards particular targets. Rationalizations of this behavior sometimes include differences of social class, race, religion, gender, sexual orientation, parents, behavior, body language, personality, reputation, lineage, strength, size or ability.

### **Types of Bullying:**

#### **Physical Bullying**

Physical bullying involves hurting a person's body or possessions. Examples of this would be: hitting, kicking, shoving, pinching, spitting, tripping, fighting, making rude hand gestures, taking or breaking someone's possessions.

#### **Verbal Bullying**

This type of bullying involves any kind of bullying behavior that is conducted by speaking. Examples would be: calling names, spreading rumors, threatening somebody, making fun of them, taunting them, making inappropriate sexual comments, etc.

#### **Social Bullying**

Social bullying is sometimes referred to as relational bullying and involves hurting someone's reputation or relationships. Examples would be: leaving someone out on purpose, telling other people not to be friends with them, spreading rumors about them, embarrassing them in public.

### **Cyber Bullying**

Cyber bullying involves the use of technology to harass, threaten, embarrass or target another person. This includes email: instant messaging, social networking sites such as Facebook, text messages and cell phones.

### **Collective/Mobbing Bullying**

Collective bullying occurs when bullying tactics are employed by more than one individual against a target or targets. Collective/mobbing refers to the bullying of an individual by a group, in any context, such as family, peer group, school, workplace, neighborhood, and community or online.

### **Harassment**

Harassment is a form of discrimination prohibited under the B.C. Human Rights Code. Harassment is generally considered to be behavior that is unwelcome to the recipient and found to be offensive and/or demeaning in some way.

Harassment can be direct or indirect behavior and can include comments, remarks, gestures, or other offensive content that is not welcomed by the recipient. For behavior to be defined as harassment, it would have to be considered by a reasonable person to be offensive.

## **32.1 Defining the Different Forms of Harassment**

### **32.1.1 Verbal Harassment**

- derogatory remarks, innuendos or parts about a person's body, dress, physical appearance or beliefs based on a prohibited ground of discrimination
- derogatory comments, threats or jeers about race, color, ancestry or place of origin, or about the adornments and rituals associated with cultural or religious beliefs
- racial jokes and slurs
- derogatory comments about one's sexual orientation, family or marital status

### **32.1.2 Physical Harassment**

- physical threats based on a prohibited ground of discrimination
- unnecessary physical contact, pushing shoving based on a prohibited ground
- intimidation, staring or objectionable gestures

- graffiti with obscene comments, and ethnic slurs and jokes
- practical jokes that are offensive to an individual based on physical appearance, sexual orientation, race, religion, disability, etc.,
- distribution or display of racist or offensive pictures or materials
- any action that may be perceived as showing offensive or demeaning differential treatment toward an individual or group
- hugging, kissing, patting or stroking
- unnecessarily brushing against a person
- touching or rubbing oneself sexually around another person
- following a person, standing unnecessarily close

### 32.1.3 Sexual-Harassment

- “wolf” whistling and catcalls
- sexual comments or innuendo
- sexual comments about a person’s clothing, anatomy or looks
- turning work discussions to sexual topics
- telling sexual jokes or stories
- asking about sexual fantasies
- asking personal questions about social or sexual life
- repeatedly asking a person out who is not interested
- making kissing sounds, howling, smacking the lips
- telling lies or spreading rumors about a person’s sexual life
- Non-verbal looking at a person up and down, staring
- blocking a person’s path or hanging around a person
- getting personal gifts that are unwelcome
- displaying sexually suggestive visual material i.e., pinups
- making facial expressions; winking, throwing kisses, licking the lips
- making sexual gestures with hands or through body movements

### 32.1.4 Personal Harassment

Sexual-harassment also includes personal harassment. Personal harassment is behavior that does not fall under one of the prohibited grounds identified in the Human Rights Code that is unacceptable in the study and work environment. Personal harassment (including bullying) is



unwelcome behavior that would be considered by a reasonable person to be offensive. Examples of personal harassment include:

- hostile, intimidating or threatening behavior
- demeaning, insulting, excessively critical or disrespectful comments, actions or gestures
- ignoring behavior or deliberate exclusion
- bullying behavior
- cyber-bullying, or targeting demeaning someone through online activities such as email, text messaging, or social networking
- unwanted physical contact (pushing, punching, slapping, touching)
- loud, angry outbursts or expressions of anger directed at an individual or group
- creation of a hostile environment
- any behavior that a reasonable person would consider offensive in the study or work environment

## 32.2 Procedure

1. In the case of an instance of violence, discrimination, or harassment in the learning community the first thing to do is to respond immediately by reporting this behavior to the Colleges Human Rights Officer (Official Legal representative of the College such as Pauline Edwards, Director of Compliance & Student Services)

If any member of WCCMT's learning community is unsure as to whether the nature of any activity may pose a risk of harm and violate this policy, they may seek advice or guidance from the Human Rights Officer.

The College recognizes that students, faculty, staff, clinic clients/patients are not expected to be experts in recognizing and responding to potential instances of harm. However, they do have a duty to;

- Be alert and responsive to problems which may reasonably be perceived to be indicators of physical, mental or emotional abuse or harm
- Be alert and responsive to the risks which individual abuses or potential abuses may pose to any member of our learning community
- Be alert and responsive to situations and activities which may potentially place any member of our learning community at risk of abuse or harm

It is important that RMT's note the fact that they have legal obligations to report professional misconduct, criminal charges and convictions, child abuse, and medical service plan misuse, under various legislation. RMT's must also be aware of their reporting obligations under the Health Professions Act, the Criminal Records Review Act, the Child and Family and Community Service Act, the Medicare Protection Act and the Adult Guardianship Act.

A healthcare professional who does not fulfill their duty to report professional misconduct in any environment they are employed in including as an instructor or administrator at a learning institution will be subject to disciplinary measures which may be taken by their regulatory College (CMTBC) and may also be the subject of a complaint filed by the regulatory College to which the other professional belongs.

2. Any student wishing to report a complaint regarding any instance of violence, discrimination or harassment must make an appointment to meet with the Colleges Human Rights Officer. The Colleges Human Rights Officer will listen to the complaint; try to understand the origin of the problem, the current situation and the impact on the complainant. She/he may reject a complaint if she/he has reasonable grounds to believe that the complaint is frivolous, vexatious or malicious. She/he will take the students statement in writing and have the student read, verify and sign the contents of the complaint statement document which the Colleges Human Rights Officer will keep for the record.
3. The burden is on the complainant to establish that violence; discrimination or harassment has occurred. The complainant must allege facts which if proven satisfy the definition of violence, discrimination or harassment cited in this policy. If the complainant's allegations meet this threshold the complaint will be investigated, and the Human Rights Officer will determine on reasonable grounds having gathered all the evidence during the investigation whether violence, discrimination or harassment has occurred.
4. If the Human Rights Officer believes there is reasonable grounds to proceed with the complaint she/he will forward a copy of the record of the complaint to the College's Management Committee, the College body that will formally hear the complaint. Depending on the nature of the complaint, efforts at informal resolution may be made first in dealing with this complaint.
5. The College's Human Rights Officer and the College's Management Committee will deal with the complaint objectively, impartially and maintain confidentiality with all parties. Because allegations of harassment or discrimination often involve the disclosure of sensitive information, confidentiality is essential so that those who allege they have been harmed, discriminated or harassed against feel free to come forward. Confidentiality is also required so that the reputation and integrity of the person accused of violence, discrimination or harassment is also protected.
6. The Human Rights Officer will make every reasonable effort to deal with the complaint in a timely and effective manner.
7. The person who is the subject of the complaint and allegation will be provided with an opportunity to respond to the complaint in person at a formal Management meeting which will be scheduled as soon as possible. A record of his/her response will be maintained in the Management Committee minutes.
8. Retaliation against any person who, in good faith, files a complaint or is otherwise involved in a complaint of discrimination or harassment under this policy will not be tolerated by the College and may result in disciplinary measures.

9. If necessary The Human Rights Officer, acting on behalf of the Management Committee, may undertake an investigation in order to obtain further information. The documentation pertaining to the investigation will include the name of the complainant and respondent, the details of the incident(s) including dates, time, place, the signature and date of witnesses or persons providing relevant information.
10. The College's Human Rights Officer will communicate the results of the investigation to the Management Committee and the Management Committee will make a decision with regard to the complaint. The decision of the Committee is final and binding and will be provided to the complainant and the respondent of the allegation both in person and in writing.
11. If the College finds that the complaint was valid and that violence, discrimination or harassment has occurred and is of a sufficiently serious nature, the College may take appropriate sanctions including expulsion or dismissal in the case of a student or termination of an employee in the case of a faculty or administrative staff member.
12. All reports of violence, discrimination or harassment will be retained on record by the Colleges Human Rights Officer for a period of five years.
13. The College's official reporting document will contain a description of the violence, discrimination or harassment, the name of the complainant(s), the name of person alleged to have violated this policy, the investigation undertaken and the manner in which the incident was dealt with.
14. The College's Respectful and Fair Treatment Policy will be reviewed annually by the College's Health and Safety Committee with input from the College's Advisory Committee with respect to reviewing the Colleges compliance and making recommendations as necessary for any proposed changes or modifications.

### **33.0 SEXUAL MISCONDUCT POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

WCCMT is committed to the prevention of, and appropriate response to, any acts, attempts or threats of sexual violence or misconduct against any member of the WCCMT community including but not limited to; students, faculty, administrators, staff or patients of the student intern clinic/in-reach/outreach.

Sexual misconduct, as outlined in the *Sexual Violence and Misconduct Policy Act* which came into effect in British Columbia April 27<sup>th</sup>, 2016, includes the following:

- sexual assault;
- 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 other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
- the attempt to commit an act of sexual misconduct; and
- *The threat to commit an act of sexual misconduct.*

As directed by the *Sexual Violence and Misconduct Policy Act* WCCMT has established and implemented this sexual misconduct policy which:

- a) Addresses sexual misconduct, including sexual misconduct prevention and responses to sexual misconduct; and
- b) Sets out procedures for the making and responding to a complaint or report of sexual misconduct

This policy, which is reviewed at least once every 3 years, is widely communicated to students, faculty, administrators, staff and patients of the College's student intern clinic and publically available on the College website.

### **Sexual Misconduct: Other Legal Requirements and Responsibilities**

*Criminal Code of Canada:* It is important to note that given the egregious nature of incidents of sexual misconduct/sexual assault they are offenses punishable by law under the *Criminal Code of Canada*. As such the College is committed to supporting any victim/survivor of sexual violence or misconduct with formalizing a report to the Police should they wish to.

*Health Professions Act (HPA) and other relevant legislation:* RMTs, as regulated healthcare professionals, have legal obligations to report professional misconduct, criminal charges and convictions and child abuse under various legislation including: the *Health Professions Act*, the *Criminal Records Review Act*, the *Child, Family and Community Service Act*, and the *Adult Guardianship Act*.

Specifically, the *Health Professions Act* Section 32.4: Duty to Report Sexual Misconduct clearly states that sexual misconduct by any regulated healthcare practitioner must be reported. It further adds that when concerns about sexual misconduct are based on information provided by a patient of the practitioner, the consent of the patient or their parent/guardian must be obtained before making the report.

Reports should be forwarded in writing to the Registrar of the Regulatory College where the health practitioner is registered. If that person is an RMT then that report should be made to the College of Massage Therapists of British Columbia.

A healthcare professional with reasonable and probable grounds to make a report on another professional is violating the law if they do not report the practitioner and subject to disciplinary measures taken by their regulatory body. As long as the report is made in good faith and is based on reasonable grounds, health professionals who make a report are protected by statutory immunity.

*College of Massage Therapists of BC (CMTBC) Code of Ethics:* The CMTBC's Code of Ethics outlines further requirements and responsibilities for RMTs with respect to sexual misconduct. Specifically, it states under Boundaries 2.0: *"Massage therapists must refrain from taking advantage of patients for the massage therapist's own personal, sexual, emotional, social, political, or financial interest or benefit"* and 2.1 *"Massage therapist must not engage in sexual misconduct with a patient"*.

### **Prevention Program – Educate, Support and Empower**

#### **Educate**

The first and most basic step towards preventing sexual misconduct is through awareness and education, to all members of the WCCMT community including but not limited to; students, faculty, administrators, staff and patients of the student intern clinic/inreach/outreach, of the College's position and policy on sexual misconduct, including the process and procedures for filing a complaint or report.

Specific awareness and education initiatives relating to the College's position, policy and procedure on sexual misconduct include, but are not limited to:

- Broad communication throughout the campus which clearly articulates the College's position on sexual misconduct and provides students, faculty, administrators and staff with information and access to file a complaint or report
- Specific information directed towards patients of the College's Student Intern Clinic/In-reach/Outreach which clearly articulates the College's position on sexual misconduct and provides patients with information and access to file a complaint or report
- Broad communication publicly posted on the College's website
- Specific review and acknowledgement by prospective students during the Education Interview which is a requirement of the Admissions process
- Included as one of the core policies reviewed by the administration at the Term 1 Orientation and reinforced during the Term 2 Clinic Orientation

- Included as a required competency in program curriculum in a number of courses, including but not limited to: Term 1: Ethics and Professionalism, Manual Skills; Term 2: Manual Skills; Term 5: Health Regulations; and reinforced throughout the Clinic Internship program terms 2 – 5.
- Included in the Employee Manual which all faculty, administration and staff are required to acknowledge that they have read and understand as a condition of employment. *(Note: Given the contractual employment of faculty they are required to review the Employee Manual and all policies included within it prior to the beginning of each term)*
- In addition to the initial launch of the policy the College will conduct, from time to time, an on-site workshop for faculty, administration and staff to review the policy and identify opportunities to enhance awareness and education

### **Support**

From the initial moment that a victim/survivor of an incident of sexual misconduct comes forward it is essentially that they are appropriately supported. In addition to ensuring that they are informed of the College’s policy on sexual misconduct including the process for filing a complaint there are a number of supportive strategies and initiatives to be considered.

It is important to recognize that disclosure can be traumatic and respond with compassion, and reflective listening; empathetic and non-judgmental. Allow the victim/survivor to disclose their experience in the terms that best suit their comfort level, respecting their choice regarding the amount of information or detail they choose to share.

Assure them that the College takes allegations of sexual misconduct very seriously; reminding them that sexual violence and misconduct ‘is NEVER ok’ and that it was not their fault. Encourage them to seek the support they need and help them identify compassionate individuals within their existing support system. Throughout the process make every reasonable effort to respect the victim/survivor’s privacy and confidentiality.

Ensure that the victim/survivor know how to access on-site or off-site services including emergency medical care and/or counseling referrals. At a minimum provide them with the VictimLinkBC helpline number (1-800-563-0808 or [victimlinkbc.ca](http://victimlinkbc.ca)) and explain that this service is available to them at any time. Additional local community support includes:

New Westminister Police Department - Victim Assistance Unit

555 Columbia Street, New Westminister, BC  
604 529 2525

Surrey Women’s Centre

10075 136A Street, Surrey, BC  
604 583 1295

Family Services of Greater Vancouver (New West/Burnaby) – Victim Support Services  
321 6<sup>th</sup> Street, New Westminster, BC  
604 525 9144

Finally, it is important to respect the right of the victim/survivor to choose if they want to make a formalized complaint to the College or to the Police.

### **Empower**

Sexual misconduct is an egregious offense and must always be taken seriously. The College will take every reasonable step to ensure the safety of the College community when it has been made aware of an incident of sexual misconduct

The College is committed to establishing and fostering a culture of zero tolerance. In achieving this the College appreciates the importance of establishing an environment that empowers individuals, who are victims/survivors of sexual misconduct or those who have witnessed alleged acts of sexual misconduct, to confidently bring their concerns forward knowing that they will be taken seriously and that they will be respected and supported throughout the process.

To this end the College strongly encourages immediate reporting of incidents of sexual misconduct. To facilitate this the College is committed to:

- Provide the victim/survivor with the information and knowledge they need to make informed decisions
- Ensure the victim/survivor understand their rights and if moving forward with a complaint their rights and responsibilities in this regard
- Ensure the victim/survivor or witness understands they can file a complaint or report, without fear of reprisal
- Ensure that the victim/survivor or witness knows that the College will do everything possible to protect their privacy and confidentiality

### **Privacy and Confidentiality**

It is extremely important that privacy and confidentiality be maintained for both the victim/survivor and the alleged perpetrator. However, there may be circumstances under which the College will be unable to maintain confidentiality. These could include any of the following:

- When an individual is at imminent risk of severe or life-threatening self-harm,
- When there are reasonable grounds to believe there is risk of harm to others,
- When the College has reasonable grounds to believe that others at the College may be at significant risk of harm based on information provided,

- When reporting is required by law. For example, in the case of a minor i.e., a person under 19 years of age, and includes a youth under the *Child, Family and Community Services Act*,
- When disclosure is necessary to ensure procedural fairness in an investigation or other response to the disclosure/complaint report.

### **33.1 Process for Making a Complaint Regarding Sexual Misconduct Involving a Student, Faculty Member, Administration or Staff Member, Patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board Member, Guest or Visitor of the College)**

Any student, faculty member, administration or staff member, patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board member, guest or visitor of the College) who wishes to make a complaint related to an incident of sexual misconduct should immediately contact the Director of Compliance & Student Services. The Director of Compliance & Student Services is available in her office on the second floor of the WCCMT campus or by telephone at 604 520 1844 extension 227 or email at [paulinee@collegeofmassage.com](mailto:paulinee@collegeofmassage.com).

Using the *Complaint of Sexual Violence and Misconduct Recording Form* the Director of Compliance & Student Services will support the alleged victim/survivor 'complainant' complete the recording form which includes the following information:

- Date form completed
- Date/Time of alleged incident
- Name of complainant
- Identity of complainant (i.e., current student, patient of public clinic, other)
- Name of alleged perpetrator(s)
- Identity of alleged perpetrator (i.e., current student, faculty/administrator/staff, other)
- Record of support offered to the complainant by the College
- Summary of incident
- Name(s) of any witnesses
- Date and signature of complainant

The Director of Compliance & Student Services will provide immediate counseling support to the victim/survivor and if necessary, a referral to professional counseling services who work with victims/survivors of sexual misconduct.

Although it is understood that it will be the victim/survivor who determines what, if any, police reporting will be made the Director of Compliance & Student Services can arrange to have a



police officer meet with the victim/survivor at the College to discuss the possibility of making a criminal report should they desire. Alternatively, should the victim/survivor decide to file a criminal report, the Director of Compliance & Student Services can accompany the victim/survivor to the police station or have police attend at the College facility.

In any circumstance where there is a serious safety risk to others and/or the College community, the College has a legal obligation to act, which may include the direct reporting of the alleged incident of sexual misconduct to the police or any other relevant authority.

### **33.2 Process for Responding to a Complaint of Sexual Misconduct Involving a Student, Faculty Member, Administration or Staff Member, Patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board Member, Guest or Visitor of the College)**

The Director of Compliance & Student Services will meet with the Senior Educational Administrator and inform her/him of the incident. Collaboratively they will review the Complaint Recording Form and create an action plan to investigate and resolve the alleged incident of sexual misconduct as soon as reasonably possible using *Part B of the Complaint of Sexual Violence or Misconduct Recording Form* to guide and document the process.

All allegations of sexual misconduct will be investigated consistent with the principles of procedural fairness which ensure they are conducted fairly and without bias. As a minimum the Director of Compliance & Student Services and the Senior Educational Administrator will ensure:

- that the alleged perpetrator(s) is given reasonable notice, details of the allegation and provided with an opportunity to respond to the allegation
- all identified individuals who had knowledge of or witnessed the alleged incident of sexual misconduct are provided the opportunity to give their statement
- any completed Report of Sexual Violence and Misconduct Recording Form relevant to this alleged incident is brought forward as part of the investigation
- any additional information that may be pertinent to this incident is brought forward as part of the investigation including any follow up with police or regulatory authority

Once the investigation is complete the Director of Compliance & Student Services and the Senior Educational Administrator will schedule a meeting of the College's Management Committee to hear the allegation. The preparation and process of the meeting is as follows:

- Members of the Management Committee will be provided with a copy of Part A of the Complaint Recording Form along with the completed investigation section of Part B of the form along with any other relevant material for their review prior to the meeting.

- The complainant and the accused (separate of each other) will have an opportunity to personally present their account of the alleged incident to the Management Committee and to address any questions or inquiries of the Management Committee regarding their account.
- They will each be advised that they may be represented by an agent or a lawyer during these proceedings.
- The Management Committee will consider all facts and information pertaining to the alleged incident and render a decision which must be substantiated with evidence.
- The complainant and the accused will be informed of the Management Committee's decision both verbally and in writing within 48 hours of the meeting.
- The decision of the Management Committee is final and binding on all parties at the College level.
- The incident itself and all information related to it must be kept strictly confidential.

### **33.3 Process for Making a Report of Sexual Misconduct Involving Student, Faculty Member, Administration or Staff Member, Patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board Member, Guest or Visitor of the College)**

Any student, faculty member, administration or staff member, patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board member, guest or visitor of the College) who wishes to file a report related to an incident of sexual misconduct that they have witnessed or have knowledge of should contact the Director of Compliance & Student Services. The Director of Compliance & Student Services is available in her office on the second floor of the WCCMT campus or by telephone at 604 520 1844 extension 227 or email at [paulinee@collegeofmassage.com](mailto:paulinee@collegeofmassage.com).

Using the *Report of Sexual Violence and Misconduct Recording Form* the Director of Compliance & Student Services will support the individual to complete the recording form which includes the following information:

- Date form completed
- Date/Time of alleged incident
- Name of the individual making the report
- Identify of the individual making the report (i.e., current student, patient of public clinic, other)
- Name of victim/survivor of alleged incident
- Identity of victim/survivor (i.e., current student, patient of public clinic, other)
- Name of alleged perpetrator(s)
- Identity of alleged perpetrator (i.e., current student, faculty/administrator/staff, other)

- Summary of incident
- Name(s) of any other witnesses
- Date and signature of individual making the report
- Date and signature of Director of Compliance & Student Services

### **33.4 Process for Responding to a Report of Sexual Misconduct Involving a Student, Faculty Member, Administration or Staff Member, Patient of the Student Intern Clinic/In-reach/Outreach or other (including Advisory Board Member, Guest or Visitor of the College)**

The Director of Compliance & Student Services will meet with the Senior Educational Administrator and inform her/him of the report. Collaboratively they will review the Report Recording Form and create an action plan to investigate the report as soon as reasonably possible. As a minimum the Director of Compliance & Student Services and the Senior Educational Administrator, will:

- meet with the alleged victim/survivor named in the report and confirm the information as provided by the individual who reported the incident of alleged sexual misconduct
- should the alleged victim/survivor deny that the incident occurred or refuse to pursue a formalized complaint with the College no further action will be taken and the individual who filed the reported will be informed of such
- should the alleged victim/survivor confirm that the incident did occur and express their desire to formalize a complaint with the College the formal process for making a Complaint Regarding Sexual Misconduct will begin



West Coast College of **MASSAGE** Therapy

## COMPLAINT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM - Part A

(To be completed by the alleged victim/survivor '*complainant*' with the support of the Director of Compliance & Student Services or if unavailable, the Senior Educational Administrator)

Date Form Completed: \_\_\_\_\_

Date/Time of Alleged Incident: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Identity of Complainant:

Current Student \_\_\_\_\_ Patient of Public Clinic (including Inreach/Outreach) \_\_\_\_\_

Other (please specify): \_\_\_\_\_

Name of Alleged Perpetrator(s): \_\_\_\_\_

Identity of Alleged Perpetrator(s):

Current Student \_\_\_\_\_ Current Faculty/Administrator/Staff \_\_\_\_\_

Other (please specify): \_\_\_\_\_

**Record of Support Offered to the Complainant by the College** (please make note of whether the complainant will be filing a report with the police):

**Summary of Incident – to be completed by the Complainant** (please provide as much detail as possible including but not limited to: where and when the incident took place, any relevant history with the alleged perpetrator(s), etc.)

**Name(s) of any Witnesses:** \_\_\_\_\_

\_\_\_\_\_  
**Complainants Signature**

\_\_\_\_\_  
**Date**



West Coast College of **MASSAGE** Therapy

## **COMPLAINT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM - Part B**

(To be completed by the Director of Compliance & Student Services in collaboration with the Senior Educational Administrator)

### **Action Plan Implemented to Investigate the Alleged Incident:**

- Meet with Witnesses \_\_\_\_\_
- Meet with Alleged Perpetrator(s) \_\_\_\_\_
- Other (specify) \_\_\_\_\_

### **Summary of Witness Report:**

### **Summary of Alleged Perpetrator(s) Response to the Alleged Incident:**

### **Summary of Additional Information Gathered through Investigation:**

### **Follow up with police or another legal or regulatory authority, if required:**

**Date of Management Committee Meeting:** \_\_\_\_\_

**Findings of Management Committee:**

**Rationale for Findings of Management Committee:**

**Date Findings provided verbally to the Complainant and Alleged Perpetrator:** \_\_\_\_\_

**Date Findings provided in writing to the Complainant and Alleged Perpetrator:** \_\_\_\_\_

\_\_\_\_\_  
**Director of Compliance & Student Services**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Senior Educational Administrator**

\_\_\_\_\_  
**Date**



West Coast College of **MASSAGE** Therapy

## REPORT OF SEXUAL VIOLENCE OR MISCONDUCT RECORDING FORM

(To be completed by the individual who wishes to report an alleged incident of sexual misconduct, with support by the Director of Compliance & Student Services or if unavailable the Manager of Student Services & Operations)

**Date Form Completed:** \_\_\_\_\_

**Date/Time of Alleged Incident:** \_\_\_\_\_

**Name of Individual Making the Report:** \_\_\_\_\_

**Identity of Individual Making the Report:**

**Current Student** \_\_\_\_\_ **Current Faculty/Administrator/Staff** \_\_\_\_\_

**Other (please specify):** \_\_\_\_\_

**Name of Victim/Survivor of Alleged Incident:** \_\_\_\_\_

**Identity of Victim/Survivor of Alleged Incident:**

**Current Student** \_\_\_\_\_ **Patient of Public Clinic (including Inreach/Outreach)** \_\_\_\_\_

**Other (please specify):** \_\_\_\_\_

**Name of Alleged Perpetrator(s):** \_\_\_\_\_

**Identity of Alleged Perpetrator:**

**Current Student** \_\_\_\_\_ **Current Faculty/Administrator/Staff** \_\_\_\_\_

**Other (please specify):** \_\_\_\_\_



**Summary of Incident – to be completed by the Individual making the Report** (please provide as much detail as possible including but not limited to: where and when the incident took place, any concrete examples to assist the College in understanding the nature and severity of the alleged misconduct).

**Name(s) of any other Witnesses:** \_\_\_\_\_

\_\_\_\_\_  
**Signature of Individual making the Report**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Director of Compliance & Student Services**

\_\_\_\_\_  
**Date**

## 34.0 POLICY ON ACADEMIC INTEGRITY

Last Reviewed: December 2020, Last Revised: September 2019

Cheating is a very serious offense and is defined as the use of any deceptive methods, strategies or techniques that provide the person who is participating in the cheating with unfair advantages over other students.

The following is a list of deceptive methods, strategies and techniques that constitute “cheating”. Please note that this list is not conclusive, but rather representative of the most commonly employed forms of cheating:

- The use of crib sheets
- Verbal communication of testing information
- The visiting of restrooms during the testing or examining process in order to access hidden crib or cheat notes
- Actively copying the work of another student
- Acting in any way as an accomplice to cheating behavior
- The use of nonverbal communication (e.g. a nod, the raising of fingers, etc.) to access information from another student
- Printing or writing on any area of the body (hands, arms, etc.)

It is the expectation of WCCMT that all students will make every reasonable and conscientious effort to ensure that they are not in any way negligent in protecting their work. If a student is being negligent in the protection of his or her work, the instructor invigilating the examination will advise him or her, and he or she must immediately cease this behavior. It is the responsibility of both the student and the instructor invigilating the examination to ensure that negligent behavior does not take place in the classroom.

If a student is found abetting or aiding another student in academic dishonesty, i.e., allowing that student to copy their answers, and the charge is substantiated, this student will be liable also for possible expulsion from the College and a letter documenting this incident will be forwarded to the CMTBC. Additionally, and importantly, any WCCMT student who allows another student as a result of negligent behavior to view their work, (i.e., sitting in such a way or placing their paper in such a position on his or her desk that another student may utilize this opportunity to copy their work), will if the charge of academic dishonesty is substantiated against the offending student, be held accountable by the College for failure to protect his or her work.

In the event that any particular incident of suspicion of cheating is confirmed, i.e. the Administration has irrefutable proof that the student involved has indeed been cheating; the said student may be required to withdraw from the program. Additionally, a letter documenting the cheating behavior and testifying to the poor character of the student will be forwarded to the CMTBC to utilize at their discretion in any consideration of eligibility to write licensing examinations.

### **34.1. Plagiarism**

Plagiarism is the representation of another person's ideas or writing as one's own. The most obvious form of this kind of dishonesty is the presentation of all or part of another person's published work as something one has written. However, paraphrasing another's writing without proper acknowledgment may also be considered plagiarism.

### **34.2 Falsification or Unauthorized Modification of an Academic Record**

It is a breach of academic honesty to falsify, fabricate, or in any other way modify a student examination, transcript, grade, and letter of recommendation or related document. Unauthorized modification or falsification of an official document, or failure to divulge previous attendance at another secondary educational institution on an admissions application is also a violation.

### **34.3 Aiding or Abetting Misconduct**

Knowingly aiding or abetting anyone in a breach of academic honesty shall itself be considered misconduct. This may include assisting others in the preparation of work submitted for evaluation or offering assignments for sale with the intention that these would be submitted for evaluation.

### **34.4 Impersonation**

It is a breach of academic honesty to have someone impersonates oneself in class, in a test or examination, or in connection with any other type of assignment in a course. Both the impersonator and the individual impersonated may be charged.

## **35.0 PROBATION POLICY**

Last Reviewed: December 2020, Last Revised: September 2019

Probation means that the overall performance of the student is under review by the Management Committee for a period of time to be determined by the Committee. During this time, the student will be contracted to a remedial program to improve the performance areas in question. This plan may take any shape deemed necessary; for example, extra work, additional evaluations or mandatory attendance. During the probation term the Curriculum Coordinator/Practical Education Advisor, on the recommendation of the staff involved and/or their own review of the student's performance, will decide whether to return the student to normal status or expel the student from the program.

A student may be placed on probation through unsatisfactory performance in a number of areas including:

- 1) If the student's overall performance is unsatisfactory or his/her attendance falls below the stated standard, then he/she may be placed on probation as a consequence of the evaluation.

- 2) In the case of a student demonstrating inappropriate or unprofessional behavior in the classroom, on the College premises, or in a College activity off the premises. The Management Committee will review the seriousness of the incident and may place the student on probation.
- 3) Unsatisfactory or inappropriate performance in Clinic, either in the West Coast College of Massage Therapy Public Clinic or an Outreach Clinic. This includes performance of clinical skills, as well as professional conduct. Unsatisfactory performance in clinical skills will be dealt with by the Clinic Administrators. Breaches of discipline, including ethics, professional conduct, or published Clinic protocol will be considered issues of professional conduct in Clinic.

## 36.0 STUDENT DISMISSAL POLICY AND PROCESS

Last Reviewed: December 2020, Last Revised: September 2019

The College reserves the right on reasonable grounds to dismiss any student from our program of study.

Reasonable grounds include but are not limited to as follows;

- Multiple course failures as per the College's Chronic Course Failure Policy
- Falsifying records, plagiarism, or cheating on examinations
- Violations of regulatory and professionally legislated regulations
- Violation of the College Code of Ethics,
- Violation of College policies and procedures (including non-payment of tuition and other fees).

### Process

The student will be notified in writing that they have failed or breached any of the above applicable and that as such the College has reasonable grounds upon which to dismiss them from the program.

The College will provide the student with a notice in writing which clearly specifies the action (s) or behavior (s) which violate any of the above and the specific College policy or regulatory requirement which has been violated and the evidence the College has of such being the case.

Directly following the forwarding of the notice letter to the student the College will arrange an exit interview between the student and the Director of Compliance & Student Services and the Student Services Coordinator. At this meeting, the reasonable grounds for the dismissal will be clearly explained verbally to the student and the student will be given an opportunity to respond accordingly.

In all cases this meeting will take place before the start date of the program or if applicable the next term of the program.

The student will be informed that they may be represented by an agent or lawyer regarding the specific reasonable grounds provided to them in writing prior to the meeting upon which they are being asked to attend regarding their dismissal.

Subsequent to the meeting the student will be provided with a final written response from the College clearly outlining the reasons for the dismissal within five days of the exit meeting and a copy of this response will be retained in the student file.

## **37.0 STUDENT DISPUTE RESOLUTION POLICY**

Last Reviewed: December 2020, Last Revised: September 2020

This policy applies to all complaints from students with respect to the West Coast College of Massage Therapy and any aspect of its operations.

Under no circumstance will a student be subject to any form of penalty or retaliation as a result of filing a complaint with the College.

1. The Colleges' Management Committee deals with student complaints forwarded to the College. This Committee consists of the Director of Compliance & Student Services, Senior Educational Administrator, Student Services Coordinator, Curriculum Coordinator, Practical Education Advisor, Clinic Administrators, Accounting Coordinator, Admissions Coordinator and the Marketing and Admissions Operations Officer. In the event that the person who is the subject of a complaint is a member of the Management Committee, that person will be temporarily replaced until that particular complaint has been resolved.
2. All complaints must be presented in writing to the Management Committee utilizing the Student Complaint Form (on the following page) provided by the College for this purpose and forwarded to the Chair of the Management Committee (Director of Compliance & Student Services). In the event that the Director of Compliance & Student Services is absent or is named in a complaint, the student must provide their written complaint to the Senior Educational Administrator.
3. The complaint will be reviewed by the Chair (Director of Compliance & Student Services) of the Management Committee who will determine if the complaint meets the condition of valid grounds. If it fails to do so the person submitting the complaint will be notified in writing within 24 hours that this is the case and reasons provided in the written communication for this determination. In the event that the person who is the subject of the complaint is the Chair (Director of Compliance & Student Services) the complaint will be reviewed by the Student Services Coordinator.
4. Should the complaint provided meet 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 complaint.
5. The Management Committee will gather any relevant information or facts the Committee may require and conduct whatever further investigation of the circumstances concerning the complaint that may be deemed necessary to adjudicate it.

6. The person or persons presenting the complaint will have an opportunity to personally present their complaint to the Management Committee and to address any questions or inquiries of the Management Committee regarding the complaint.
7. He or she will be advised that they may be represented by an agent or a lawyer.
8. The Management Committee will consider all the facts and information pertaining to the complaint and will reach a decision by consensus vote on the outcome of the complaint.
9. The person presenting the complaint will be informed of the Management Committee's decision and rationale for this decision verbally in person at the Management Committee meeting.
10. The decision of the Management Committee including the reasons for the determination will be provided to the student in writing within 45 days after the date on which the student made the complaint.
11. The decision of the Management Committee is final and binding on all parties at the College level.
12. If the student is dissatisfied with the determination and believes they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with PTIB.



West Coast College of **MASSAGE** Therapy

## STUDENT GRIEVANCE AND DISPUTE RESOLUTION APPEAL FORM

**Form A:** 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:

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Student Name:

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Term/Class:

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*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 Curriculum Coordinator/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 B) 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.

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When the incident occurred

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With whom and when did you try to resolve this grievance

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

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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.

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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.)

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Signature of Student

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Date





West Coast College of **MASSAGE** Therapy

## CONCERNS/COMPLAINTS RECORDING FORM

**Form B:** To be completed by Instructor or Department Head who will be addressing the concern/complaint and copied to the Director of Compliance & Student Services.

Date issue brought to Instructor (Dept. heads attention):

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Class:

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Name of individual bringing concern:

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Concern(s)/complaint(s) raised:

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Rationale/explanation provided by Instructor (Department Head):

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Resolution required if applicable:

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

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

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## **38.0 STUDENT RECORDS RETRIEVAL AND ARCHIVING SYSTEMS POLICY**

Last Reviewed: December 2020, Last Revised: September 2020

The maintenance and retrieval of student records information is vital to the College in its current and future operations; in meeting PTIB requirements for the purposes of accountability.

By applying for admission to WCCMT and by enrolling in the College's RMT program, the students consent to the collection of personal information by the College for educational and administrative purposes. This information is needed to process their admission application, enrolment, registration in the program of study, recording and tracking their progress, providing the basis for government funding and for related recordkeeping purposes. Students agree that all information and documentation submitted to the College in support of an application for admission, advising services, financial aid or any appeal of grades or grievance submitted to the College's Management Committee become the property of the College.

The College may be required to disclose the aforementioned information under the following circumstances:

- in situations where the College is required to comply with the law
- if required as part of law-enforcement investigations or proceedings
- in situations where personal student health or safety is of concern

Effective record management supports the College in the above by:

- Ensuring retrieval of student information
- Ensuring institutional resilience against structural changes and staff turnover
- Ensuring the fulfillment of PTIB requirements with regards to data protection

### **38.1 Responsibility for Student Record Management at WCCMT**

The Director of Compliance & Student Services of the College has overall responsibility for ensuring the College meets its record management responsibilities as per PTIB requirements. The day-to-day responsibilities of record management are part of the job description of the Student Services Coordinator.

### **38.2 Active and Inactive Records**

The College maintains active student records or records needed to conduct the daily business of the College in a locked filing cabinet in the Student Services office.

The College maintains inactive student records or records not required for immediate access but retained according to PTIB requirements. Inactive student records are maintained in a locked storage room within easy access to the Student Services office.

### 38.3 Access to Student Records

- All students at WCCMT are provided with free and reasonable access to their student records
- The College maintains confidentiality of all student records in compliance with the Freedom of Information and Protection of Privacy Act
- Upon request copies of student records are made available to current and former students
- The College shall charge a fair and reasonable fee for the photocopying and issuing of student records

### 38.4 Student Access to Student Information

Students have the right to inspect their own official record, with the exception of evaluations and letters of reference supplied to the College under the understanding that these will be kept confidential.

Students have the right to request that erroneous information contained in their records be corrected and that recipients of any information found to be in error be advised of the correction.

Students wishing to inspect their record must make an appointment with the Student Services Coordinator.

Upon written request to the Student Services Coordinator, students whose fee account shows no outstanding balance may request to have an official transcript of their record of studies at the College sent to a third-party.

Documents pertaining to the student's achievement at another institution, which may have been received by the College, will not be released or redirected.

### 38.5 Employee Access

Employees at the College are permitted access to information contained in student records, if they have a legitimate reason to access this information. In other words, if they need to know this information in order to perform their official duties. The level and nature of access will vary and depend on the particular employees educational or administrative duties. The following are a list of examples of responsibilities which constitute a legitimate need to access student information:

- to provide academic or personal advice and counseling to students
- to administer the program of study
- to create and maintain student education records
- to award and administer financial aid
- to assess and collect fees
- to supervise and certify student educational programs for government purposes

- to enforce student conduct and discipline
- to demonstrate compliance with accreditation requirements

### **38.6 Disclosure of Student Information to Parents and Guardians**

Once a student has reached the age of 18 or has enrolled at a Post-Secondary institution, the right of access to the student's information in general passes from the parent or guardian to the student. The College communicates confidentially with students with respect to their academic records but encourages students to share such information with their parents or guardians. In extraordinary cases, or in an emergency, and consistent with applicable laws, when health and safety issues require, the applicable administrator may consult with the parent, guardian, or individual designated by the student or others as appropriate.

### **38.7 Access by Other Parties outside the College**

#### **Sponsoring Agencies**

A transcript will be released on request to those approved sponsoring agencies who provide financial support to the student and who supply authorization from the student to do so.

#### **Government Agencies**

Properly identified representatives of federal, provincial and local government agencies, including regional police will be treated as any third party. That is, student authorization must accompany the request for information. If, in the opinion of the Student Services Coordinator, however, denial of the information could involve hardship to the student, appropriate details may be released. Typically, this would involve notification of a family death, search for legatees and so on.

#### **The Courts**

In the event that the Court, on behalf of the student, subpoenas a student record, a certified copy of the full student record will be offered. Should the party other than that representing the student subpoena the record, a certified copy will be offered to the judge alone with an explanation of the College's reluctance to release a private document without student authorization. The decision will then rest with the judge.

#### **Legally Mandated Access**

Specific records or portions thereof may be provided to persons or agencies pursuant to Court Order directing the College to release information to Statistics Canada or to the Ministry of Training, Colleges and Universities.

#### **Change of Name**

Every student is required to provide, either in their application for admission or in personal data required for registration, his or her full name, (full legal name). A request to change his/her name,

by means of alteration or by substitution or addition, must be accompanied by appropriate supporting documentation.

### **Maintaining Contact Information**

Students must maintain current and up-to-date permanent and mailing address information in the records of the College in order to receive pertinent mailings. Students are also responsible for maintaining up-to-date e-mail addresses on the records of the College and for ensuring that there are no problems with their external e-mail provider or individual account that would prevent the College from delivering an e-mail to that address.

### **Emergency Situations Requiring Student Access**

On occasion a personal emergency may require students to be contacted quickly. In emergency situations involving health and safety of an individual, or in compassionate situations, the Student Services Coordinator or designate may, if considered to be in the student's best interests, authorize the release of personal information about the student. The College will then inform the student of the disclosure.

Students are urged to provide those who may need to be reached in emergency situations with an up-to-date copy of the class timetable, specifying days, times and locations. In addition, as this information changes, students are requested to routinely provide updated next of kin and emergency contact information to the Student Services Coordinator.

## **38.8 Records Maintenance, Retention, Destruction and Confidentiality**

This policy represents WCCMT's formal policy regarding the maintenance, retention, destruction and procedure for dealing with breaches of student, faculty, staff and patient record confidentiality in compliance with British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA).

The purpose of this policy is to establish which records are to be retained, for what length of time, access to records, destruction of records and procedure for dealing with breaches of privacy.

Effective record management supports the College in the above by:

- Ensuring retrieval of student information
- Ensuring institutional resilience against structural changes and staff turnover
- Ensuring the fulfillment of FIPPA, PTIB and CMTBC requirements with regards to data protection

### **Student Records Maintenance Requirements**

As a PTIB designated and CMTBC accredited College, WCCMT must maintain accurate and current records for each student enrolled in our approved program of study.

### **Retention Schedule**

Full active records will be maintained by the Student Services Coordinator for the full tenure (20 months) of the student's enrollment at the College.

Full inactive records will be maintained for a period of seven years; subsequent to this time student records may be reduced to include only the student contract and student transcript, and thereafter retained for a period of 55 years. WCCMT stores inactive student records with Data Witness a PTIB approved third party vendor.

### **Required Information**

For current students the student record must contain the following to be compliant with both PTIB and CMTBC student record requirements.

- Student contact information
- Evidence of payment for tuition and related fees
- Evidence of the student has met the admission requirements
- The student transcripts issued by the institution
- copies of any complaints made as per the college's dispute resolution process
- If applicable, a notice of withdrawal or notice of dismissal and documents in relation to the withdrawal, dismissal, including relation to a refund of tuition and related fees
- If the student is an international student has been issued a study permit under the immigration and refugee protection act, Canada. A copy of a letter of acceptance and copy the study permit
- If applicable, a copy of the credential granted to the student and date of granting of credential
- Clinic clinical performance data i.e. number of hours, number massage treatments
- A copy of the signed student enrollment contract
- If applicable documents in relation to the participation of student immigrant appeal process
- A copy of the work experience agreement with the host organization
- Evidence of the student has met the requirements for participation work experience
- A copy of the evaluation of the performance of the student in the work experience
- Record of any conduct issues related to suitability to practice the profession

### **Record Storage**

Student records maintained electronically must be:

- Kept in a format that provides for copies of the student record to be made
- Backed up at least once a month
- Stored in a secure manner
- Stored securely in a location that is accessible, on request by the Student Services Coordinator

### **Responsibility for Student Record Management at WCCMT**

The Director of Compliance and Student Services has overall responsibility for ensuring the College meets its student record management responsibilities as per PTIB and CMTBC requirements. The day-to-day responsibilities of student record management are part of the job description of the Student Services Coordinator.

### **Faculty/Staff Records Maintenance Requirements.**

The College maintains faculty and staff records in faculty and staff personnel files.

### **Retention Schedule**

Faculty/staff personnel files are retained for a period of seven years.

These files contain the following information.

- Resumes
- Certificates, diplomas or degrees if applicable
- Fulfillment of CMTBC registration requirements on an annual basis for RMTs
- Faculty/staff contracts
- Performance reviews, annual and interim
- Record of participation in professional development activities
- Records of any grievances and findings of such
- Record of any conduct pertaining to suitability to practice

### **Record Storage**

Faculty/staff records maintained electronically must be.

- Backed up at least once a month
- Stored in a secure manner
- Stored securely in a location that is accessible, on request by the Director of Compliance and Student Services

### **Responsibility for Faculty/Staff Record Management at WCCMT**

The Director of Compliance and Student Services is responsible for ensuring that the College meets its faculty/staff record management responsibilities as per PTIB and CMTBC requirements.

In New Westminster, Staff personnel files are maintained by the Director of Compliance and Student Services. Faculty personnel files are jointly maintained by the Director of Compliance and Student Services and the Curriculum Coordinator. Records are maintained manually in the Director of Compliance and Student Services' office in a file created for personnel records. In Victoria, Staff records are maintained

manually in the Executive Director, SEA's office in a file created for personnel records. Faculty records are maintained manually in the Campus Director's office in a file created for personnel records.

### **Patient Records Maintenance Requirements**

The College maintains patient records for all patients utilizing our student intern clinic according to CMTBC record storage requirements for RMT patients in B.C.

### **Retention Schedule**

Patient records are retained for a period of sixteen years.

### **Patient Files Contain the Following Information**

#### **Record keeping requirements:**

- Patient identifying information as provided by the patient, including the patient's full name, gender, and date of birth,
- The patient's current address and telephone number, as of the date of their last attendance,
- The name of the Student Intern who rendered the treatment to the patient,
- The name of any referring Student Intern or Licensed Practitioner,
- Any medical history provided by the patient, as of the date of their last attendance,
- Any reports received from or sent to other Student Intern, Licensed Practitioners, and insurance providers with respect to the patient,
- All dates of attendance together with sufficient information to clearly explain why the patient came to see the Student Intern and what the Student Intern learned from both the patient's current medical history and the assessment, including, but not limited to
  - Information relevant to the patient's condition,
  - Clinical impressions, and
  - clinical findings and periodic reassessment findings,
- A clear record of the specifics of
  - any treatment plan, including any revisions made thereto,
  - treatment provided and the patient's response to such treatment,
  - any follow-up plan, and
  - any recommendation or instructions for patient self-care related to the patient's condition, and
- A record of any changes made to the Health Care Record and the reason for such change,

#### **Clinic Reception also maintains the following records electronically:**

- A key to any shorthand notations used in the Health Care Records,
- A record with respect to each patient containing the date of the service rendered, type of service, charge made for the service and record of payment, and
- A daily record containing the names of patients seen or treated, or in respect of whom professional services are rendered.



## **Client Record Storage**

Patient files are stored in a safe and secure area in the Colleges intern clinic. In New Westminster and Victoria this area is a closed-in reception area with access restricted to clinic coordinators and office reception. Patient information is stored electronically using Jane software. If a file has been inactive for a minimum of 3 years, it is then purged from the file cabinet. All information is securely stored and retained for the CMTBC required 16-year time frame.

## **Responsibility for Client Record Management at WCCMT**

The Co-Clinic Administrators in New Westminster and the Clinic Coordinator in Victoria are responsible for client record management. They may delegate clerical responsibilities in this regard to administrative staff but assume full and ultimate responsibility for all records.

## **Record Destruction**

Once records have been retained for the applicable required time frames described above, they should be prepared for destruction by the applicable records administrator. The record administrator shall destroy records by means of mechanical shredder. Electronic data contained on servers and hard drives shall be destroyed or deleted and overridden. Electronic data contained on all media shall be destroyed by the physical destruction of that medium.

## **Confidentiality of Records**

The confidentiality of all student, faculty, staff, and patient records is paramount. Records must always be safeguarded and disclosed only to the appropriate party or as permitted by law.

Should a breach of confidentiality of records occur, the Director of Compliance and Student Services in consultation with the SEA will follow the following procedure.

1. Determine the exact nature of the breach
2. Identify how and why the breach occurred
3. Identify who committed the breach
4. Determine if the breach was accidental (careless exposure of information) or intentional
5. Meet with the person who committed the breach and depending on the nature of the breach make a finding regarding disciplinary action.
6. Take remedial action to change, modify retention and access processes to prevent future breaches

Disciplinary actions could include but are not limited to.

- Removing this person from any position from which they would have access to records
- Placing the employee on probationary status
- Suspending the person for a defined period
- In the case a serious breach terminating the employee's employment

## 39.0 QUALITY TRAINING PROGRAM POLICY

Last Reviewed: December 2020, Last Revised: September 2019

The West Coast College of Massage Therapy is committed to providing quality educational programs and training in Registered Massage Therapy.

In order to ensure that we provide quality education and training the college engages in ongoing curriculum review and industry consultation exercises designed to ensure that our program of study remain current and appropriate.

The college must participate in at a minimum one comprehensive curriculum review exercise for our program of study every five years.

### 39.1 RMT Curriculum Review Committee

The RMT Program Review Committee will consist of the SEA (Chair), the Director of Compliance & Student Services, the Curriculum Coordinator, the Practical Education Advisor, Clinic Administrator – Marketing & Operations, the Clinic Coordinator & Assistant Campus Director (Victoria), the Campus Director (Victoria), the Admissions & Operations Coordinator (Victoria). In addition, the RMT Curriculum Review Committee may appoint at its discretion faculty members to sit on this committee whose expertise and/or knowledge may be appropriate for the purposes of curriculum review.

#### 39.1.1 Guiding objective

The overall guiding objective of the RMT Curriculum Review Committee is to ensure that curriculum content offered in the RMT program of study delivers the content specifications of the CMTBC's Guidelines for Foundational Knowledge in Massage Therapy Educational Programs, November 2015 document applicable to Health Science coursework and the Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice 2012 document applicable to Clinical Sciences and Professional Practice coursework for Registered Massage Therapists in Canada.

#### 39.1.2 Review Process

The review process itself will consist of the following:

- Providing all instructors with a copy of the College's Quality Training Program Policy and Process
- Informing all instructors in the program of study that the college will be undertaking its five-year curriculum review exercise including providing them with a date for the initiation of this exercise, its duration as well as anticipated completion date.
- The Senior Educational Administrator, the New West Curriculum Coordinator, the Campus Director (Victoria) and the Clinic Coordinator (Victoria) will schedule one-on-one consultations with course instructors to discuss course materials, exams and competency requirements.

- Surveying all instructors on course content as per Guidelines for Foundational Knowledge in Massage Therapy Educational Programs and Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice requirements
- Reviewing all course outlines to ensure that outlines meet Guidelines for Foundational Knowledge in Massage Therapy Educational Programs and Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice requirements
- Developing a cross-reference between course outlines and the GFK and Inter-Jurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice documents to ensure coverage of competencies in these documents
- Reviewing student course evaluation to identify areas of potential curriculum weakness
- Reviewing board exam results to identify areas of potential curriculum weakness
- Developing a list of recommendations
- Reviewing PAC Committee curriculum recommendations
- Developing a list of recommendations from the above listed review sources
- Developing an action plan for implementing recommendations
- Developing a monitoring plan to track the action plan recommendations and ensure that recommendations are implemented in a timely manner
- Engaging in competency and learning outcomes development meetings conducted by the CMTBC as appropriate
- Providing feedback on the above as requested and appropriate

The curriculum review process will be undertaken in a sequential format.

### **39.1.3 Formal Reporting Document**

The Senior Educational Administrator with the support of the Curriculum Coordinator, Practical Advisor and Clinic Manager in New Westminster, the Campus Director and the Clinic Coordinator in Victoria will document all of the work of the Curriculum Review Committee in a formal reporting document.

## **40.0 POLICY REGARDING PROVINCIAL/FEDERALLY RECOGNIZED GOVERNING BODIES**

Last Reviewed: December 2020, Last Revised: September 2019

WCCMT is recognized by the College of Massage Therapists of British Columbia and accredited by the Private Training Institutions Branch British Columbia. As a recognized and accredited

College WCCMT must ensure diligent compliance will all recognition requirements posed by the CMTBC and all accreditation requirements posed by PTIB.

The Director of Compliance & Student Services of the College is chiefly responsible for ensuring compliance with all CMTBC and PTIB recognition and accreditation requirements. The Director of Compliance & Student Services is supported in this effort by the College's Accreditation Committee, the WCCMT organizational body charged with the responsibility of ensuring compliance with accreditation requirements.

#### **40.1 Process for Ensuring Compliance with Accreditation Requirements**

- a) The Director of Compliance & Student Services distributes the appropriate accreditation documentation which stipulates recognition and accreditation requirements posed for our program of study.
- b) The Director of Compliance & Student Services provides an Accreditation workshop as per the above requirements for all senior management and office management personnel.
- c) The Accreditation Committee creates and implements an action plan for monitoring and reporting accreditation requirements
- d) The chief mechanism the Accreditation Committee utilizes for this purpose are yearly mock audit exercises conducted during the fall of each school year in preparation for the College's PTIB, Annual Compliance and five-year Renewal of Accreditation audits.
- e) Mock audit reports are completed pursuant to the College's internal audits and remediation implemented if required and monitored in preparation for the Colleges PTIB Annual Compliance audit and the completion of PTIB's five-year Renewal of Accreditation reporting document.
- f) Director of Compliance & Student Services compiles and completes the PTIB five-year renewal of accreditation report and forwards it to the Agency three months in advance of PTIB's on site audit of WCCMT.

#### **40.2 Process for Managing Program Review Requirements and Recommendations**

- a) On receipt of the Accreditation Audit Report an Accreditation Committee meeting is called by the Director of Compliance & Student Services.
- b) The Accreditation Committee reviews the report and creates an action plan to remedy deficiencies cited as required as well as implement recommendations for improvements.
- c) A timeframe is attached to the remedial action plans for the above.
- d) The Director of Compliance & Student Services documents the above in a recording document which is forwarded to PTIB.
- e) Copies of accreditation reporting documents and progress report documents created to address remedial action plans are forwarded to PTIB as required.

- f) Any outstanding progress reports required for remedial work or recommendations for improvements are also forwarded to PTIB.

## 41.0 PRIVACY POLICY

Last Reviewed: December 2020, Last Revised: September 2019

West Coast College of Massage Therapy collects students' personal information for the following reasons:

- To maintain student records as required by PTIB.
- To maintain student records as required by SABC (accredited schools.)
- To keep students/graduates informed of activities of the school.
- To issue T2202A in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For all full career training programs:

- West Coast College of Massage Therapy retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student file is reduced to just the contracts, transcript and diploma; remainder of the file is destroyed using a secure destruction method.
- West Coast College of Massage Therapy uploads a copy of the students' contract, transcripts and diploma (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

### 41.1 Procedure for maintaining student files

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Student Services Coordinator, and the School Owner.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program diploma is also prepared. These documents are signed by the Senior Educational Administrator and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.

6. At the end of one year, the student file is placed in “closed” storage for a further six years.
7. At the end of the seven-year period, the full student file may be destroyed using a secure destruction method.

#### **41.2 Procedure for student access to the information on file**

1. Students wishing to access the information in the student file must make the request in writing.
2. The Student Services Coordinator will meet with the student to review the file and will provide copies of any document the student requests.
3. There will be no charge for documents copied for students who are currently enrolled in the program. Any previous student of the college will pay \$15.00 for an official transcript copy and \$0.25 per page for any other documents copied for him/her.

#### **41.3 Procedure for authorizing release of information**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

### **42.0 HEALTH AND SAFETY POLICIES AND PROCEDURES**

Last Reviewed: December 2020, Last Revised: September 2019

WCCMT has an ethical as well as a legal responsibility to provide a safe and healthy environment to its employees, instructors, and students. As such WCCMT has established a Health and Safety Committee which meets on an annual basis and intermittently as may be required throughout the year.

The College’s Health and Safety Officer in New Westminster is Pauline Edwards, Director of Compliance & Student Services and in Victoria Fran Blake, Clinic Coordinator & Assistant Campus Director. The College’s Health and Safety Officers are supported with regard to the areas of Infection Prevention and First Aid protocols by the College’s Infection Prevention and First Aid Officers.

The Committee has created a WCCMT Health and Safety Manual which is distributed to all new students, faculty and staff upon their orientation to the College.

The Manual is updated as needed based on when safety standards change and/or in response to issues which may arise and prompt the Committee to revise any given protocols or procedures to better address the issue.

## 42.1 Policy and Procedure Statement

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

## 42.2 Resources

WCCMT is strictly committed to following all protocols and procedures identified in the College's Health and Safety Manual. For detailed and comprehensive information regarding these protocols and procedures please refer to:

- The College's Health and Safety Manual – located in the office of the Student Services Coordinator in New Westminster and the office of the Clinic Coordinator & Assistant Campus Director Victoria
- 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](http://www.ccohs.ca)]
- WCCMT Employee Manual
- WCCMT Student Manual

## 42.3 Application and Implementation

The successful application and implementation of the College's Health and Safety Protocols and Procedures 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 Compliance & Student Services, the Curriculum Coordinator, Practical Education Advisor, Clinic Managers/Coordinators and Student Services Coordinator will ensure the application of all protocols and procedures by:**

- Strictly adhering to the policies, protocols and procedures set out in the College's Health and Safety Manual including requirements posed under 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 above for all employees, instructors, and students, as well as supporting its awareness and training on a continual basis.
- Holding regular Health & Safety meetings to monitor, review, and revise policies, protocols and procedures when and if necessary.
- Ensuring that regular inspections of the facilities, work stations, and equipment are performed, and remediation of any deficiencies provided as soon as possible.

- Ensuring that supervisors and managers, directly under their specific areas are knowledgeable about the above 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 College's Health and Safety Policies by:**

- Formulating specific guidelines and safety procedures for activities falling under their areas of supervision, in accordance with the College's Health and Safety Manual.
- Ensuring that all employees directly under their supervision are made aware of the Colleges health and safety requirements and practices and that each employee follows these requirements and practices as set out in the manual.
- Providing adequate training and skills set in the safe use and operation of equipment within the facilities.
- Prompting intervention and implementation of safety procedures when an injury, illness, or hazardous condition arises.
- Ensuring the immediate and direct reporting of any incident and persons involved to the Director of Compliance & Student Services and Student Services Coordinator in New Westminster and the Campus Director & Clinic Coordinator & Assistant Campus Director in Victoria who will then ensure proper investigative and remedial procedures take place in accordance with the guidelines set out in the manual.

**iii. The Instructors, Teaching Assistants, and Clinic Instructors, will ensure the application of the College's Health and Safety Policies by:**

- Ensuring self-awareness of the procedures set out in the manual as well as use of reasonable care to protect the health and safety of themselves, their colleagues, students and clinic patients.
- Taking a proactive role in practicing and promoting safe and healthy work habits.
- Ensuring 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 College's Health and Safety Policies by:**

- Ensuring that all student body members are aware of the protocols 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 – as per infection prevention and first aid guidelines provided in the manual.



- Ensuring all student body members contribute to the promotion and continuance of a safe and healthy learning environment.
- Ensuring that any concerns or questions from students, regarding any or all aspects of the College's Health and Safety protocols and procedures are given due opportunity for discussion and revision by the College's Health and Safety Committee.
- Ensuring the immediate and direct reporting of all incidences, public illnesses, injuries, accidents or any other emergencies to the appropriate supervising instructor, clinician, or teaching assistant.

#### 42.4 General Guidelines

- All responses, reporting, and investigation of fire, natural disasters, hazardous materials, and other emergencies shall follow the protocols and procedures set out in the College's Health and Safety Manual and in compliance with the Manual on Fire Safety Plan and Other Emergencies.
- All responses, reporting, and investigation of illness, injuries, accidents, and other health and safety issues shall follow the protocols and procedures set out in the College's Health and Safety Manual and in compliance with the Canadian Centre for Occupational Health and Safety.
- All RMT practical instructors and teaching assistants as well as clinic instructors shall have current CPR and Basic Level First Aid training; at least one member of the Health and Safety Committee shall have current CPR and basic level First Aid training. There will always be at least one person on campus, during regular school or clinic hours, with current CPR and basic level First Aid training.
- Fire drills performed annually, and senior level management shall ensure awareness and training of all full-time faculty and administration.
- Fire Safety Plan inspection every 3 years.
- Training and Instruction of Emergency Procedures and Fire Safety for all new staff and faculty.

### 43.0 POLICY ON REVIEW, REVISION, & NOTIFICATION OF CHANGES

Last Reviewed: December 2020, Last Revised: September 2020

#### Review and Revision

All College Policy and Procedures manuals are reviewed regularly at the end of each term and revised annually. Revisions are created on an ongoing basis each term, for implementation in the fall term at the start of each academic year.

## Process

The Director of Compliance and Student Services is responsible for the regular review of the Student Policy Manual and Employee Policy Manual. The Clinic Administrator, Marketing and Operations is responsible for the regular review of the Student Clinic Handbook and the Clinic Instructor Manual.

Any Administrator at the College can flag a policy or procedure for revision at any time. Flagged policies are communicated to the Director of Compliance and Student Services who is responsible for tracking these.

At the end of each term, the Director of Compliance and Student Services reviews flagged policies with the Senior Educational Administrator (for Student & Employee Manuals) or the Clinic Administrator, Marketing and Operations (for Student Clinic Handbook and Clinic Instructor Manual) and makes updates and revisions as necessary. All relevant Department Heads are consulted during the review and revision process.

Any revisions made to a policy or procedure will be implemented in the next fall edition of the manual. Policy and/or Procedure revisions mandated by a governing body will be implemented according to the mandated schedule.

## Notification

Notification of revisions to policies or procedures are done through the following methods:

**Last Reviewed Date:** the date the policy or procedure was last reviewed is printed with each policy and procedure.

**Last Revised Date:** the date the policy or procedure was last revised is printed with each policy and procedure.

**Summary of Revisions Page:** a summary of all revisions to a manual is circulated with each manual.

**Verbal Notice:** policy changes are verbally communicated to employees via the Management Committee meeting and Faculty meetings held at the start of each term. Incoming students are verbally informed of current policies during the Admissions process and reminded of key policies during the Orientation on the first day of their program. For policy updates that affect current students, please refer to "*Acknowledgement Form*" below.

**Written Notice:** for employees, a summary of revisions is communicated via e-mail when updated manuals are circulated to employees at the start of each term.

**Acknowledgement Form:** policy updates are generally cycled in with incoming classes, therefore it is rare for policy updates to apply to current students. In the case a policy update does apply to current students, students are informed in advance both verbally and in writing via the Student Services Coordinator. For policy updates that could potentially have a significant impact on a student's experience in the program, the College has all

affected students read and sign a form acknowledging their understanding of the change and how it might impact them.

## STUDENT COUNSELLING SERVICES

Please be advised that WCCMT does not provide personal counseling to students. However, we do recommend that students refer to the counseling resources listed below:

### **Lorraine McAteer, M.A., C.C.C., R.C.C.**

Best Life Counselling

Suite 207 - 552 Columbia Street, New Westminster, BC

CALL: (604) 992-4998

EMAIL: [Lorraine@bestlifecounselling.com](mailto:Lorraine@bestlifecounselling.com)

Meetings are by Appointment.

### **Gloria McArter, Ph.D.**

#380-522, 7th Street Columbia, New Westminster, BC

CALL: 604-520-1002

EMAIL: [gmcarter@telus.net](mailto:gmcarter@telus.net)

In addition, if you would like to search Psychologists by area, you can go to the website: [www.psychologists.bc.ca/referral.html](http://www.psychologists.bc.ca/referral.html). If you would like to search Counselors by area, you can go to the websites [www.counsellingbc.com](http://www.counsellingbc.com) OR [www.bc-counsellors.org](http://www.bc-counsellors.org)

## GENERAL ADMINISTRATIVE INFORMATION

### OPERATING HOURS:

**College Hours: Doors open at 7:30 a.m.**

**Admin Hours: 8:30 a.m. - 5:00 p.m. Monday to Friday**

**Library Hours: 7:30 a.m. – 5:30 p.m. Monday to Friday  
Closed – Saturday and Sunday**

Please note that there is no access to the 3<sup>rd</sup> floor after 5:00 pm as the alarm is activated at that time for security reasons. If access is required after 5:00 pm please see reception.

The library is always a quiet study area. Group study may be undertaken in classrooms until 5:30pm. Classrooms will be locked at the end of the school day. (Administration cannot take messages for students except in the case of an emergency.)

Please note that there is no access to the 3<sup>rd</sup> floor after 5:00 pm as the alarm is activated at that time for security reasons. If access is required after 5:00 pm please see reception.

The library is always a quiet study area. Group study may be undertaken in Practical A or authorized available room in the evenings. All other classrooms will be locked at the end of the

school day. (Administration cannot take messages for students except in the case of an emergency.)

### Class Representative(s)

Please choose one or two class representatives. The role of the class representative is to be a liaison between your class and the College and Clinic Administration.

### WCCMT Student ID Cards

Student cards will be required for transactions with Administration (transcript requests, borrowing library books, etc.) and are provided free of charge at the beginning of the student's first term. Replacement cards are \$5.00.

### Records Update

It is the student's responsibility to notify Administration on changes to their name, address or phone number. Please see Administration for a change of address form.

### Student Loan Forms

If you have a student loan form to be completed, leave it with Administration. Once it is ready, your name will be listed on the Communications Board.

### Textbooks

Students will be informed of the required textbooks the first day of classes, and at that time they will be given options on how to acquire their textbooks.

### Fees and Fines:

Official Transcript	\$15 per set (\$5 per additional set ordered at the same time)
Late submission of post-dated tuition cheques	\$50 (per submission)
Late payment of tuition	\$50 (each payment)
Returned cheque charge	\$50 (each cheque)
Replacement Diploma	\$50
Replacement Name Tag	\$5 (including GST)
Replacement Student Card	\$5
Overdue Library Fines	\$0.50 per day per book
Lost Library Books	Full Replacement Cost

### Please note:

- All fees and fines must be paid in full prior to graduation and release of final transcripts
- Only Bank Draft, Pre-authorized Debit/Interac Debit, or Money Order will be accepted as payment for outstanding tuition and replacement payment for returned cheques

## LIBRARY POLICY

Students can benefit from our open concept library. Books and computers are available in this area.

### Reference Books

Please be advised that reference books are available to students upon request at reception.

### Lending Policy

- ✓ Students must present their student card when borrowing items from the library.
- ✓ Books must be signed out from Student Services.
- ✓ The lending period for books is 14 days, with a possible renewal period of 7 days.
- ✓ The fine for late returns is 50 cents per day.
- ✓ If a book is lost or destroyed, the student will be charged the full price of the book.
- ✓ Any unpaid late fees or fees for lost books will be charged to the student's account. Unpaid fees will result in transcripts or diplomas not being issued.

### Please Remember

- ✓ This is a quiet study area, please be considerate of your fellow students.
- ✓ No food or drink in the library.
- ✓ Please keep the area clean and tidy. Please replace books (in numerical & alphabetical order) you have used in the library but are not borrowing.
- ✓ Magazines and articles are not to be removed from the library.
- ✓ Library computers and printers are for educational purposes only. Please refrain from any personal use.

### Student Use of College Equipment

- ✓ Students may utilize educational aids with a mature attitude and must ensure the safe keeping and good repair of those assets.
- ✓ Under no circumstances is any College property to be removed from the premises.
- ✓ Skeletons, models, teaching aids, pillows and linens are not to be removed from the classrooms.

## FINANCIAL AID

At WCCMT students may obtain information related to financial aid by the campus Financial Aid Officer. The Financial Aid Officer is available to provide students with financial aid information regarding the following:

- Confirming student enrolment and attendance
- Student loan agreements
- Confirmation of enrolment forms
- Accepting or documenting tuition payments to institutions
- General Inquiries about Financial Aid
- Forms for re-assessment & interest-free status application
- Phone calls to StudentAid BC information line

### Financial Aid Officers

New Westminister Campus: **Navdipak Kaur, Student Services Coordinator**

Victoria Campus: **Danika Serbic, Student Services Coordinator**

Complete StudentAid BC information and online application forms are available on the StudentAid BC website at [www.studentaidbc.ca](http://www.studentaidbc.ca). Further information for loan-holders can be found at the National Student Load Service Center at [www.csnpe-nslsc.canada.ca](http://www.csnpe-nslsc.canada.ca).

## STUDENT SERVICES

WCCMT also provides the following Student Support Services to our students:

- Providing information about the program and College policies
- Advising students at risk of breaching our attendance policy
- Missed-Exam or an Early-Exam requests
- Referrals to academic and personal counselling
- Referrals to support services (Counselling, Housing, Medical etc.)
- Communication between Administration and students via Student Liaisons
- Event & Activity Coordinating
- Annual Student Feedback Survey
- Maintenance of Student Records:
  - Enrollment Contract renewal
  - Interim Reports & Official Transcripts
  - Address change, name change, etc.
  - Attendance Tracking & Doctor's notes
  - Program withdrawals & deferrals
- Issuing Print Codes for the Library Printer
- Library book sign-out and Locker sign-out

### Student Services Contact Information

New Westminister Campus Student Services Office, located on the 2 <sup>nd</sup> floor adjacent to the Library		
Navdipak Kaur	<a href="mailto:studentservices@collegeofmassage.com">studentservices@collegeofmassage.com</a>	Tel. 604-520-1844 ext. 231
Victoria Campus Student Services Office, located on the 1 <sup>st</sup> floor at Reception		
Danika Serbic	<a href="mailto:vicstudentservices@collegeofmassage.com">vicstudentservices@collegeofmassage.com</a>	Tel 250-381-9800 ext. 238

### **Student Courtesy Phone**

There is one student courtesy phone (for the purpose of contacting College Administration) available near Reception in the lobby area. This phone does not access outside lines and cannot receive incoming calls. You may contact College staff by dialing their locals and/or leaving a message on their voice mail.

### **Student Bulletin Boards**

Each class has its own specific class message board. Also, there is a Communications Board located by the front entrance. Student names will be listed who are required to contact Administration, accounting and financial aid. Please check this board on a daily basis. \*Check the boards often for important messages.

### **Student Photocopier**

There is a student photocopier machine located in the library on the upper floor. Please ensure you have adequate change. Any copier malfunctions should be reported to Student Services.

### **Student Lounge**

The student lounge is located on the main floor behind the escalator. The lounge is equipped with a refrigerator, microwaves and tables, chairs and sofas for the students' use. Students are responsible for keeping the refrigerator clean and odor free. Please be advised that anything left in the fridges after each Friday will be thrown out.

### **Lockers**

Student lockers are available on the main floor behind the student lounge. Students are to select an empty locker and provide their own lock. After choosing a locker, the students must then register the locker number with Administration. All locks must be removed by the last day of term. Note: Clinic lockers are for public clientele only and are not to be used by students.

### **Bike Locks & Rack**

Bike parking is available on the bike rack by the College entrance on Columbia Street. Remember to lock your bike to prevent loss. Bicycles are not permitted inside the school building.

### **Lost & Found**

Classrooms and College common areas are cleared daily of personal belongings. Please see Administration if you are missing an item.

### **Laundry**

Students are expected to provide their own linens for classroom sessions. The College supplies laundry for the Public Clinic.

## STUDENT CLINIC BENEFITS

### To Book Clinic Appointments:

If a student books a complimentary appointment and a public patient wants to book that slot, the student will be bumped. The student may request a non-bumpable appointment for which they will pay the appropriate student rate.

<u>Treatment</u>	<u>Regular Rate</u>	<u>Student Rates</u>
Massage Therapy	\$35	Complimentary (bumpable) or \$17.50 (non-bumpable)

## FACILITY ORIENTATION AND RULES

Students are expected to conduct themselves in a manner consistent with health care professional standards at all times while on the College premises and wherever they are identified as being students of the College. This includes:

1. The College is a freestanding 34,000 square foot building. Given the fact that we own the premises, we are solely responsible for all aspects of the building and facility management and maintenance.
2. The conduct of any form of personal or corporate business or solicitation or enterprise other than that prescribed by the program itself is strictly prohibited on the College premises, in or about the building and the parking area. This includes supplying, brokering, or representing a business interest concerned with supplying students with goods and materials of any kind.
3. Students will not obstruct the escalator, sidewalks, entries, hallways, staircases, or annoy or disturb the quiet enjoyment of others in the building, or cause any damage, or risk of fire, or leave any refuse in any area of the building.
4. Students are not allowed inside the Administration office or Clinic Reception areas without permission from administrative staff members.
5. College laundry facilities are not to be used for personal laundry.
6. Animals, except for Seeing Eye Dogs are not allowed in the College or the building without permission from Administration.
7. Students are advised that cell phone usage is prohibited in classrooms, the library, in student intern clinics and in private offices or meeting rooms with members of the Faculty or Administration. Upon entry into any of the designated areas above, cell phones must be turned off immediately. If a cell phone rings in a classroom that student will be advised once and only once, to turn off his/her cell phone. If that student's cell phone rings again subsequent to the advisement, he or she will be asked to leave the classroom and be marked absent for the portion of the class they miss.

The same procedure will apply in the College's professional intern clinic. In no instance may any student under any circumstance, utilize a cell phone, camera, video or a device of any kind, to take photographs/video of any member of the WCCMT community or the public we treat in our professional intern clinic without their expressed consent.



In addition, any photographs/video taken in classrooms and clinic must include a written consent form signed by all those participating in the photographs/video.

Finally, all students are required to follow and respect the classroom Videotaping /Photographing Form provided by practical faculty engaging in videotaping/photographing for educational purposes in practical classes.

8. Food or food consumption is NOT permitted in classrooms or clinic. The consumption of water only is permitted in classrooms, but it must be kept in covered containers in order to prevent spillage. In the event of a spillage, when damage has been done to school carpets, floorings, or furnishings, the person responsible for the damage will be billed for the cleaning, restoration, or the replacement of the damaged item. Every student is responsible for the cleanup or disposal of their own food containers and must clean up their own spills from the refrigerator, as this is not the responsibility of the cleaning team or anyone else. The refrigerator must be emptied of all food and containers by Friday afternoon.
9. It is a condition of enrollment at the College that students treat the facilities and property of the College with respect and care. Any person or persons causing damage to the facility through negligence or willful abuse will be charged with full financial responsibility for repair or replacement.  
  
When the repair or replacement of damaged item(s) has not been addressed within 15 days, by the person or persons held responsible for the incidence, the College will then take out a contract to have the damage or loss repaired or replaced and will add the expense incurred to the account of the responsible party. All such amounts left unpaid will be subject to interest at the current rate and must be paid in full prior to and as a condition of graduation.
10. If any student or member of staff or faculty notes a dangerous area or state of disrepair in the building or property, they are to complete a Facility Report Form and return the form to Administration. The issue will be addressed within 3 days, and the remedial action taken shall be posted.
11. Students are responsible for the disposal of waste in waste containers, removing personal items such as clothes, cups, books etc., removing equipment used such as pillows, etc. to their respective storage areas, cleaning oil, etc. off any equipment used, and generally restoring order to classrooms and other areas after their use.
12. Furniture and equipment, which is designated for use in specific areas, is not to be removed from those areas without permission from Administration Staff. If and when an exception is made to this rule by staff in special circumstances, it is the responsibility of each person who removes furniture or equipment from its designated area to return it to that area immediately after using it.
13. Posters, notices, or other materials may not be fastened to walls, windows or mirrors in the College. All such items are restricted to the bulletin board space provided. Any items found fastened elsewhere than bulletin boards will be removed and any damage to surfaces will be the responsibility of the person(s) who posted the item as per item #10.
14. Any and all equipment, books or other items belonging to the College are not to be removed from the College premises without express permission from the College administrative staff or directors. Theft, regardless of amount, will not be tolerated. Anyone

found removing College property without permission would be subject to immediate expulsion from the program.

15. Bicycles are not permitted within the building. A bicycle rack has been provided by the front entrance on Columbia Street. Bikes may not be stored or locked anywhere inside the building, including the entrances. Any bicycles found within College facilities will be removed and a fine of \$50 must be paid before the bicycle will be returned. Roller blades, skateboards and scooters are not permitted in the College.
16. The College cannot assume responsibility or liability for any personal possessions left at the College. Students are advised to keep all such items in their own locker.

## PROPERTY MANAGEMENT RULES

### Escalator

- NO running on the escalator. Walk.
- NO walking or sitting on the side rails.
- ONLY in the case of emergency will the STOP button be pushed.

### Roof

Student, Faculty and Staff are not permitted access to the rooftop at this time. This part of the facility is cited by the City of New Westminster to be a safety hazard. The door in Practical E, which accesses the roof should remain closed and locked at all times.

### Thermostats

All thermostats in the building have been pre-set and should not be changed by anyone but the staff member responsible.

### Doors

All doors leading outside are to remain closed. Propping them open will cause difficulties with our heating and air conditioning systems.

### Security

For the safety and security of all members of WCCMT, we require all students, staff, and faculty to exit from the door on Clarkson Street after 5:00 p.m.

### Fire Safety

Floor plans are located throughout the College to indicate which exit is to be used in case of fire. Each fire exit has been clearly numbered and it is important to familiarize yourself with the exit routes for all class and clinic rooms.