



**MASSAGE**  
—INSTITUTE OF CLEVELAND—

**CATALOG  
AND  
STUDENT HANDBOOK**

Published October 2019

Covering years 2021-2022

201 Keith St. SW, Suite 56  
Cleveland, TN 37311  
Telephone: (423) 559-0380

### **Authorization**

The Massage Institute of Cleveland is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

The Massage Institute of Cleveland is a NCBTMB (National Certification Board of Therapeutic Massage and Bodywork) Assigned School. NCBTMB is the only certifying body for the massage therapy and bodywork profession. For that reason, NCBTMB's certification processes are founded upon superior Code of Ethics and Standards of Practice, which all Board Certificants must adhere to.

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## **INTRODUCTION**

Massage Institute of Cleveland was founded in 1997. The school was so successful that it outgrew its original location in Sweetwater, TN in only 3 years. The new and current location at 201 Keith Street SW, Suite 56 Cleveland, TN 37311 has doubled the square footage which allows more room for growth.

Since opening in 1997, the motto "Education is the beginning of Success" laid the foundation on which the Massage Institute of Cleveland incorporates its standards of excellence. Family owned and operated, the institute, formerly the East Tennessee school of Massage Therapy, is the oldest continuously operating massage therapy school in East Tennessee.

Director, Nadia Vazquez, has been a successful Massage Therapist since 2011. She is licensed in both Tennessee and Georgia. She is also a licensed Aesthetician in in the state of Georgia since 2016.

## **MISSION STATEMENT**

Massage Institute of Cleveland is a special purpose institution. The purpose is to help each student learn a strong base of professional knowledge, skills, business practices, and ethical considerations in the profession of Massage Therapy so they can successfully receive a license to practice massage therapy in the State of Tennessee and be a credit to the profession.

This purpose does not include preparing students for further college study. Students should be aware that transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any, credit hours can be transferred.

## **NOTICE TO ALL STUDENTS**

The course offerings, faculty, costs, and requirements of this institution are continually under examination and revision. This catalog presents the offerings and requirements in effect at the time of publication. However, adequate and reasonable notice will be given to students affected by any changes. This catalog is not intended to state contractual terms and does not constitute a contract between the student and the Massage Institute of Cleveland. Current information may be obtained from the Director of the institution.

**WELCOME**

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Thank you for your interest in the Massage Institute of Cleveland. Our goal is for you to graduate with the skillset to have a successful career as a massage therapists.

I became a licensed massage therapist as well as a neuromuscular massage therapist because of my love for helping those with pain and stress issues.

As the owner and director of Massage Institute of Cleveland, I want to continue serving students by providing both the knowledge and direction they will need to be a credit to the profession as well as themselves.

I truly believe that we have assembled the curriculum and faculty that will enable the student to achieve that goal. Massage technique and practice classes are limited to 14 students per instructor to insure greater learning.

The visionary training programs I have for Massage Institute are on the cutting edge of the body work profession. The students will receive the highest standards of excellence in both theory and practical classroom instruction as they learn in a caring and professional, atmosphere.

I want you to be as proud of the Massage Institute of Cleveland as you will be of your new profession.

Most sincerely,

Nadia Vazquez, Director/Owner  
Massage Institute of Cleveland

## **SCHOOL CALENDAR**

The MASSAGE THERAPY course will start approximately every January and June, usually on the first Monday of that month. The MASSAGE THERAPY course is a six-month program.

The holiday schedule observed is:

Martin Luther King, Jr. Day.....	One day
President's Day .....	One day
Good Friday .....	One day
Memorial Day .....	Memorial Day weekend
Fourth of July .....	Two days
Labor Day .....	Labor Day weekend
Columbus Day .....	One day
Thanksgiving .....	Thanksgiving Day weekend
Christmas and New Year's Day .....	Two weeks

## **ENROLLMENT and SCHOOL HOURS**

Upon enrollment an interview will be conducted along with an application for admission that includes a \$100.00 nonrefundable fee, and a required checklist is provided to be completed prior to enrollment.

There is no set Fall/Spring/Summer term like traditional schools. The MASSAGE THERAPY course is a six-month program. Terms will work from beginning to end of the term for six months. Students will start enrolling for the next term during the last two months of the current term. The next term will begin within one (1) weeks of graduation.

The MASSAGE THERAPY course is available as a daytime class offered twice a year, every six months. The class hours for the daytime course are from 10am to 2pm Monday through Thursday plus six hours during the week for student clinic and other practical events.

The MASSAGE THERAPY course is also available as an evening course offered twice a year, every six months. The evening class hours are from 5pm to 9pm Monday through Thursday and six hours during the week for student clinic and other practical events.

The school itself will be open Monday through Friday to accommodate class time, the student that needs to make up work, and as well as for student clinic. There is a \$35.00 per hour charge should a student need to make up course requirements.

Late enrollment is permitted and accepted until two weeks after course begins with all cost and fee requirements met upon attending.

## **THE FACILITY**

The Massage Institute of Cleveland is located at 201 Keith Street SW, Suite 56 Cleveland, TN 37311. It consists of a dedicated room for lecture and practical instruction in which massage tables and massage supplies is available, in addition to massage rooms as well as a student break area, two bathrooms, and a client waiting area for the student clinic.

Many reference books and materials are maintained in addition to an extensive video library available for student use in the form of DVD and Power Point. There are eight massage tables that are paired with a small rolling stool and two massage chairs available for practical use. Our facility offers three private massage rooms to be utilized for student massage practical. Sheets, music, battery operated candles, and massage oil are provided to students for student clinic. Various educational posters are located throughout the classroom.

The Massage Institute of Cleveland is conveniently located in beautiful downtown Cleveland, Tennessee in which many restaurants are located nearby

## **PURPOSE and OBJECTIVE**

We will continually strive to provide excellent massage therapy training for this growing, relatively new, profession. We will instill in each student the pride and dedication that this great profession deserves. We fully understand our obligation to our students and will always be seeking new and better methods of teaching. It is our hope each graduating student will be a credit to themselves and this profession.

## **ADMISSION REQUIREMENTS**

The applicant must be at least 18 years of age and be a high school graduate or have a GED certificate. Applicant must be legally entitled to live and work in the United States, and the student may not have been convicted of the offense of prostitution or sexual misconduct. Massage Institute of Cleveland complies with all equal opportunity laws.

## **ACADEMIC and UNSATISFACTORY PROGRESS**

Students that are not progressing satisfactorily will be notified and offered a methodology to improve their standing so they will be able to benefit from the course of instruction and qualify to graduate. Student will be placed on Probation if grade goes below a 70% in any subject. If student does not meet requirements of improvement within a 3 week period of being notified then the student will be dismissed from the program.

## **GRADUATION and GRADING POLICY**

The course is competency oriented. Practical exams and work are grading on a satisfactory/not satisfactory basis. All other work is graded as follows:

The Massage Institute grade system is:

100-94	A	4.0 points
93-85	B	3.0 points
84-75	C	2.0 points
74-70	D	1.0 points
69-below	F	0.0 points
Incomplete	I	Course work is incomplete

In order to graduate the student must complete all 530 hours, and maintain a satisfactory in the practical skills, a 70 or higher in Course 5: Human Anatomy and Physiology, and have at least a 70% average score in all subjects. All financial obligations must be met in full before graduation.

## **REFUND and CANCELLATION POLICY**

If a student cancels enrollment and requests their money back in writing within three business days of signing the enrollment contract, all tuition monies collected by the school less than an administrative fee of one hundred dollars (\$100.00) will be refunded within thirty days of the date of withdrawal. The Massage Institute of Cleveland shall retain one hundred percent of monies collected for books, equipment, educational supplements, and registration fee. The cancellation date will be determined by the date the written request is delivered to the Massage Therapy school administration via registered mail or in person.

If a student cancels enrollment after three business days of signing the enrollment agreement, the following schedule of tuition adjustment shall be:

1. During the first 60% (sixty percent) of the course the student will be required to pay a pro-rated share of the listed tuition and other costs, less an administrative fee of one hundred dollars (\$100.00), in addition to the equipment, books, and educational supplements fee as stated above. Veterans refund policies are pro-rated as per VA requirements.
2. After 60% (sixty percent) completion of the course the student will be required to pay 100% (one hundred percent) of the listed tuition and other costs in addition to the equipment, books, and education supplementals fee as stated above. Veterans refund policies are pro-rated as per VA requirements.

### **ATTENDANCE**

Attendance is very important. There will be seven personal days for each 530-hour course which are to be used for personal emergencies. If student is tardy to class 5 times then the student will lose one of the seven personal days. If no personal days are available for use then the time required will be made up in clinical hours/class time. All work must be made up within 30 days

### **MAXIMUM CLASS SIZE**

Per State of Tennessee Massage Board rules and regulations, Massage Institute of Cleveland will allow a maximum of 14 students per instructor.

### **READMISSION POLICY**

If a student has used all of the personal days allowed, and it is deemed an “emergency situation”, a student may request a leave of absence for up to three weeks from the Director of the Massage Institute. All work is to be made up and the financial arrangements do not change. A leave of absence may be granted at the discretion of the Director.

A student who has been dismissed for reasons unrelated to conduct or financial reasons may appeal the dismissal to the school appeals board which will consist of three faculty members of the students choice who had the student in class along with the Massage Institute business manager and school Director. The appeals board shall have the power to reverse the decision of the school Director.

### **PROGRESS REPORT**

Each student will be evaluated periodically as to attendance, grades, and the needs of the student. A member of the faculty will meet with the student at their request. Grades are given at mid-term and the conclusion of the Course.

### **STUDENT CONDUCT**

Massage Institute of Cleveland reserves the right to dismiss any student whose conduct is inappropriate, is disruptive in school causing other students difficulty in obtaining this education, or does not adhere to the school rules and regulations. Conditions for readmission via conduct will be based on a case-by-case basis per Director of the Massage Institute of Cleveland.



## **GRIEVANCE PROCEDURES**

If any student has a grievance they should first speak to the Director:

Nadia Vazquez  
201 Keith St. SW, Suite 56  
Cleveland, TN 37311  
423-559-0380

**If a complaint is not settled at the institutional level, the student may contact the Tennessee Higher Education Commission, 404 James Robertson Parkway Nashville, TN 37243-0830. Telephone: 615-741-5293. [A]ny person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.**

## **TRANSFER OF HOURS**

A transfer of contact hours may be considered if they are from an accredited institution of learning; however, the student should realize that the maximum number of transfer contact hours, should they be allowed, will be 100 hours and the tuition and other costs do not change. All decisions will be made by the Director of Massage Institute and shall be final. The Massage Institute of Cleveland is a certificate program and does not issue credit hours. See page 17. Students receiving VA Education Benefits must submit copies of all previous academic training as well as a copy of their dd214 (discharge papers) to the School for evaluation.

## **PRIVACY ACT**

Massage Institute of Cleveland maintains complete records of each student for at least three years. No records or information will be shown or released to anyone without the express written consent of the student. The student may view their file, upon request to the school Director or business manager, in their presence during school hours.

## **PLACEMENT**

It is unlawful for any school to guarantee placement. Informal assistance is provided to the graduates in their efforts to find employment in the field of massage therapy by way of posting employment opportunities received by the Massage Institute on the school bulletin board.

**TUITION FEES and OTHER COSTS**

Massage Therapy Course

Registration	\$ 100.00
Tuition	3,380.00
Books, educational supplements, supplies	<u>700.00</u>
Total	\$4,180.00

Basic Plan

Payment: Initial Registration .....	\$100.00
First day of class.....	\$900.00
6 monthly payments.....	\$530.00

(Due on the first day of each month unless other agreement has been made.)

Other payment plans are available.

Approved for Veteran Training

**CONTINUING EDUCATION COURSES**

Massage Institute of Cleveland is an authorized provider of continuing education to Licensed Massage Therapists for the state of Tennessee. Costs vary depending on the content, length, and expense of providing the continuing education program. Please contact the school director for a schedule of upcoming courses.

# Massage Therapy Syllabus

Description: Instruction and demonstration of massage theory and practice toward licensure as a Massage Therapist by the State of Tennessee.

Syllabus: 530 clock hours

Tuition Cost: \$3,380

## General Objectives:

1. To assist the student in learning professional ethics and development combined with successful business practices.
2. To introduce a historical overview and the development of proper body massage procedures inclusive of effects, indications, and contraindications.
3. To introduce the student to the proper massage procedures of the actual delivery including preparation, draping, and positioning.
4. To emphasize to the student the psychological and physiological benefits of massage.
5. To assist the student in acquiring a basic knowledge of Human Anatomy and Physiology.
6. To teach the importance of Pharmacology and its effects on the practice of massage therapy.
7. To encourage the student in practicing the necessary steps for self-care and nutrition.
8. To assist the student in acquiring the necessary skills for consultation and preparation of charts and records.
9. To introduce to the students to specialized massage techniques.
10. To emphasize the benefits of learning the massage used in nursing and health care.
11. To introduce spa theory and techniques.
12. To introduce the Swedish massage techniques.
13. To offer student clinic where experience with the public is offered and opportunity to practice their learned skills.
14. To introduce the student to applied Kinesiology.
15. To certify the student in American Heart Association First Aid and CPR.

# Massage Therapy Syllabus

## **Course 1 Business**

**Hours:** 8    **Cost:** \$75.00

### **Course Description:**

Basic business administration for the student to understand concepts of owning, managing, or working in the massage business.

## **Course 2 History & Ethics, Laws & Regulations**

**Hours:** 20    **Cost:** \$75.00

### **Course Description:**

This course includes a historical overview of the practice of massage, present requirements, including laws & regulations for licensure. Examines the differences in massage systems, the use of massage for mental and physical health, and various ethical considerations. Understanding of NCBTMB code of ethics is emphasized.

## **Course 3 Massage Procedures & Theory**

**Hours:** 16    **Cost:** \$96.00

### **Course Description:**

Instruction and practice of the steps involved in delivering the massage, including preparation, assistance, positioning, draping, maintaining contact, body mechanics, massage procedures, and assessment techniques.

## **Course 4 Human Anatomy & Physiology**

**Hours:** 204    **Cost:** \$1000.00

### **Course Description:**

This course includes lecture and practical experience to develop a basic knowledge of histology, anatomy, physiology, pathology, and kinesiology. Also, an HIV/AIDS class to include indications and contraindications.

# Massage Therapy Syllabus

## **Course 5 Pharmacology**

**Hours:** 8    **Cost:** \$95.00

### **Course Description:**

The student is taught the commonly used abbreviations in medical history and physicals and progress notes. They will be introduced to some of the drugs that indicate the medical condition of the massage recipient. Certain drugs influence the type and style of the massage the recipient should receive. Commonly used herbs also can cause certain side effects that a massage therapist should know so the massage can be tailored to avoid adverse reactions.

## **Course 6 Self-Care & Nutrition**

**Hours:** 8    **Cost:** \$48.00

### **Course Description:**

This course educates the student in effective strategies to improve their health through improving nutrition, proper preparation before a massage session, and other self-care techniques, including self –stretching and proper body mechanics.

## **Course 7 Consultation & Preparation**

**Hours:** 8    **Cost:** \$48.00

### **Course Description:**

This course equips the student with effective skills for interviewing, assessing, and planning treatment during the initial visit with a client. Includes learning the importance of vital signs, keeping appropriate records, and developing a treatment plan.

## **Course 8 Specialized Massage**

**Hours:** 88    **Cost:** \$362.00

### **Course Description:**

Study and practice of specialized massage techniques including pregnancy, infant, geriatric, lymphatic drainage, deep tissue techniques, oriental theory, reflexology, introduction to neuromuscular therapy, sports massage, myofascial release, and alternative therapies.

# Massage Therapy Syllabus

## **Course 9 Medical Massage & Assessment**

**Hours:** 30    **Cost:** \$210.00

### **Course Description:**

An examination of benefits of massage in the health care setting. Subjects covered include note taking, chart reviews, medical intake forms interaction with other health care professionals, indications and contra-indications, universal precautions and the key items needed to integrate massage theory and practice into a healthcare setting.

## **Course 10 Spa Theory I & Hydrotherapy**

**Hours:** 24    **Cost:** \$482.00

### **Course Description:**

Students are introduced to mud treatments, body wraps, facial massage techniques, hydrotherapy, exfoliation, aromatherapy, product knowledge, and the medical aspects of spa theory.

## **Course 11 Swedish Massage & Application**

**Hours:** 24    **Cost:** \$356.00

### **Course Description:**

Instruction and practical focusing on mastering and applying these five movement categories: effleurage, petrissage, vibration, tapotement and friction.

## **Course 12 Student Clinic**

**Hours:** 80    **Cost:** \$410.00

### **Course Description:**

In the student clinic environment, applying information they have learned in theory and practical class hours develops professionalism. Students are enabled to gain practical experience through their working with the public. A supervised and safe supportive atmosphere is provided in order for the student to maximize this learning opportunity.

# Massage Therapy Syllabus

## **Course 13 Acceptance of Touch**

**Hours:** 4 **Cost:** \$48.00

### **Course Description:**

Learning how to help clients deeply relax with the acceptance of the massage therapist's touch. Tactical deprecation, cultural messages about touch, negative touch, physical pain or trauma, and attitude of the therapist are some of the elements in this class.

## **Course 14 American Heart Association First Aid & CPR**

**Hours:** 8 **Cost:** \$75.00

### **Course Description:**

American Heart Association course for first aid and cardio-pulmonary resuscitation.

The textbooks used for the curriculum are as follows:

1. Trail Guide to the body, 5<sup>th</sup> Ed ISBN: 9780982978658
2. Theory practice therapeutic massage ISBN: 9781337597777

Number one is used for the A&P section and number 2 is used for the massage part.

## **FACULTY**

Nadia Vazquez LMT, LE, director/owner MT # 9177

Amanda Ward LMT, Instructor # 0596

James Hogwood LMT, Instructor # 3368

Senate Bill NO. 3857



TN. Code Annotated, Title 49 Chapter 1, Part 1. Authorized Institutions in Tennessee must have prospective students read, date and sign a written disclosure concerning “transferability of contact hours” prior to executing an enrollment contract or agreement.

Contact hours earned at the Massage Institute of Cleveland, may not transfer to another educational institution. Contact hours earned at another educational institution may not be accepted by the Massage Institute of Cleveland. You should obtain confirmation that the Massage Institute of Cleveland will accept any contact hours you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institution that you may want to transfer contact hours earned at the Massage Institute of Cleveland to determine if such institutions will accept contact hours earned at the Massage Institute of Cleveland prior to executing an enrollment contract or agreement. The ability to transfer contact hours from the Massage Institute of Cleveland to another educational institutions may be very limited. Your contact hours may not transfer and you may have to repeat courses previously taken at the Massage Institute of Cleveland if you enroll in another educational institution. You should never assume that contact hours will transfer to or from any educational institution. It is highly recommended and you are advised to make certain that you know the transfer of contact hours policy of the Massage Institute of Cleveland and any other educational institutions you may in the future want to transfer contact hours earned at the Massage Institute of Cleveland before you execute an enrollment contract or agreement.

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Signature of Student

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Date

MASSAGE INSTITUTE OF CLEVELAND  
201 Keith Street SW, Suite 56

**RULES AND REGULATIONS**

1. Dress code: Students shall wear casual and appropriate attire during class hours except for short-shorts, cut-offs, spaghetti strap tank tops or mini-skirts/blouses. Shoes must be worn at all times. Students are required to wear black scrubs and predominately black non-skid shoes/sneakers during clinical hours. Required black scrubs must be cleaned and pressed. No open-toed shoes or sandals are permitted. Hair, including facial hair, must be well groomed. Those students arriving for class or student clinic without the proper clothing may be sent home. Excessive violations of the dress code may result in dismissal from the program.
2. Infection control: Students are required to wash their hands before and after any Massage Therapy care/contact. Sheets are to be washed and changed between clients. Massage equipment is to be cleaned and disinfected between each Massage Therapy session.
3. Individual policies:  
**Infection Control Policy: Read and Sign separate policy.**  
**Emergency Plan/Fire and Weather Policy: Read and Sign separate policy.**  
**Sexual Harassment and Misconduct: Read and Sign separate policy.**
3. School and instructor's equipment, including massage tables, may not be borrowed. Taking or using property that belongs to others without permission from the owner of that property may result in dismissal from the program. Abuse of any equipment or property by the student will cause the student to be responsible for any resulting repairs or replacement.
4. This is a tobacco-free facility. Tobacco use in any form is not permitted in any part of the building or in front of the building including the parking lot.
5. Unprofessional conduct will not be tolerated. This includes gossip, profanity, and disrespect to others.
6. The use of alcoholic beverages or illegal drugs is not allowed on or about the premises and may result in dismissal from the program.
7. Absence must be reported before class begins. Excessive absences or tardiness may result in dismissal from the class and/or program. Excessive is defined as more than 5 occurrences in the program.
8. A leave of absence may be granted at the Director's discretion not to exceed three weeks. All work missed must be made up. Financial arrangements do not change.
9. Academic deficiency and unsatisfactory progress will be brought to the student's attention as soon as that is determined. A conference with the student will be scheduled within ten days of such determination for the purpose of cooperatively developing a plan of correction.
10. Make-up work must be completed within 15 days. Failure to do so will result in a zero score for that class. It is the responsibility of the student to inquire of the teacher what work was missed and arrange to make-up the work.
11. Each student is responsible for cleaning up after they have performed a practical, service, or used the school facilities for any reason such as practicing massage strokes. The student shall supply two sets of clean sheets for each practice session. Sanitation is not only important; it also is the law.
12. Students are permitted one (1) thirty-minute meal break, and two (2) ten-minute breaks per day, which will be arranged by the teacher.
13. Failure to pay the student's financial obligations may result in dismissal from the program.
14. A high standard of personal hygiene is to be maintained. Be conscious that others may be allergic to perfumed toiletries.

15. Students are responsible for collecting their personal belongings at the end of each class and disposing of any trash. Classrooms are to be left neat and clean including tables, chairs, and study materials returned to their original places
16. Cheating of any kind is not tolerated and may result in dismissal from the program.
17. Use of the copy and/or fax machine is only with the express authorization of a school teacher or staff member and payment of the required fee i.e.: 25 cents per copy for the copy machine to a school official.
18. Emotional instability that interferes with the professional development of other students may result in dismissal from the program.
19. Behavior that is verbally or physically abusive as well as gossip to another may result in dismissal from the program.
20. Exams will be scheduled throughout the program as will practical exercises and exams. Failure to take or make up all assignments, class work, and or exams will result in an incomplete and may result in dismissal from the course.
21. Approval of the administration and appropriate faculty must be obtained prior to inviting a guest.
22. A person who has a contagious infection shall not give, or receive, a massage until the condition is no longer infectious.
23. Make-up policy: Any work missed for any reason must be made up within 15 days. The options are:
  - a. Substitution of the same class at another time as approved by the Director.
  - b. Tutoring arranged by you with an MIC faculty member or another student. You may be required to demonstrate knowledge/proficiency in the subject being made up. Financial arrangements are between the student and tutor.
  - c. If an "incomplete" is given for any course, that course work must be completed by the earlier of within 15 days, or the final exam, or a grade of "F" will be the result.
24. Cellular phones and pagers must be on "silent" if brought to any class. They are not to be used in class except in an emergency. The school telephone is available for local telephone use by students during breaks as long as the calls are very brief since that telephone is also for the professional clinic. Tape recorders may be used only with the permission of both the instructor and school Director.
25. If a student is dismissed for reasons unrelated to conduct or financial reasons, the student may appeal the dismissal to the school appeals board which will consist of three faculty members of the student's choice who had the student in class along with the MIC business manager and the school Director. The appeals board shall have the power to reverse the decision of the school Director. If a student is dismissed for conduct the decision to allow re-entry into the program is at the sole discretion of the director of the school.
26. A student who has been dismissed must request an appeals board hearing within five days of dismissal. The hearing will be held with ten days of the request. A student dismissed for academic or attendance reasons may apply for readmission to the next starting class providing all outstanding financial obligations to the school have been met and a \$75.00 readmission fee has been paid.
27. Food and non-alcoholic beverages are allowed in designated areas. They are never allowed in the massage rooms or front lobby or public hallways.
28. Inclement weather may cause cancellation of classes. MIC will notify TV Channel 9 in Chattanooga and TV Channel 8 in Knoxville. If telephone lines are working MIC will attempt to leave a recording at telephones 423-559-0380 and/or 423-309-8066. Hours missed due to inclement weather must be made up.
29. Massage Institute of Cleveland is not responsible for any damage or loss, for any reason including fire, flood, and natural disaster, for any items that are not the property of the Massage Institute of Cleveland.
30. All veterans, as well as all other students, will receive upon enrollment at MIC a copy of the school catalog, rules and regulations, and a copy of the enrollment contract. The school catalog also functions as a student handbook.
31. Veterans that drop from enrollment from MIC before completing the designated number of hours will only be required to pay tuition for the hours they receive. If payment has been received, a refund for the hours not accumulated will be given within 30 days.

32. After five times being tardy a month, all students other than veterans will be penalized by losing one of their personal days. Veterans have a separate attendance policy. The personal days for the Massage Therapy is five days. If tardiness continues, a student may be put on probation. A tardy is defined as being more than ten minutes late for a class. Tardiness for clinic will NOT be tolerated. If a student on probation continues to show unsatisfactory progress, they will be terminated from veteran's approval.
33. Notification of student's progress will be in written form every seven (7) weeks with the last being an exit interview for a total of four (4) written evaluations.
34. Veterans Progress Policy: A veterans' benefits will be terminated if any of the following occurs:
  - A. Veteran makes an "unsatisfactory" in course # 13 (Student Clinic).
  - B. Veteran makes below 70 in course #5 (Human Anatomy and Physiology).
  - C. Veteran does not maintain a 70 average after completion of two or more courses other than "Student Clinic".
35. A student may not accept any form of compensation including tips from a client for a student clinical massage. A student cannot see a client of the Student Clinic outside of the clinic. You cannot take the name, address, and/or telephone number of a clinic client, nor can you give them your name, address, and/or telephone number. You cannot have, or hand out business cards. You cannot offer to massage a clinic client outside of the clinic. A client of the Student Clinic is a client of the school and not one of the students. Violation of any part of this section is unethical as well as unprofessional conduct and will be considered as grounds for dismissal from the school.
36. Massage Institute of Cleveland complies with all equal opportunity laws and does not discriminate as to age, sex, national origin, race, disability, or religion.
37. Massage Institute of Cleveland does not participate in cooperative education programs.
38. No student will be considered for admission to the Massage Institute of Cleveland who is under the age of eighteen, or illiterate, or cannot demonstrate an ability to benefit from the course at MIC via personal interview.
39. Graduation requirements: Must complete all 530 hours, maintain a satisfactory in the practical skills, a 70 or higher in Course 5: Human Anatomy and Physiology, pass a final practical exam, and have at least a 75% average score in all subjects. All financial obligations to the Massage Institute of Cleveland must be met in full before graduation.
40. A form for reporting any grievance is available upon request to any staff member. The form should be given to Nadia Vazquez, Director of MIC who will respond within ten days. The student may send any grievance that is not resolved to the satisfaction of the student to the Tennessee Higher Education Commission, Nashville, TN 37243-0830.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date