



STUDENT POLICIES & PROCEDURES

December 12th, 2022

303-986-2320

7655 W. Mississippi Ave., Suite 300, Lakewood, CO 80226

*Policies are reviewed quarterly and students are responsible to have a current copy.
Current Policies and Procedures are available in every classroom, student kitchen,
and the CSHA Business Office.*

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CODE OF ETHICS

All members of the **COLORADO SCHOOL OF HEALING ARTS** community shall strive to maintain the highest standards of professional conduct, and to promote the art and science of massage/bodywork.

1. **Commitment to High-Quality Care**
I will serve the best interests of my clients at all times and provide the highest quality of bodywork and service possible. I recognize that the obligation for building and maintaining an effective, healthy, and safe therapeutic relationship with my clients is my responsibility.
2. **Commitment to Do No Harm**
I will conduct a thorough health history intake process for each client and evaluate the health history to rule out contraindications or determine appropriate session adaptations. If I see signs of, or suspect, an undiagnosed condition that massage may be inappropriate for, I will refer that client to a physician or other qualified health-care professional and delay the massage session until approval from the physician has been granted. I understand the importance of ethical touch and therapeutic intent and will conduct sessions with the sole objective of benefitting the client.
3. **Commitment to Honest Representation of Qualifications**
I will not work outside the commonly accepted scope of practice for massage therapists and bodywork professionals. I will adhere to my state's scope of practice guidelines. I will only provide treatments and techniques for which I am fully trained and hold credible credentials. I will carefully evaluate the needs of each client and refer the client to another provider if the client requires work beyond my capabilities, or beyond the capacity of massage and bodywork. I will acknowledge the limitations of massage and bodywork by refraining from exaggerating the benefits of massage therapy and related services throughout my marketing.
4. **Commitment to Uphold the Inherent Worth of All Individuals**
I will demonstrate compassion, respect, and tolerance for others. I will seek to decrease discrimination, misunderstandings, and prejudice. I understand there are situations when it is appropriate to decline service to a client because it is in the best interests of a client's health, or for my personal safety, but I will not refuse service to any client based on disability, ethnicity, gender, marital status, physical build, or sexual orientation; religious, national, or political affiliation; social or economic status.
5. **Commitment to Respect Client Dignity and Basic Rights**
I will demonstrate my respect for the dignity and rights of all individuals by being available to all client feedback, providing a clean, comfortable, and safe environment for sessions, using appropriate and skilled draping procedures, and upholding the integrity of the therapeutic relationship.
6. **Commitment to Informed Consent**
I will recognize a client's right to determine what happens to their body. I understand that a client may suffer emotional and physical harm if a therapist fails to listen to the client and imposes their own beliefs on a situation. I will fully inform my clients of choices relating to their care, and disclose policies and limitations that may affect their care. I will not provide massage without obtaining a client's informed consent (or that of the guardian or advocate for the client) to the session plan.
7. **Commitment to Confidentiality**
I will keep client communication and information confidential and will not share client information without the client's written consent, within the limits of the law. I will ensure every effort is made to respect a client's right to privacy and provide an environment where personal health-related details cannot be overheard or seen by others.
8. **Commitment to Personal and Professional Boundaries**
I will refrain from and prevent behaviors that may be considered sexual in my massage practice and uphold the highest professional standards in order to desexualize massage. I will not date a client, engage in sexual intercourse with a client, or allow any level of sexual impropriety (behavior or language) from clients or myself. I understand that sexual impropriety may lead to sexual harassment charges, the loss of my massage credentials, lawsuits for personal damages, criminal charges, fines, attorney's fees, court costs, and jail time.
9. **Commitment to Honesty in Business**
I will know and follow good business practices with regard to record keeping, regulation compliance, and tax law. I will set fair fees and practice honesty throughout my marketing materials. I will not accept gifts, compensation, or other benefits intended to influence a decision related to a client.
10. **Commitment to Professionalism**
I will maintain clear and honest communication with clients and colleagues. I will not use recreational drugs or alcohol before or during massage sessions. I will project a professional image with respect to my behavior and personal appearance in keeping with the highest standards of the massage profession. I will not actively seek to take someone else's clients, disrespect a client or colleague, or willingly malign another therapist or other allied professional. I will actively strive to positively promote the massage and bodywork profession by committing to self-development and continually building my professional skills.

1. CSHA Educational Objectives and Massage Industry Standards require the ability to:

- Establish and maintain professional interpersonal relationships *requiring integrity and emotional maturity.*
- Create a safe and comfortable environment *requiring active listening, social perceptiveness, and ability to be present and focused.*
- Apply finger, hand and arm pressure to specific areas of the body *requiring trunk strength, manual dexterity and multi limb coordination.*
- Establish flow and rhythm using leaning, pulling, lifting and pushing actions *requiring whole body movement.*
- Assess client's soft tissue and joint range of motion *requiring proprioceptive and palpatory sensitivity.*
- Confer with clients about health histories and massage needs *requiring oral/written comprehension and oral/written expression.*
- Develop client treatment plans that specify types of massage indicated and contraindicated *requiring decision-making, knowledge application and problem solving.*
- Perform massage therapy for up to 2 hours *requiring strength and stamina.*
- Consult with other health care professionals *requiring ability to learn medical terminology and communicate professionally either verbally or in writing.*
- Perform client charting and maintain treatment records *requiring fluency in English, ability to work with massage terminology, ability to read and write.*
- Provide clients with guidance and information about techniques *requiring good communication skills.*
- Know when to refer clients to other types of professionals *requiring sensitivity to scope of practice boundaries.*
- Be a successful student and Massage Therapist *requiring punctuality, appearance, attitude, ethics, professionalism and engagement in all aspects of client care.*

2. Enrollment Policy

You may enroll any time throughout a scheduled school year. Students meeting course, program and financial requirements will be enrolled on a first-come-first-serve basis. When classes are full, students will be placed on a waiting list.

For students enrolled in the Massage Therapy program, a \$1250 deposit is required if you do not utilize Federal Student Aid, and an interest free, in-house payment agreement is available.

3. Admissions Policy

Applicants must be at least 18 years of age and have a High School Diploma or GED. All students wishing to enroll into a program must submit a completed application and a copy of your High School Diploma or transcript or GED. Upon receipt of your completed application, you will be contacted by an Admissions Representative to schedule your entrance and financial interviews.

The Massage Therapy Program at CSHA is a hybrid blended method of delivery. This means that some classes will be taught online in a live, real-time classroom experience, and most classes will be taught in-person on campus whenever possible. Applicants must have access to a computer or other device that has internet access, camera and microphone for the virtual portion of the training and reliable transportation to get the campus for the in-person part of the training and/or to use the school internet and computers.

Students are selected based on integrity, physical ability (see educational objectives), emotional maturity, resilience, basic computer/device and internet skills, and commitment to and ability to complete the full program. Colorado requires successful passing of the Massage and Bodywork Licensing Exam (MBLEx) in order to become a Licensed Massage Therapist.

The Application /Enrollment fee is refundable under the following conditions:

1. Nonacceptance into the program; or
2. Notifying CSHA to cancel the enrollment agreement within three business days of signing the enrollment agreement and prior to entering classes.

Students taking individual courses must submit a completed application and a copy of your high school diploma or transcript or GED prior to registering for a class.

CSHA neither denies admission nor discriminates towards students enrolled at the school on the basis of regard to race, sex, gender, sexual orientation, gender identity, gender expression, religion, age, color, creed, national or ethnic origin, physical, mental or sensory disability, marital status, genetic information, and/or status as an honorably discharged veteran or member of the military.

Students with Special Needs

Students with documented disabilities have rights and responsibilities in the post-secondary education setting. They have the right to reasonable accommodations in order to access CSHA programs and services, provided that the student has reviewed and addressed the following:

- Has met any applicable CSHA program admissions requirements.
- Has submitted paperwork that documents that the disability and the need for reasonable accommodations.
- Has given adequate notice of accommodations (6 weeks or more).
- Has not requested a modification that fundamentally alters the requirements and expectations of any CSHA program or class activity.
- Will be able to perform all Massage Therapy responsibilities and tasks in order to meet CSHA educational objectives and industry standards.
- All students must sign and comply with the CSHA Communicable Disease Policy.
- CSHA Students are required to participate in massage in both classroom and clinic settings and are required to perform massage techniques during student exchanges and on clinic clientele without discrimination with regard to race, sex/gender, sexual orientation, gender identity/expression, religion, age, color, creed, national or ethnic origin, physical, mental or sensory disability, marital status, genetic information, and/or status as an honorably discharged veteran or member of the military.

Accommodations may include:

- Extended testing time (multiday and untimed tests are not offered)
- Reader/recorder
- Increased font size beyond 24 pt.
- Separate room

Requesting Accommodations:

To receive accommodations, all students must document their disability by providing ALL of the following:

1. Request for Accommodations Form and

2. A doctor's note and/or current psychoeducational testing (within last 3 years), and
3. Scheduling a meeting with the CSHA Education Dept.

Note: Request for Accommodations Form must be submitted at least 6 weeks prior to the scheduled start date of the term.

4. Credit for Previous Training

Students who wish to receive credit for previous training must submit an official transcript prior to enrollment. Non-CSHA students wanting to transfer comparable course work into the Massage Therapy Program must meet existing transfer requirements and complete a minimum of 25% (180 hours) of the required course work at CSHA.

The school does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. CSHA has no written agreement with any other institution.

5. Registration Information (Continuing Education Classes)

All Continuing Education class registration is done through the CSHA business office. A deposit of 15% of each class fee, plus books and materials fees are required at the time of registration. The balance due on the class must be paid in full before the first day of class, or a payment agreement must be signed prior to the first day of class. To ensure space in any class, we recommend registration a minimum of two weeks in advance.

Continuing Education classes are not within the School's scope of accredited program by the Accrediting Commission of Career Schools and Colleges. ACCSC.

ALL CLASS DATES, TIMES AND INSTRUCTORS ARE SUBJECT TO CHANGE.

6. FERPA – Family Educational Rights and Privacy Act Information

FERPA stands for the **F**amily **E**ducational **R**ights and **P**rivacy Act.

The Family Policy and Compliance Office (FPCO) defines FERPA as a law that protects the privacy of student education records.

For Additional Information regarding FERPA:

Federal FERPA Legislation	www2.ed.gov/policy/gen/guid/fpco/pdf/ferparegs.pdf
Ed.Gov FERPA	http://www2.ed.gov/policy/gen/guid/fpco/ferpa/for-eligible-students.pdf

FERPA Questions - Please call the CSHA Registrar at 303-986-2320.

STUDENT'S RIGHTS UNDER FERPA

- a. The right to inspect and review the student's education records within 45 days after submitting a written request to the school's registrar.
- b. The right to request the amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights. Submit this request in writing to the school's registrar detailing the specific amendments requested. (*This process cannot be used to challenge a grade*).
- c. The right to provide written consent before the School discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

- d. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the School to comply with the requirements of FERPA. Contact Family Policy Compliance Office, 400 Maryland Ave. SW, Washington, DC, 20202.

WHAT DOES IT MEAN FOR STUDENTS, FACULTY & STAFF?

- a. CSHA will not post or announce grades publicly. The public posting of grades is a violation of FERPA.
- b. CSHA will email grades through the secured password protected format. CSHA will not email grades unless the email is password protected, as there is no guarantee of confidentiality through the internet.
- c. When a student calls to ask about or update information on their file the student will be identified through a series of questions.
- d. Personally identifiable EDUCATIONAL RECORDS will only be released to the student themselves and to “school officials” with “legitimate educational interest” unless the student has signed a prior written consent to release form *except to the extent that FERPA authorizes disclosure without consent. (see below)*.
- e. EDUCATIONAL RECORDS are comprised of the following information:
 - Student ID Number
 - Number of Hours Enrolled in a term
 - Social Security Number
 - Gender
 - Race, Ethnicity, or Nationality
 - Student’s Address
 - Total Credits/Hours
 - Detail of Registration Information (classes, times)
 - Grades/Exam Scores
 - Grade Point Average
 - Parent Name/Address/Phone
 - Financial Obligations
 - Transcripts
 - Date of Birth
 - Emergency Contacts
- f. A “school official” is a person employed by CSHA in an administrative, supervisory, academic, research, support staff position, including attorney, auditor, collection agent, third party financial aid agency, third party default management group, information system specialist, teaching affiliate, teaching assistant, and any person from a regulatory agency.
- g. A school official has a “legitimate educational interest” if the official is identified to review an education record in order to fulfill their professional responsibilities for the school.
- h. Prior written consent to release educational records information is required for any third party requests, including parents and those who pay your tuition. The student must sign a **new form each time**, which allows CSHA staff to release personally identifiable EDUCATIONAL RECORDS. Please see the school registrar or financial aid office for release form.

UNDERSTANDING DIRECTORY INFORMATION

- a. DIRECTORY INFORMATION consists of the following information:
 - Name
 - Telephone number
 - Email address
 - Enrollment status: Part or full time, currently enrolled, no longer enrolled
 - Dates of attendance
 - Certificate, Degrees and # of hours completed and dates received
 - Participation at school sanctioned activities
 - Photo

The school may share any Directory Information for school and career related purposes unless the student has requested a hold on the release of this information.

Directory information is used for all school, state, federal, student and graduate requirements such as:

- School IDs
- Classroom phone lists
- School sponsored volunteer activities list
- Graduation programs
- Potential employers to verify graduation (Registrar)
- Current employers to verify employment (Careers Office)
- Professional membership organizations to verify attendance & completion
- Communications with agencies facilitating state licensure

It is never CSHA's intention to share information with unknown third parties.

- If someone calls or enters the building and asks to speak with "a student", any faculty or staff should respond: "Let me take your name and number and if that person is a student here and I am able to get a message to them, I will pass on your information".
 - If the person inquiring has entered the building, ask them to have a seat in the lobby while you locate a school representative to help them.
 - If you are having someone meet you at the building, please meet him or her in the lobby and escort them to the front office to sign in before taking them to the lab.
- b. If a student has blocked release of directory information, CSHA staff and faculty will not release any information about that student without written permission. It is recommended that staff states, "I am not able to release any information at this time" and then contact the student to come in and sign permission if warranted.
- c. If the student chooses to block directory information, **the student must contact the school registrar** before they start classes so that it is updated in the student's file. Student may make updates to this release or block at any time throughout their attendance at CSHA. *School IDs and class lists are exempt from this block as well as all situations listed below.*

WHEN CAN INFORMATION BE RELEASED WITHOUT CONSENT?

FERPA allows schools to release EDUCATIONAL INFORMATION or DIRECTORY INFORMATION without prior written consent in the following situations:

- School officials with legitimate educational interest.
- Organizations providing financial aid to a student.
- Accrediting organizations carrying out accrediting functions.
- To comply with a judicial order, subpoena, an audit, evaluation or studies.
- For campus security in the form of school IDs and class lists.
- Appropriate officials in cases of health and safety emergencies.
- MBLEx for application approval.
- DORA for state licensure.

The school maintains records of these communications in your file.

7. Insurance

Student Liability Insurance or proof of liability insurance is required for all bodywork classes (including continuing education). **Please note Student Liability Insurance ONLY covers**

you for CSHA supervised activities. The cost of student liability insurance plus the first year of Professional Liability Insurance is included in the enrollment agreement for the Massage Therapy Program.

8. Class Size and Times Information

A maximum number of students in a class is established at 30. All dates and times are subject to change dependent upon student enrollment/registration.

The teacher:student ratios are as follows:

Lecture class- 1:30 Bodywork class- 1:24 Student Massage Clinic- 1:22

Classes will be conducted during days, evenings, and weekends at the following times:

Day Classes: between the hours of 8 a.m. and 6 p.m.

Evening Classes: between the hours of 4:30 p.m. and 10:30 p.m.

Weekend Classes: between the hours of 8 a.m. and 9 p.m.

9. Clock Hour Definition

A clock hour is defined as a minimum of 50 minutes of instruction.

10. Student Services

Financial Aid Assistance

Financial Aid is available to those who qualify. The Financial Aid office provides students and graduates support in budget and personal financial planning skills and financial aid advising.

Student Advising

Student Advising is available and coordinated through the Education Department. The Financial Aid office is available to advise students regarding financial assistance for those who qualify. With the support of the Financial Aid office, the Admissions representatives are available to assist students with scheduling of classes and program enrollment.

Career Services/Placement Assistance

CSHA demonstrates an on-going commitment to the success of each student and graduate. Working as partners, the school assists graduates to realize their professional goals. Although CSHA cannot guarantee placement, we work with a diverse group of employers who hire CSHA graduates for entry level positions in wellness centers, spas, health clubs, and chiropractic offices to name a few. Career Services, in conjunction with the Business and Wellness class provides the tools and resources for graduates to succeed in their new career.

CSHA Career Services assists our graduates in a variety of ways, including:

- ~Maintaining a current listing of Massage Therapy opportunities.
- ~Assistance in researching potential employers.
- ~Help in planning your career goals and job search.
- ~Interview preparation, guidelines and follow-up.
- ~Maintaining relationships with current and potential employers.
- ~Assessment of professional appearance.
- ~Critiquing and proofreading resume.
- ~Evaluating professional image as presented in the portfolio.
- ~Providing information regarding your options in the Massage Therapy industry.
- ~Coordinating career fairs, employer open houses, and hiring events.
- ~Confirming graduate Massage Therapy employment information for ongoing Graduate Verification of Employment requirements from regulatory agencies.

Job Opportunities

As a graduate, Career Services, per your request, will email employment and volunteer opportunities to you on an ongoing basis. Please consider the value of volunteer activities in assisting the promotion of your future practice.

Student Identification Cards

Students receive photo and student I.D. cards at New Student Orientation. There is a \$5 replacement fee.

Learning Resource System (LRS)

Colorado School of Healing Arts Learning Resource System (LRS) includes all the materials needed to support the student's learning experience. This includes:

Classroom resources- 8 classrooms which includes 2 massage labs, and an additional 8 private clinic treatment rooms. All training equipment is provided which include: massage tables, massage bolsters, massage chairs, skeletons, muscle models, hot stones, hydrocollators, and anatomy/physiology/trigger point/meridian charts. All equipment is available for use during class and is available for study groups when not in use for classes.

The Library Resource Center (LRC) consists of the following:

- ~Library/Lab Faculty are all Licensed Massage Therapists and graduates of the school. They staff the library Monday through Sunday and are available for student and faculty support.
- ~Lending Library/Research Library - Materials and publications available for check out by CSHA students, graduates and faculty.
- ~Reference Library - Magazines, books, and materials available for in-building use.
- ~Make-up Review Video Library- Available for viewing on school premises.
- ~Computer stations - The library contains student computers for word processing and internet research or CD ROM access.
- ~Audio-visual resources.
- ~Study areas (library, classrooms, student lounge and outdoor deck).
- ~Student lab is an extension of the classroom and supervised by Library/Lab Faculty.
- ~Free 1-hour mini-library classes. Topics include library/lab orientations, study skills, prepping for tests and for the MBLEx, body mechanics and Tai Chi for career longevity.
- ~Wi-Fi is available for student use on site.

Online classroom support – please ask the Online Coordinator/ Director of Education or the Education Assistant for any technical support for online classrooms and online class make up.

Tutoring

Tutoring is advised for students who need academic support. The Director of Education will assist the student in the recommendation of a tutor; costs will be the responsibility of the student.

11. Weather Cancellations or Weather Related change in class delivery

- a. Classes will be cancelled or placed on an online platform at the discretion of the Administration, if there is inclement weather.
- b. Check for school closures on TV channels 2, 7, 9 or 31. You may also see announcements on CSHA's Facebook page or receive text announcements on your cell phone.
- c. It is the student's responsibility to verify cancellations and/or online links with school personnel, faculty or school closures listed on TV channels , 7 or 9.

- d. A determination for daytime classes will be made by 7am, for evening classes by 4pm.
- e. Cancelled Classes: Make-up days for cancelled classes will be determined by Administration and will likely occur on the next available Friday. Plan accordingly.
- f. Online Classes: If a class is moved to online due to weather, full or partial attendance will be recorded and make up will only be required for those hours not attended or unable to be completed in the online format. Classes already online will proceed as usual.

12. Completion Time

The maximum timeframe to complete the program shall not exceed 1.5 times (150%) the normal duration of the program.

Normal Time Frame	Maximum Time Frame (150%)
9 months (31 weeks)	13.5 months (47 weeks, 1080 hours)
12 months (41 weeks)	18 months (61 weeks, 1080 hours)

13. Minimum Standard for Full Time Student

In order for a Title IV eligible student to receive/retain funds, a minimum of 12 clock hours per week (part time) is required throughout their program. Full time status is a minimum of 24 clock hours per week.

14. Attendance Policy

A minimum of 80% attendance is required in each class/program.

100% of missed class time, including partial attendance (rounded up to the nearest half-hour), must be made up at the school and documented or through monitored online recordings when appropriate in order to receive credit for the hours missed.

Students whose absences exceed the attendance policy and/or have more than 14 consecutive calendar days of non-attendance at the school, are required to meet with the Education Department and may be dismissed from the program.

Important: Certain recreational or sporting activities may result in injuries that would inhibit a student's ability to complete classes as scheduled and may require withdrawal from the program. Please consider the consequences before an injury may occur.

Note: Any planned absences - see Education Department.

15. Make-Up Policy

Students will be required to make-up all course work missed as the result of any absence or partial attendance. **All make-up work must be completed and hours documented on the school premises or for online classes through monitored online recordings.** Arrangements to take a missed exam must be made with the instructor or the Director of Education, and the missed exam must be made up **before the next class meeting**. The student must complete make-up work by the due date listed on the Student Progress Report (SPR) emailed to the student. **Students who do not make up all missed coursework and document all required makeup hours, will not graduate.**

16. Student Satisfactory Academic Progress (SAP) Policy

All students will be monitored by the CSHA Education Department and Financial Aid Department to ensure that they are meeting the Satisfactory Academic Progress (SAP) requirements. SAP is reviewed to determine if a student is eligible to continue to the next evaluation point. SAP applies to all students regardless of funding and is measured at two evaluation points. The school must

determine that the student has successfully completed both the clock hours and weeks of instructional time required for the period evaluated.

THERE ARE TWO SAP REQUIREMENTS: QUALITATIVE AND QUANTITATIVE.

Evaluation Point	Cumulative Hours Completed	Minimum Percentage of Hours Completed to the Clock Hours Scheduled (Quantitative)	Minimum Cumulative GPA (Qualitative)
1	360	67%	70 % (2.0)
2	720	67%	70 % (2.0)

Qualitative -a student must achieve a minimum 2.0 Grade Point Average (GPA) and completion of all coursework in order to pass each class. In order to graduate, a student must achieve a final 2.0 GPA upon completion of the program. The school maintains all student progress records.

If the student's cumulative GPA* is below a 2.0 at the first evaluation (360 hour midpoint evaluation), the student will be placed on SAP Warning for the next evaluation period. The student must raise their cumulative GPA to a minimum of 2.0 by the completion of the program.

Grading Scale

90 – 100% = 4.0

80 – 89% = 3.0

70 – 79% = 2.0

60 – 69% = 1.0

0 – 59% = 0

} Below 70% is Failing

* Every class is weighted at 100% when calculating the GPA. GPA reflects only grades from completed classes.

Quantitative – In order for a Title IV eligible student to receive funds, a minimum of 12 clock hours per week (part time) is required throughout their program. Full time status is a minimum of 24 clock hours per week.

The maximum timeframe to complete the program shall not exceed 1.5 times (150%) the normal duration of the program. The student must complete the program within the maximum timeframe. Maximum timeframe and the pace of completion will be evaluated as seen in the following chart:

Program	Qualitative Measure Evaluation Points	Normal Time Frame	Quantitative Measure Pace of Completion	Maximum Time Frame (150%)
720 Hour Massage Therapy	1. 360 hours	9 months (31 weeks)	At 16 weeks	13.5 months (47 weeks, 1080 hours)
	2. 720 hours	12 months (41 weeks)	At 20 weeks	18 months (61 weeks, 1080 hours)

Attendance is monitored daily by the CSHA Education Department to ensure that the student is achieving pace of completion.

If a student fails to meet pace of completion, they will be placed on SAP Warning for the next evaluation period. If the student fails to meet pace of completion by the end of the warning period, the student will be dismissed from the program, and financial aid eligibility will be terminated.

Failure to Meet SAP Requirements (Qualitative/Quantitative)

If a student is not meeting SAP requirements at the first evaluation (360 hour midpoint) they will be placed on a SAP Warning and will be required to meet with the Education Department to ensure the student will achieve SAP Requirements. The student will remain eligible for Federal Student Aid as long as they are making progress by successfully completing and passing their classes with a minimum GPA of 2.0.

Students who do not achieve Satisfactory Academic Progress (SAP) will be notified by the CSHA Education Department.

IMPORTANT: Failure to achieve SAP requirements will result in Dismissal from the program. The school reserves the right to dismiss those students whose academic record calls into question their ability to comply with the student Satisfactory Academic Progress policy (SAP), pass the required national massage therapy examination (MBLEx) and be employable in the field regardless of meeting the SAP benchmarks.

Interruptions, Course Incompletes, and Withdrawals

If the student needs to take off more time than allotted in the enrollment agreement or more than 14 consecutive calendar days (except for scheduled breaks), the student must take a Leave of Absence, if eligible, or withdraw from the program and reenroll when ready to return. Students who withdraw prior to completing the course of study and who wish to reenter will reenter at the same progress status as applicable at the time of withdrawal.

Noncredit, Remedial Course, Repetitions and Summer Terms

Course incompletes, repetitions, and noncredit remedial courses do not apply to this institution. Therefore, these items have no effect upon the school's Satisfactory Academic Progress standards.

17. Failure of a Class Policy

For a student enrolled in the Massage Therapy program, a failed class definition is a class where the student completes and receives a failing grade.

Upon failure of a class, the student will be withdrawn from the program. Students must retake the failed class in the next available term and pay for that class out of pocket. Student's program payment arrangement will be suspended during the retake class.

After passing the retake class, students must re-enroll into the program in the next available term.

If the student does not successfully complete the retake class or reenroll, the student is subject to the Tuition/Fees Refund Policy.

Students with documented mitigating circumstances may petition the CSHA Education Department, who may be able to offer the student an alternative plan of action (see Incomplete Policy).

18. Retaking a Class

Students wanting/needing to retake a class that has been passed or failed, can do so at half price, space permitting.

19. Incomplete Policy

To pass the class, all assignments and labs and make up must be turned in on their due date. Students with documented mitigating circumstances may apply for an extension with proper

documentation and approval from the Education Department by the last day of class. Students who do not make up all coursework and hours missed, will not graduate.

20. Withdrawal Policy

To withdraw from the program or class, notification of intent to withdraw is recommended as soon as possible to minimize financial burden. Students must meet with the Director of Education and then the Financial Aid Administrator.

Students who withdraw are subject to the Tuitions/Fees Refund Policy, and for Financial Aid Students this includes the Return of Title IV Aid policy.

Grade received upon withdrawal will be W. Upon successful completion of the class, the final grade will be included in the GPA. W is not factored into the GPA.

21. Leave of Absence Policy (LOA)

A Leave of Absence (LOA) is a temporary interruption in a student's program of study and may only occur between terms. A LOA refers to a specific time period during a program when a student is not in attendance.

A student may request a LOA for the following reasons: medical/psychological, military service requirements or other as determined by the institution. Medical/Psychological and military service require documentation.

A student may request a LOA by meeting with a Director of Education and Financial Aid Administrator to sign the required LOA paperwork. The written request for a LOA must include the student's reason for requesting the leave. The period of the LOA may not begin until the student has submitted and the Director of Education has approved a written, signed and dated request for an approved LOA except in those cases where unforeseen circumstances would prevent a student from submitting a request in advance.

CSHA may grant a LOA to a student with unforeseen circumstances who did not provide the request prior to the LOA as long as the school can document the reason for the LOA and receives the written request from the student as soon as possible.

The LOA, together with any additional Leaves of Absence must not exceed a total of 180 days within the 12-month period. This 12-month period begins on the first day of the student's initial LOA.

If the student is making payments as indicated on their enrollment agreement, they must continue to make payments during the LOA.

Due to interruption of Student Progress, Financial Aid and/or Veteran's benefits may be delayed until the student returns from the LOA.

If a student does not return from a LOA on the scheduled date, the student will be withdrawn from school and the CSHA refund policy will apply. The Return of Title IV Aid and refund calculations are based on the student's last day of recorded attendance (LDA). Refunds will be made within 30 days of the Date of Determination.

22. Change of Schedule Policy

Students wishing to change their class schedule must first meet with the Education Department with a follow-up meeting with the Financial Aid Administrator to create a new schedule.

Changes may be subject to a \$25 rewrite fee.

23. Grades

A password-protected email with the student's grades will be sent out approximately 2 weeks after the last day of the term, or prior to the next term start date. **The access password will be the first 4 letters of the student's last name and the last 4 digits of the Social Security number, all lower case with no spaces.** (If the last name is less than four letters, enter entire last name). Grades are only entered for completed classes.

Grading Scale

90 – 100% = 4.0

80 – 89% = 3.0

70 – 79% = 2.0

60 – 69% = 1.0

0 – 59% = 0

} Below 70% is Failing

Every class is weighted at 100% when calculating the GPA. GPA reflects only grades from completed classes.

24. Communicable Disease & Medical Conditions

People in health care settings, requiring direct contact between the client and the practitioner are encouraged to know, understand and implement all safeguards prohibiting the transmission of infectious conditions, and have a thorough understanding of indications, contraindications, and precautions of Massage Therapy.

The most effective preventative measure against the spread of disease is handwashing, and the use of barriers and contraindication/avoidance procedures. Students must understand the following:

- For a person with a communicable disease or infectious condition, it may not be appropriate to participate in massage, based upon contraindications or communicability. The use of barriers (masks, gloves, etc.) or even avoidance of massage may be required. Some examples of those conditions include:
 - a. COVID-19, Flu, strep throat, staph infection, measles, chicken pox, hepatitis, etc.
 - b. Open, weeping or sub-dermal lesions, infected wounds, broken skin, injured flesh
- Sore throat, coughing, fever, vomiting and diarrhea can be indications that a person is contagious and should not come to school or give/receive massage. Any person who has the questionable symptoms **should contact the Education Department or instructor before** entering the building/classroom or participating in any CSHA activity (this includes lab).
- The use of some prescription and over the counter medications may affect your ability to give and receive a massage. Please inform your instructor of any medications you take.
- The student understands that if any condition prohibits them from participating fully in the classroom or lab activities, they may need to be restricted from classes until they provide a release or note from their primary healthcare provider and they may need to withdraw, be put on a Leave of Absence (if eligible) until able to participate.

Pregnancy is considered a medical condition and there are certain precautions required when receiving massage. Please inform your instructor if you are pregnant. You will be required to submit, to the Education Department, a medical release from your physician stating you are able to both give and receive massage.

25. Medical History Policy

It is the student's responsibility to inform the Education Department and each of their instructors about any existing medical conditions and/or medications as well as any new conditions and/or medications throughout their program.

The student understands that if any condition or injury prohibits them from participating fully in the classroom or lab activities, they may need to withdraw, be put on a Leave of Absence (if eligible) and restricted from classes until they provide a release or note from their primary healthcare provider.

26. Code of Conduct

Everyone at the Colorado School of Healing Arts has the right to feel respected and safe.

Colorado School of Healing Arts wishes to provide a school environment that is safe, conducive to learning and free from unnecessary disruption.

Successful Massage Therapists must uphold the highest standards of ethical conduct, and have a mature and disciplined ability to create safety and demonstrate excellent boundary management skills.

The school reserves the right to be the sole judge of such conduct which may be detrimental to the school, student's progress or the Massage Therapy profession. Students must abide by the following Code of Conduct. Failure to do so may result in probation or dismissal.

- A. Animals - Animals or pets are not allowed in the building with the exception of qualified Service animals.
- B. Bicycles - Bicycles should be parked on east side of building at the bike rack and are not allowed in the building.
- C. Cell phones/Electronic devices - Use of electronic devices is not allowed in the in-person classroom.
 - 1. Cell phones and cell watches must be turned off and stored appropriately in classrooms, clinics and labs.
 - 2. I-pads and laptops may be used for class activities only with teacher approval/supervision.
- D. Children - Children (under 18) are not allowed in clinic, lab, or classroom. Children may not be on campus unless accompanied by parent.
- E. Discrimination - CSHA will not tolerate discriminatory behavior of any kind. Please see the CSHA Personal Safety, Anti-Discrimination/Anti-Harassment, and Violence Against Women Act (VAWA) Policy Handbook.
- F. Students must wear professional attire and wear shoes that support the practice of good body mechanics in all bodywork classes. The Education Department, faculty and staff reserve the right to be the sole judge of what constitutes appropriate student dress and footwear.
- G. Drugs and Alcohol - Students must follow the CSHA Drugs and Alcohol policies.
 - 1. Alcohol, recreational drugs, and marijuana (medical or recreational) are not allowed anywhere on campus (including cars in the parking lot).
 - 2. Students may not attend class under the influence of drugs or alcohol.
 - 3. Students must follow the 12-hour rule when giving or receiving massage.
 - 4. Distribution, possession, use, or being under the influence of alcohol, an illegal drug, or controlled substances as defined in section 12-22-393, Colorado Revised Statutes is not allowed.
- H. Ethics - Students must abide by the CSHA Code of Ethics.
- I. Financial obligations - Financial obligations must be met.
 - 1. Students must keep tuition payments and payment plans up to date.
 - 2. Financial Aid students are required to renew FAFSA on time in to remain in classes.
- J. Food/Drink - Eating or drinking is not allowed in the classrooms, clinic rooms, or lab/library except for water in unbreakable closed containers. On-line classes may be more flexible.
- K. Honesty - Students must behave with honesty and integrity.
 - 1. Dishonesty, such as cheating, plagiarism or knowingly furnishing false information is prohibited. This is equally true for in-person and on-line classes.
 - 2. Misuse or alteration of school documents, records, ID materials, educational materials and internet access of school property are strictly prohibited.

3. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject you to civil and criminal liabilities, including fines. For more detailed information: <http://www.copyright.gov/>
 4. Online classes: Students commit to using online materials for personal use and will not share or distribute all school materials online or otherwise.
- L. Hygiene - Students are required to maintain impeccable oral/body hygiene at all times and demonstrate a professional image at all times.
1. Hands must be in good condition with very short nails, free of polish & artificial nails.
 2. Refrain from using heavy scents or smoking before or during class, labs and clinics.
 3. Students must comply with CSHA communicable disease policy to safeguard the health of clients and fellow students.
- M. Name badges - Name badges are required at all times while on campus. Online classes require that you use your full name to identify your presence online.
- N. Policies - All CSHA policies must be followed in order to be a part of this community.
- O. Professional Communication - All students must maintain professional, respectful, and appropriate communication on campus, in classroom, labs, clinic, on-line classes and any school-sanctioned events and between students, staff or faculty on social media, voice mail and/or electronic/written communication.
1. Use of obscenities and vulgarities are not allowed.
 2. Sexual comments, jokes or innuendos are strictly prohibited.
 3. Ethnic/Politically inflammatory comments, jokes or innuendos are strictly prohibited.
 4. Threats or threatening language is prohibited.
 5. Students must consider all social media posts, likes, shares, texting, and tweeting as to how it reflects on their professional communication.
- P. Professional Interactions - Students must treat all fellow students, staff and lab/clinic clients with respect and care and follow all ethical requirements with good boundaries and a high level of emotional intelligence.
1. Draping must be appropriate at all times. Draping the breast tissue with all clients is required at CSHA.
 2. Physical contact between student/student and staff/student must be professional at all times.
 3. Social interactions and/or dating clients is prohibited.
 4. Students dating other students during their program is **highly** discouraged.
 5. Students are required to minimize dual relationships and minimize the power differential with all clients.
 6. Sexual advances in any Massage Therapy setting, regardless of location is prohibited.
 7. Students must consider all social media posts, likes, shares, texting, and tweeting as to how it reflects on their professional interactions.
- Q. Property:
1. Personal property - Students must safeguard personal property. CSHA cannot be responsible for the loss of personal property.
 2. School Property - Misuse or mistreatment of any school property will subject the offender to a minimum of \$50.00 fine up to the full replacement cost of school equipment depending on damage.
 3. Intentionally damaging or defacing school property will not be tolerated.
 4. Any theft of school or personal property will not be tolerated.
 5. Inappropriate use of school facility and equipment is not allowed.
- R. Safety/Emergencies - Students must adhere to all safety precautions and emergency procedures as directed.
- S. Smoking - Smoking is prohibited throughout school facilities.
1. Smoking, vaping or e-cigarettes are only allowed in the outdoor smoking area at SE corner of the building.

- T. State Laws - Massage students must comply with state laws regarding Massage Therapy training.
 - 1. Identify themselves as a Student Massage Therapist (prior to licensure).
 - 2. May not receive compensation for Massage Therapy and bodywork (prior to licensure).
 - 3. May not provide massage except under supervision by school faculty on campus.
- U. Student/Instructor Associations - Socializing and/or dating (dual relationships) between instructors/administration and students is not allowed while the student is enrolled in any class or program at CSHA.
- V. Tardiness - Persistent tardiness, early leave or lateness returning from break is not permitted and may result in additional make-up work.
- W. Visitors - Visitors are restricted to reception area unless signed in & escorted by staff/students.
- X. Violence - Violence of any kind is not allowed.
 - 1. Students may not engage in fighting, assault, threat of bodily harm.
 - 2. Students may not engage in verbal, physical or sexual harassment or abuse.
- Y. Weapons of any kind are not allowed on campus.

27. Student/Instructor Associations

It is imperative that students respect ethical boundaries regarding student/teacher associations and dual relationships. **Socializing and/or dating between instructors or administration and students is not allowed while the student is enrolled in the Massage Therapy program at CSHA.** Instructors, administrators, lab/library faculty, and students in violation of this policy may be dismissed.

28. Harassment Policy

It is the policy of Colorado School of Healing Arts (CSHA) to maintain a learning environment that is free from harassment because of an individual's race, sex, gender; sexual orientation; gender identity, gender expression; religion; age; color; creed; national or ethnic origin; physical, mental or sensory disability; marital status; genetic information; and/or status as an honorably discharged veteran or member of the military.

Sexual Harassment/Sexual Misconduct/Sexual Violence:

Detailed description of definitions, policies, reporting, and investigation procedures, are listed in the CSHA Personal Safety, Anti-Discrimination /Anti-Harassment, and Violence Against Women Act (VAWA) Policy Handbook.

To report an incident that occurred on campus or at a school-sanctioned event, contact the Director of Education or the Assistant Director.

29. Policy of Maintaining a Drug and Alcohol Free Learning Environment

Performing Massage Therapy under the influence of drugs (over the counter, prescription, illegal, and medical/recreational marijuana) and/or alcohol may impair your judgment, focus, and ability to create a safe and therapeutic environment. Students performing Massage Therapy while under the influence risk Probation/Suspension/Dismissal or the ability to become a Licensed Massage Therapist. **The CSHA Drug and Alcohol policy requires that students refrain from drug use (prescription narcotic, illegal drugs, medical/recreational marijuana) and/or alcohol use a minimum of 12 hours prior to giving or receiving massage and bodywork or attending any class (academic or bodywork)**

CSHA is required to follow Federal Law in regards to the Drug and Alcohol Policy. As such, students are not allowed to use, possess, carry or distribute recreational or medical marijuana on the school property (including in the building, parking lot, or in cars).

All members of the CSHA community are hereby notified that the unlawful possession or use of illegal drugs, medical/recreational marijuana, and alcohol is prohibited anywhere on school campus.

The institution is in compliance with the Drug Free Schools and Communities Act of 1989 (Public Law 101-226). All students and employees should refer to the Clery Act Campus Security Report for more information concerning the campus policies and individual responsibilities required under this Act.

30. School Disciplinary Policies

Disciplinary action may be taken for failure to comply with any CSHA Policy listed in the Student Policies and Procedures Handbook or the CSHA Personal Safety, Anti-Discrimination/Anti-Harassment, and Violence Against Women Act (VAWA) Policy Handbook. All matters that involve disciplinary actions will include the School Director and the Education Department. After consultation with the party/parties involved and action is deemed necessary, the Director of Education will proceed as follows (these actions may or may not be sequential):

Probation/Academic Probation ~ Probationary status indicates that a student may continue in the program and/or class for a specified period of time under conditions monitored by the Director of Education.

Program Dismissal~ The student will be dismissed from the program. If unable to contact the student, a dismissal notice may be sent by certified mail to the student. A dismissed student may request a re-evaluation of their particular circumstances within one week of notification of action. A three-member review committee composed of administration and faculty members will review the student's file, after the student has the opportunity to present their case, and issue a final decision. A dismissed student will not be allowed back on campus except by appointment.

Interim Measures~ CSHA reserves the right to take whatever interim measure it deems necessary to protect the rights and personal safety of all members of the school community to include probation, no contact orders, changes of class schedule, and changes of instructor. Failure to adhere to any interim measures is a violation of CSHA policy and may lead to additional disciplinary action.

31. School Reinstatement Policy

If approved, Withdrawn or Dismissed students may be allowed to reapply as soon as the next start date, after the date of withdrawal/dismissal. Previously Withdrawn or Dismissed students who wish to be reinstated must go through the application procedure and are required to submit a written appeal identifying the change in circumstances previously cited at time of withdrawal/dismissal.

32. Student Satisfaction and Complaint Procedure

CSHA values student and staff professionalism and integrity. The school is concerned with the satisfaction and success of every student.

If the concern relates to a student/teacher or student/student misunderstanding, it is the hope that both parties commit to immediate communication with the intent of resolution.

If the student remains unsatisfied, the student may provide a verbal or written complaint to the Education Department. The Education Department will review the complaint, talk to the relevant parties and provide a response. If still unsatisfied, a student may direct the complaint to the school Director.

For issues regarding Personal Safety, Discrimination, Harassment, or Violence Against Woman, please see the CSHA Personal Safety, Anti-Discrimination/Anti-Harassment, and Violence Against Women Act (VAWA) Policy Handbook.

Complaints may be filed online at any time with the Private Occupational School Board of the Colorado Department of Higher Education, at <http://highered.colorado.gov/dpos>, 303-862-3001. All student complaints submitted to the Division must be in writing and “shall be filed within two years after the student discontinues training at the school.”

The student/graduate may contact the Accrediting Commission of Career Schools and Colleges, 2101 Wilson Blvd., Suite 302, Arlington, VA 22201 703-247-4212, www.accsc.org. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

33. Campus Security Policy

The CSHA Annual Security Report will provides students and staff with campus security policies and statistics concerning the occurrence of criminal offenses on campus, non-campus building/property, and public property.

Campus Crime Report/Annual Security Report: Colorado School of Healing Arts (CSHA) crime statistics for the past 3 years is available for viewing on the internet at: <http://www.csha.net/about-csha/annual-security-report/>

Reporting Criminal Actions: Should you witness a crime in progress or are a victim of a crime, CSHA requests that you follow this procedure: Call 911. During school hours, notify the School Director.

If a crime occurs during non-school hours call 911 and notify available faculty or staff. If no faculty or staff are available, notify the School Director as soon as possible during normal business hours.

Remember, personal safety begins with you. To prevent theft on school premises, it is strongly recommended that you do not leave books or personal property unattended in the classroom, student lounge or library, or visible in your car.

For information on reporting and investigation of personal safety concerns, please refer to the CSHA Personal Safety, Anti-Discrimination / Anti-Harassment, and Violence Against Women Act Policy Handbook.

34. Emergency Procedures

In the event of an emergency situation, follow the directions of faculty and/or staff. We require full participation by the CSHA community. Non-compliance within an emergency situation will result in disciplinary action as outlined in the CSHA policies and procedures. (A CSHA Emergency Procedure Manual is located in every classroom and in the student kitchen and business office).

35. Nametag Policy

All students are required to wear nametags while on the CSHA campus. These nametags will be issued on first day of classes. Nametags will also be worn by all administrators, lab faculty and instructors. **Nametags are to be worn at all times while on campus!** This will help to identify everyone who belongs to the CSHA community and those who do not.

Replacement cost for nametags is \$5.00.

36. Tuition/Fees Refund Policy

Students not accepted to the school are entitled to a refund of all moneys paid. Students who cancel their enrollment agreement by notifying the school within three (3) business days of signing the agreement and prior to entering classes are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three (3) business days of signing the enrollment agreement, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of \$150.00 or 25% of the enrollment agreement price, whichever is less. In the case of students withdrawing after the commencement of classes, the school will retain the cancellation charge and a percentage of tuition and fees, which is based on the percentage of contact hours attended. The refund is based on the last date of attendance.

STUDENT IS ENTITLED TO UPON WITHDRAWAL/TERMINATION	STATE REFUND POLICY
WITHIN FIRST 10% OF PROGRAM	90% LESS CANCELLATION FEE
AFTER 10% BUT WITHIN FIRST 25% OF PROGRAM	75% LESS CANCELLATION FEE
AFTER 25% BUT WITHIN FIRST 50% OF PROGRAM	50% LESS CANCELLATION FEE
AFTER 50% BUT WITHIN FIRST 75% OF PROGRAM	25% LESS CANCELLATION FEE
AFTER 75%	NO REFUND

1. The student may cancel the enrollment agreement at any time prior to close of the third business day after signing the enrollment agreement and prior to entering classes.
2. All refunds will be made within 30 days from the date of termination/determination. The Date of Determination is based on non-attendance for a maximum of 14 consecutive calendar days. Because this training is time based, refunds will be calculated based on hours completed at the time of withdrawal*. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - a. The date on which the school receives notice of the student's intention to discontinue the training program; or
 - b. The date on which the student violates published school policy, which provides for termination; or
 - c. Should a student fail to return from an approved Leave of Absence, the effective date of termination for a student on an extended Leave of absence or a Leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date which is the start of the next term.

* The State of Colorado defines the time of withdrawal as the student's Last Date of Attendance.

3. The student will receive a full refund of tuition & fees paid if the school discontinues a program/stand-alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.
5. Students who have not visited the school's facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either the regularly scheduled orientation procedures or following a tour of the school's facilities and inspection of equipment.
6. Complaints may be filed online at any time with the Colorado Department of Higher Education, Private Occupational School Board at <http://higher.ed.colorado.gov/dpos>, 303-862-

3001. There is a two year limitation from the student's last date of attendance on the student filing a complaint.

37. Third Party Refund Information

Third party refund (Title IV, Veterans Administration, Vocational Rehabilitation, WIOA, Tri County, Arapahoe/Douglas Works, Adams City Employment and Training etc.) information may be obtained from the business office.

38. Return of Title IV Policy

Title IV Federal Student Aid (FSA) funds include: Pell Grants, William D. Stafford Direct Subsidized and Unsubsidized Federal Loans, or Parent Loans for Undergraduate Students (PLUS).

If a student withdraws from CSHA and the student received Title IV Federal Student Aid (FSA) assistance during the payment period for which the Return of Title IV Aid must be calculated, CSHA must determine the amount of Title IV funds a student has earned at the time of withdrawal using the Return of Title IV (R2T4) funds formula. The Title IV FSA program rules may require a return to the Federal government of all, or a portion of, the amounts disbursed during the term. The amount of FSA assistance earned by a student is based the following formula:

$$\frac{\text{Clock Hours Scheduled to be Completed through the Last Date Attended (Numerator)}}{\text{Total Clock Hours in Payment Period (Denominator)}}$$

Note: Scheduled breaks of at least five consecutive days are excluded from the total number of calendar days in the numerator and denominator. The calendar days on an approved Leave of Absence are excluded from both the numerator and denominator. Percentages are calculated to the fourth decimal place.

Based on the calculation, through the 60% point in each payment period, scheduled hours are used to determine how much Title IV FSA funding the student has earned at the time of withdrawal. After the 60% point, a student has earned 100% of the Title IV FSA funds.

Title IV FSA funds that require return are credited in the following order:

- Unsubsidized Direct Stafford loans (other than Graduate PLUS loans)
- Subsidized Direct Stafford loans
- Direct PLUS
- Federal Pell Grants

Return of Unearned FSA Funds

CSHA must return the lesser of the following:

- The amount of FSA Program funds that the student does not earn; OR
- The amount of institutional costs that the student incurred for the period multiplied by the percentage of funds that were not earned. Earned means the percentage of funds that were earned over time (during the payment period) by the student.

If there are additional FSA funds that must be returned as indicated on the completed R2T4 calculation, the student must return or repay, as appropriate:

- Any FSA loan funds in accordance with the terms of the loan;
- Any remaining unearned FSA grant (Not to exceed 50% of the grant as an overpayment of the grant; the school currently refunds the Student Grant Overpayment on behalf of the student.)

If a student earned more aid than was disbursed, CSHA may owe the student a Post-Withdrawal Disbursement (PWD) which must be paid as soon as possible, but no later than 180 days from the date the school determined the student withdrew (for loans) or no later than 45 days from the date the school determined the student withdrew (for grants). The school is required to notify the student in writing within 30 days of the date it determined that the student withdrew that they are eligible for a PWD of Title IV loan funds. However, if the student (or parent in the case of a PLUS loan) is eligible to receive a PWD of loan funds, the student or parent borrower must first confirm in writing whether they accept/decline all or some of the loan funds offered as a PWD. A PWD of Federal grant funds does not require student acceptance or approval and the grant funds may be applied directly to the student's account in order to satisfy tuition and fees, or to the student. CSHA will seek the student's authorization to use a PWD for all other educationally-related charges in addition to tuition and fees. All Direct Loan returns will be made by EFT to the U.S. Department of Education and COD disbursement records will be updated when returns are made. The student is notified by letter from the school of all Direct Loan returns made on their behalf, including the amount, date, and loan type.

CSHA is required to return the amount of Title IV funds for which it is responsible no later than 45 days after the date of the determination of the student's withdrawal.

The information presented above is subject to change based on Federal regulations.

39. Cancellation Policy

To cancel an individual class not included in an active Enrollment Agreement, please contact CSHA Business Office prior to the 1st day of class.

IMPORTANT: Student Massage Clinic Reschedule Policy- Due to the nature of clinic scheduling, we require a one-week notice to reschedule clinic prior to the first day of the quarter.

40. Late Payment Policy

Failure to pay tuition within 7 days of the due date will result in an additional 5% late charge. Failure to pay tuition and late charges within 10 days of due date may result in probation or dismissal. **Students must be current with tuition payments in order to attend classes.** There will be a \$20.00 fee on all returned checks.

41. Graduation Requirements

Students will be considered a graduate of the Massage Therapy Program upon completion of all required coursework, make up content and hours (720 hours) and with a minimum GPA of 2.0 in all subject areas. Financial aid students are responsible to complete a Financial Aid Exit Counseling Session within 30 days of the last day attended. Upon graduation, a Certificate of Completion will be awarded.

Graduates are also responsible to complete the CSHA Exit Process, which requires the following:

- Must turn in a copy of their passing MBLEx scores to CSHA, complete fingerprint/background check, and complete Colorado Department of Regulatory Agencies (DORA) application process.
- Timely payment in-full of all tuition and fees.
- Must have an "Active" license as a Massage Therapist through DORA.
Please contact the Education Department if you are relocating to another state.

- Schedule an appointment for an Exit Interview through the Registrar, as soon as you receive your DORA “Active” license.
- Completion of Graduate Survey and Exit Interview with Careers Services Department.
- Participate in on-going Verification of Employment.

Exit Interview ~ The Education Department or Career Services personnel will interview the student regarding:

- Required documentation of Massage Therapy Employment.
- Completion of ABMP Professional Liability application.
- Graduate responsibilities and opportunities.
- Feedback about the CSHA program, teachers, and administration, as well as recommendations for improving the CSHA programs.

For Completion and Placement rates, please see our web site at:

<http://www.csha.net/graduation-and-employment-rates/>

42. State Massage License Requirements

Mandatory Practice Act

Colorado has a mandatory practice act, which means you cannot practice as a Massage Therapist in this state without a Colorado license. To become eligible for the Colorado Massage Therapy license, ALL five of the following must be completed:

- Successful **completion** of a state approved Massage Therapy program.
- Fingerprint / Background check.
- Successful passage of the MBLE_x (Massage and Bodywork Licensing Exam).
- Successful completion of the Colorado State Massage Therapy License application.
- Current professional liability insurance.

While this training prepares students for the test, the school does not guarantee passing the MBLE_x. Success is enhanced by diligent review of Anatomy, Physiology, and Massage Levels 1, 2, and 3, in addition to participation in the CSHA MBLE_x prep classes and other outside resources.

IMPORTANT: Any of the following, regardless of the age of the individual at the time the incident occurred, may result in a delay or denial of your Colorado State Massage Therapy license application and liability insurance, and/or may require additional evaluations/conditioning in order to be licensed as directed by the Department of Regulatory Agencies (DORA) or liability insurance carrier. Therefore, CSHA does not guarantee that completing the program will result in licensure. DORA will vet the following:

- Any arrest, discipline, sanction or warning.
- Any misdemeanor, felony or court proceeding.
- A DUI or DWAI.
- Any investigation, disciplinary action, suspension or termination of any license, employment, educational program, professional organization, state board or government agency.
- Any behavior that has resulted in or that affects your ability to practice in a safe, competent, ethical or professional manner or that endangers the safety of others.
- A record of excessive use of drugs or alcohol.
- Any disciplinary action against a Massage Therapy License or health care license in another state or in Colorado.

For further information, go to www.colorado.gov/pacific/dora/Massage_Therapy

Licensing requirements vary by state, please see:
www.fsmtb.org/consumer-information/regulated-states

Also, local municipal ordinances may apply in the absence of or in addition to state law.

43. Student Records and Transcripts

CSHA shall maintain for a minimum of 6 years, student records that shall include at least the following:

- a. A copy of the enrollment agreement and other documents relating to the payment for educational services.
- b. Student information, including:
 - i. Student's legal name.
 - ii. Permanent or other address at which the student may be reached.
 - iii. Records relating to financial payments and refunds.
 - iv. Record of attendance.
- c. Date of completion or termination of training and the reason (s) thereof.
- d. Record of any student grievance.
- e. Copies of correspondence or other records relating to the recruitment, enrollment and placement of the student.
- f. Any request made by an outside party for non-directory information must be accompanied by a signed "Consent to Release Records" form by the student (see exceptions listed under FERPA).
- g. In the event a student is delinquent on their payment agreement(s) or has an outstanding balance due to the school, they may not be able to request a transcript or any other forms from their file until their balance is paid or becomes current.

CSHA shall maintain, as a permanent record, a transcript. This transcript of the individual student's record of achievement will provide at a minimum the following information:

- a. Student's legal name.
- b. Title of program, including total number of hours of training received and dates of enrollment.
- c. Grade record of each course, lesson or unit of instruction and the cumulative Grade Point Average for the Program (GPA).
- d. Explanation of grading system.
- e. Student transcripts, meeting requirements of state, federal and associated accrediting agencies, shall be retained by the school as a permanent record.

*Students have the right to inspect and review the education records within 45 days after submitting a written request to the school's registrar. Students wishing to review their records must do so in the confines of the business office.

Official transcripts are available to students and graduates for a fee of \$10.00, if their account is current.

44. Important Contact Information

Name	Position	Phone	Email
Business Office / Main		303-986-2320	n/a
Chris Smith	Director	ext. 27	chris@cscha.net
Amy Chavez	Assistant Director	ext. 24	amy@cscha.net
Kris Will	Director of Education	303-329-6026	kris@cscha.net
Cathy Lewis	Dean of Students & Faculty Chair	ext. 28	cathy@cscha.net
Jeff Penton	Financial Aid Administrator	ext. 23	jeff@cscha.net
Carrie Acuff	Careers/Registrar	ext. 22	carrie@cscha.net
Business Office		ext. 21	
Jeanne Ravey	Education Department Assistant	ext. 32	jeanne@cscha.net
Clinic Desk (Student)		ext. 58	n/a

The following are updated and sent in an email to the CSHA community annually. They can be located online at anytime at: <http://www.cscha.net/about-cscha/disclosures>.

- Clery Act Campus Security Report (Annual Security Report)
- Consumer Information Handout



Thank you for reading your Policies and Procedures!
It is GREAT to have you with us!