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**For Students Admitted to:  
ISMT 3551 East Overland Rd., Meridian, ID 83642 and  
TOA, Formerly at 211 West State St., Boise, ID 83702**

**▶ Student Handbook ◀**  
Effective 9/1/2018-9/1/2019



*Mission Statement*

Our mission is to provide a quality massage therapy program in a consistent educational environment that facilitates the development of massage therapists to be well versed in both Western and Eastern models of manual medicine to be eligible applicants for Idaho State Licensure.



*School Philosophy*

We believe healthy touch to be as necessary to wellness as breath, water and food. We believe NOW is the time to weave touch therapy back into the fabric of our health care system. Massage is a supportive adjunct to every other physical, mental, emotional and spiritual therapy. The nurse, M.D., Chiropractor, Physical Therapist, Counselor, human who knows how to give and receive healthy touch has a powerful tool for the healing of the whole person.



*School History*

Idaho School of Massage Therapy (ISMT) is one of the oldest “massage only” schools in the state, founded in 1983 in Eagle, Idaho by Bobbi Priest and Diana Trainer. Cynthia Mason, ISMT class of '84 partnered with Ruth Haefer, class of '85, in running the school. Together they grew the ISMT brand and expanded course work to 500 hours. In 2006 Ruth passed away and the Franklin Rd. location closed its doors. Cynthia moved her private practice and ISMT classes to Idaho Physical Medicine and Rehabilitation clinic in Meridian in 2008, to work in a group medical setting. In 2012 ISMT purchased Three Oaks Academy (TOA) in historic Boise, expanding course offerings in the area of clinical massage and became an Association of Bodywork and Massage Professionals (ABMP) School member. TOA has established itself as a credible resource for lymphatic massage and restorative bodywork. September 2016 the two campuses join together in Meridian to offer day and evening Massage Therapy course work totaling 635 hours. ISMT is a non-accredited, post-secondary vocational training school registered with Idaho Board of Education. Meets Idaho's educational requirement for massage therapy and aligns to national board standards. Our massage program runs from September to July, and individual classes are available.

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## 100. Admissions

All applicants are screened, interviewed and evaluated based upon their motivation, ability to safely give and receive massage, and academic ability without discrimination on the basis of age, sex, race, national or ethnic origin, religion, creed, sexual preference, or general disability. We welcome dedicated students who wish to complete our massage therapy programs, transfers from other massage schools as well as non-traditional students seeking individual classes for personal use. Applicants who cannot pass a background check should not apply.

Once admitted, a student is to attend Student Orientation for each respective Trimester and register for classes.

### 01. General Requirements:

1. Applicants must be at least 18 years of age and hold a valid high school diploma or (G.E.D.) equivalent and be able to pass a background check.
2. Completion of application form and \$100.00 non-refundable application fee payment is due to ISMT.
3. U.S. citizen, an alien lawfully admitted for permanent residence in the U.S., or be eligible for a student visa and have the ability to speak, read, write and understand the English language sufficiently to participate in and complete the class objectives comprising the massage program which is only taught in English.
4. Two Letters of Reference: (one from a non-related person and one from a professional) letters need to recommend your acceptance in a massage program, why they are recommending you and how they know you.
5. Official transcripts are to be sent directly from (a) previously attended colleges or vocational schools. For consideration of transfer credit, course outline and syllabi is required.
6. A physician's signed and dated letter (M.D. or D.O.) or provided statement which is to indicate that the applicant has been examined and counseled as to their overall health and physical ability to safely give and receive massages. This may include screening for and treatment recommendations of readily communicable disease such as TB and Hepatitis or immunity-disabling conditions.
7. Demonstrate an understanding of, and interest in, the goals and objectives of the program in an admissions interview and written essay. During application interview, consideration is to be given to post-secondary education, letters of reference, previous professional experience, military training, criminal background, finances, and support. Admissions essay and admission interview is required. Entrance exam may be given, but is not required for admission.
8. Students shall be selected for enrollment without regard to color, age, race, creed, gender, sexual orientation, religion, national origin, disability, marital or veteran's status, as defined by law.

### 02. Admission Procedure

1. Applicant may mail, email or hand deliver (application cannot be uploaded from website) completed application form to include an attached 2x2 picture and \$100.00 non-refundable application fee along with the following: Copy of high school diploma/GED, or an official college transcript received in an institution sealed envelope.
2. Two reference letters: hand delivered, mailed or emailed directly to the school by those persons to include their credentials and contact information.
3. Complete and pass a medical physical examination to determine safety and fitness appropriate for massage therapy profession. To be completed no more than six months prior to starting program. Physician emails or mails provided form or Dr.'s statement to the school.(see General Requirements.)
4. Applicant schedules required interview and receives Student Handbook.

5. Applicant has personal interview with an authorized agent of the school; completed application with essay to be present. Entrance exam may be given, but is not a requirement. Bring signature page from Student Handbook to be signed and placed in physical folder.
6. Acceptance status is to be given verbally and as a written letter of acceptance.
7. Student is to procure books and supplies and Student Insurance as outlined in Catalog.
8. Student is required to attend Student Orientation for All 3 Trimesters. See Schedule.
9. Any applicant who cannot pass a background check including fingerprint scan need not apply.

### 03. Enrollment and Registration:

The maximum number of students per Body Systems is 15, and 12 for a technique class. Combined classes such as Business/Ethics and Movement shall not exceed 20 students. Day and Evening classes are combined for Saturday classes and Student clinic. Student registers for classes at Student Orientation and is to receive course syllabus for each class in which they are registered. Student is financially responsible for timely payment of tuition according to registration record, tuition costs shall equal combined  $\frac{1}{2}$  and  $\frac{1}{2}$  payments scheduled.

### 04. Readmission

1. Applicants who, having been admitted, did not register, enroll or attend any classes at either ISMT or TOA for one (1) year or longer, for any reason, must repeat the application process **in its entirety** for readmission at least seven (7) days prior to beginning the program or class. To qualify for readmission, the applicant must be in good standing with the school and be eligible to return. School of record is to be school indicated on application.
2. Any students reentering the massage program following a Leave of Absence or family emergency, or any prolonged academic discipline **less than or equal to one (1) year**, must schedule and appear for a readmission interview and are subject to all ISMT academic requirements, standards and policies. No re-admission fee.
3. A student who, in good standing with the school, (no outstanding fees and/or unreconciled disciplinary actions) dropped, withdrew or failed a class, may retake the class without repeating the application process if they register within one (1) year of withdrawal and attend Student Orientation at least seven (7) days prior to class start. When an enrolled student repeats a class for any reason, having originally paid 100% class tuition will see tuition charges reduced for the repeated class reflecting a 50 % discount on class tuition total, with payment due dates unchanged.
  - a. For example: Kinesiology (tuition \$570 paid in full) student has a final grade of 68%, failing the class. Student retakes Kinesiology in following academic year and gets a 50% discount applied to present tuition cost: (tuition = \$600.76 x .50= \$300.38) with \$150.19 due at  $\frac{1}{2}$  and end of class according scheduled payment due dates.
4. Past Alumni of ISMT or TOA who either did not complete the program or who need additional coursework to meet current licensing law may reapply, register, and take classes. Student transcript is to reflect original school of enrollment, unless expressly indicated otherwise. Placement or Challenge exams may be required to establish current working knowledge, at additional cost. See challenge exams. If unable to pass a background check, or otherwise meet state licensing application requirements, you need not reapply.

### 05. Denial of Admission/Readmission

The school reserves the right to deny admission/readmission for any of the following reasons:

- Applicant does not meet current requirements for admission/readmission or does not meet current requirements for State Massage Licensing.
- Lacks the physical capabilities to safely accomplish the required class objectives and tasks;

- Has health or behavioral issues which impact safe massage practice either as recipient or practitioner or which significantly interfere with required program objectives or responsibilities as a student in a classroom or practical setting;
- Is unable to meet school financial obligations; or exhibits a consistent lack of motivation; or whose ethical philosophy is significantly incompatible with program requirements as determined through admission process by the Director.
- Suspended, Dismissed or Expelled students are not eligible for readmission without satisfying the terms of reconciliation and having written expressed permission from the Director.

## 200. Attendance and Satisfactory Progress

- **Regular attendance is required** in an approved, supervised classroom setting is required by state law governing an approved massage program. Satisfactory attendance is to total 90% or more of class hours and 100% of practicum. Online classes and webinars cannot be substituted for class attendance or makeup hours.
- **Student is to report their absence and arrange for missed work.** It is a student's responsibility to attend the courses they registered for and makeup any work missed for any reason. Arrive to class on time and prepared for your studies. Students will contact ISMT providing adequate notice when they will miss a class and arrange for makeup and class assignments.
- **Students may miss up to 10% of class, before Makeup is required.** Unsatisfactory attendance is missing more than 10% of class (es) and results in an Incomplete on transcript and 0 credit hours awarded. A student shall meet all class requirements and pass with 70% or better for class credit. The primary responsibility for withdrawal, cancellation and makeup rests with the student and lack of attendance does not constitute a "drop".
  - a. Student must complete 60% or more of class to be eligible to reconcile unsatisfactory attendance through class makeup. Makeup options do not exist if class attendance falls below 60%. (For example: A student may miss 4.8 hours of a 48 hour class, but missing 4.9 hours is unsatisfactory and requires at minimum a 1 hour Makeup class at additional cost. Whereas attending only 20 hours of the 48 is 41% completion and requires retaking the class or a "substantially similar" class at additional time and expense to the student.)
  - b. A "substantially similar" class designation (approved by Director, based on evaluation of class description, syllabus, objectives and applicability to massage therapy.) qualifies for class makeup/credit transfer.
- Massage program completion of all Trimesters (A, B & C) according to Schedule of classes will take at least 10 months, regardless with which trimester a student begins. Classes are offered one time per academic year on the same schedule annually. (see Class Schedule.) Retaking classes, student makeup and delays in completing Student Clinic practicum will prolong Certification/program completion. Extensive delays may require readmission (see Readmission.)
- Holidays and Snow days: The school will be closed on Thanksgiving Day, Christmas Day, New Year's Day, Labor Day and Memorial Day. All other classes will be held as scheduled unless your instructor or school staff member notifies you otherwise. Snow days: The school will be closed if the local public K-12 school system is closed. Students should check with the media 1<sup>st</sup> and call the school 2<sup>nd</sup>. Snow makeup days will be held at no expense to the student.
- The Massage Program can be completed in a minimum of 10 months with regular class and clinical attendance. A student may choose to take longer than 10 months to complete the

program for personal or financial reasons but are subject to minimum competency standards and may be required to demonstrate through additional evaluation or testing a “current, working knowledge” of any massage program course objectives.

### **300. Makeup and Drop-in classes**

Options to reconcile unsatisfactory attendance or academic performance are described below, one requires additional fees beyond your tuition costs and the other requires additional time spent in the massage program, as follows:

01. **Makeup Class is at minimum 1 hour and = 3 hours of missed class.** It shall contain the objectives covered in missed class (es), be scheduled outside of normal class hours with class instructor or approved staff, and reflected on the attendance log with “MU”. Due to the efficiency of this setting (fewer distractions) 1 hour of makeup = 3 hours of missed class. The fee for this is \$25/hour, to be paid directly to the instructor by student for time provided outside of normal class hours.
  - a. Makeup class must be completed on school premises and cover material that is substantially similar to missed content.
02. **Drop-In class (es): 1 hour of class = 1 hour of missed class.** It shall contain the objectives covered in missed in class (es), be scheduled during normal class hours with instructor on record, and reflected on the attendance log as “MU”. Preferably, this will take place within the same academic year, but schedule may dictate a delay in completion of the massage program until the class repeats the following academic year.
  - a. For example: The Monday evening student who missed Physiology class #4 might drop-in on the Tuesday day Physiology class #4 and makeup the material missed and incur 0 additional costs. Whereas a student who misses class #4, #8, & #12 might choose to take an incomplete until Physiology repeats again next year in September and drop-in on the missed classes then, delaying program completion an additional 9 months.
  - b. Students who are current on their tuition payments and enrollment will not incur additional fees for drop-in class. Students using the drop-in option to avoid paying class tuition in full may have additional costs associated with this option to bring their tuition payments current.

### **400. Leave of Absence: (LOA) Requires a written or emailed request which is to be Director approved.**

01. LOA is a pre-approved absence from classes, for more than 2 weeks and up to 1 year.
02. Student shall pay any Tuition balances in full.
03. Student may pick up where they left off upon return. All classes satisfactorily completed prior to the leave remain on student transcript and they register for future classes. Any Classes in progress and missed during an LOA may be eligible or makeup or may need to be retaken. See Makeup.
04. LOA extending beyond 2 weeks, but less than 1 year do not require reapplication nor readmission fee.

**500. Withdrawal, Dropped or Cancelled classes:** Requires legibly written, signed and dated notification with delivery by mail, email, certified mail or in person and received by a school agent.

01. **A withdrawal from class (es) or program “occurs” on the date the notice is received** by a school agent, not the date of last attendance, nor the date the notice was written. Student will receive a confirmation of received notification, bearing the effective date. A student who withdraws/drops may register for dropped classes in the following academic year without having to reapply if in good standing with the school. See Readmission.
02. **Dropping a class before half the class has transpired results in 0 tuition owed for that class**, 0 hours credited, 0 makeup options. A student may drop one class and continue with other classes, therefore a drop notice must indicate clearly which class (es) are being dropped. Failure to drop class (es) in a timely fashion will incur tuition balances which may depart from regular tuition cost/classroom hour outlined in catalog. See (4.)
03. **Student signature on registration forms constitutes financial responsibility** for corresponding class tuition transpiring prior to date of receipt of drop notice. Regular Class tuition is to be adjusted; prorated as a percentage of class transpired without regard to attendance or date notice is written.
04. **Regular tuition account balance is to be adjusted; prorated as follows.** A Student in good standing, who withdraws or drops class and date of notification determines that:
  - a. 0 - 49% of class has transpired: student owes 0 tuition. Invoice is voided. Retaken class (es) subject to full tuition.
  - b. 50% of class has transpired: student owes  $\frac{1}{2}$  regular tuition. Invoice for 50% tuition accrues in student ledger and any payments credited.
  - c. 51% - 59% of class has transpired: student owes adjusted tuition. Invoice calculates tuition at 15.81/classroom hour up to date notification received. Any payments on record are credited in student ledger.
  - d. 60% or more of class has transpired; student owes adjusted tuition. Invoice calculates tuition at \$20/classroom hour up to date notification received. Any payments on record are credited in student ledger. \*\*

\*\* Drops at 60% or more are strongly discouraged as adjusted tuition prorated at this percentage may exceed regular class tuition. Talk with the Director or Student Advisor about alternatives to dropping at this point; such as class Makeup.
5. A student that drops ALL their classes and later states a desire to re-enroll, is required to attend a readmission interview and if they do so within 1 year of dropping, is to have their application fee \$100, waived (See Readmission.)

## 600. Tuition, Fees and Supplies

Tuition refers only to the cost of classes a student is enrolled in and is not paid in advance of class transpiring.

01. Tuition: The  $\frac{1}{2}$  and  $\frac{1}{2}$  or “pay as you go” payment system affords students a chance to finish the program or course without any debt to the school. Consider carefully the class load that is the best fit for your finances, time and energy.
  - a. A student who, taking a partial class load, deviates from the class schedule and/or attends the Trimesters in any order other than A,B,C (recommended order) will take longer than 10 months to complete the full massage therapy certification program.
  - b. Students of ISMT are uniquely allowed a trial time period in each course (up to 49%) before incurring tuition. When 50% of any course has transpired, the student is invoiced for the course and 50% tuition due with the remaining 50% due at the end of course.
- c. For Tuition payment dates and amounts, see Schedule of Classes.  $\frac{1}{2}$  and  $\frac{1}{2}$ : Student pays half of class tuition at the half way point of the class (when 50% of class hours have transpired) and the other half paid at the completion of class. If desired, inquire about paying  $\frac{1}{2}$  and  $\frac{1}{2}$  of the Trimester similarly.



- i. Pre-authorized charges (credit/debit) are to be processed when the student is absent on a tuition payment due date, unless other arrangements are made between the school and the student.
- ii. A schedule of all classes with tuition payment due dates is included in each student packet, is posted on premises, and included in your class syllabus. Students are primarily responsible for tuition payment according to schedule. Failure to process tuition payments according to the payment schedule will incur additional charges of \$15 for every late or missed payment due date.
- d. Student Clinic Practicum do not incur tuition.
- e. Tuition Work-off Program Law passed by Legislature in 2016 which allows massage students to work-off their tuition in schools where such an option exists, giving massages in excess of their program requirements, where a portion of those proceeds be applied to the student's account balance. Details TBA by the Idaho Board of Massage Licensing.

02. Fees; charges incurred by the student that are in addition to tuition and supplies. These include:

- a. Non-refundable Application Fee of \$100 payable to the school (ISMT) for administrative costs of student admissions and record keeping setup/maintenance.
- b. Make-up classes – 1 hour of make-up = 3 hours of missed class. Fee of \$25/hr. payable to the class instructor providing the make-up.
- c. Failure to Appear for Student Clinic (less than 24-hour notice) - \$25/session payable to the school unless student arranges other coverage and/or gives at least 24-hr. notice to school.
- d. Linen usage (student fails to provide their own) - \$2.00/set.
- e. Challenge fee: \$25/exam for administering and assessing the knowledge and skills of individuals who possess considerable (if dated) education in closely related fields or individuals who have started their massage training elsewhere and are looking to bypass a required class. Pass/Fail basis only. No retakes of a Challenge exam.
- f. 1 Official Transcript and certificate of completion is free of charge. Additional copies are an additional cost of: \$15 with written, emailed or faxed request bearing authorizing signature, name of student (at the time of enrollment) and current contact phone, email, and mailing address.
- g. Collection fees: \$15/class for every late or missed tuition due date.
- h. Student Insurance (payable to provider you select: AMTA, ABMP, HANDS-ON Trade Association, Massage Magazine Insurance Plus) - prices vary widely: \$25-\$99/yr. Contact and acquisition is the primary responsibility of the student.

Official Transcripts can and will be withheld until all financial obligations to ISMT and/or TOA have been met and school property, including borrowed books, returned.

Enrollment in subsequent Trimesters may be delayed due to unpaid fees from previous Trimesters.

03. Supplies and Books required for classes are posted on premises, included with the catalog (see Classes, Books and Supplies for each Trimester), provided at orientation and listed in each class syllabus. It is the student's responsibility to obtain all of their supplies.
- a. Consult book and supply list for each trimester which specifies book title, author and edition. Price will vary depending of supplier and condition (new versus used). Prices indicated therein are estimates only based on full retail cost available at a national book-store chain.
  - b. Supplies can be obtained on a trimester by trimester basis. Some texts are used in multiple Trimesters.

## 700. Academic Progress

Each class syllabus specifies the rubric for measuring academic performance, listing the weight given for quizzes, mid-term, exam, assignments, attendance and participation, research and/or projects.

01. A passing grade is required for class hour credit. A student with less a passing score overall is automatically placed on academic probation, must arrange to retest within 90 days and will be given a maximum of 2 retest attempts for a passing score per exam/test/quiz.
  - Withdrawing from the class does not reset the number of retest attempts. Final grade is delayed until retesting is complete (Final grade is computed according to class rubric using the most recent test/retest score.)
02. A Student who requires assistance with exams due to handicap or nervous condition, must request such assistance (i.e. oral delivery of exams) available by appointment. Students remaining with a failing grade at the end of class and retesting will have to repeat the class, discounted tuition may apply (see Readmission.)
01. Grading System for all classes are to be recorded on a percentage basis or letter grade A-C, where 70% or higher is a passing grade. The grading system represents academic performance trends as well as enrollment status.

A grading rubric is provided in each class syllabus and all staff shall use the following equivalents of a percentage or Letter equivalent, without regard for a "+" or "-" designation:

A = 100 – 90 %; Excellent; Full credit for class.

B = 89 – 80 %; Good; Full credit for class.

C = 79 – 70%; Satisfactory; Full credit for class.

D-F <= 69 Failing; Unsatisfactory; No credit for class.

- a. Student has 2 chances to retest Exams and/or quizzes to accumulate an overall grade of at least 70% if taken within 90 days of Exam and/or quiz.
- b. A student with 69% or less overall has failed the class and must retake it and get a passing grade to complete the massage therapy program (see Readmission.)

P = Pass; equivalent to >= 70 Satisfactory; Full credit for class.

W = Withdrawal, Cancellation or Drop of Class, Classes or Program; No credit for class

I = Incomplete, unreconciled academics or finances; No credit for class until all requirements are reconciled.

- a. An Incomplete will automatically revert to a Failing if coursework is not completed within 3 months of class end.
- b. The class instructor or Director may convert an F to another grade upon satisfactory completion of assignments and/or retesting.

A = Audit. Admission requirements and full Tuition apply. No credit hours and no required testing.

Repeating or retaking a class for reason of personal benefit or reconciling unsatisfactory attendance or academic performance requires class enrollment. Some limitations apply: No credit on transcript. Tuition may be waived. Subject to space availability. See Director for details.

### 02. Academic Progress Reports.

Formal review of grades occurs at the halfway point and at the end of class. Students not meeting academic requirements will be automatically placed on academic probation. Notification of such will come in the form of verbal notification by the instructor and written confirmation from the Director or Student Advisor.

- a. Student is responsible to reconcile academic probation. Options include: schedule and complete makeups (see Makeup policy), retesting within 90 days of class end, complete assignments, drop-ins and private tutoring.
- b. Private tutoring incurs additional cost (\$25/hour by appointment with the Director or approved staff) beyond class tuition.
- c. Grades are recorded for classes at the end of each academic trimester. Grade reports in the form of an unofficial transcript are available upon request by the students. Please see the Student Advisor or Director to obtain information regarding your academic progress.
- d. Students should retain a copy of their transcript as a permanent record.

### 03. Examinations

Written and practical Examinations, tests and quizzes measure academic progress, are administered on campus, with the instructor or approved staff present as outlined in the class syllabus. A student who requires special assistance with Examinations may address this with the school advisor, Director and/or the instructor. Exams are administered in English only. Students will have 2 chances to retest if they provide at least 3 business days advance notice.

### 04. Transfer of Credits and Course Challenges from post-secondary education, military training, previous professional experience

Requires course outlines and syllabi to make a determination by the Director. ISMT reserves the right to accept or reject the transfer of class credits at the Directors discretion based on evaluation of transcripts, course descriptions, outlines and/or syllabai provided by the applicant to the school Director. An approved transfer of credits is granted on the basis of “substantially similar” content.

Where no such information is provided or substantive similarities apparent, Transfer of Credit shall not transpire. Neither ISMT nor TOA will guarantee the transferability of credits from, nor to, any other educational institution.

### 05. Course Challenges or “Testing-out”

This option establishes a current working knowledge and understanding of course objectives. A course challenge may be used for students seeking credit for professional experience and education. An applicant requesting a class “Challenge” for credit must establish eligibility based on “substantially similar” professional experience and will get only 1 attempt at a passing score on the Final Exam for the class challenged. A passing score will result in full class credit hours. Applicants who get a failing score (< 70%) must take the class in its entirety to complete the massage program.

Applicants requesting a credit “Transfer” or “Challenge” shall:

Complete the admission process, if not already enrolled at ISMT or TOA.

- a. ISMT do not guarantee a Challenge option for all classes.
- b. There is a \$25 challenge fee payable to the campus conducting the Challenge, for each course “challenged.” No more than one third (1/3rd) of the massage program is eligible for challenge, “testing out” or transfer.

## 800. Student Conduct and Code of Ethics

The following outlines the expectations for student ethical behavior based on the Ethical and Academic standards promulgated by the professional trade associations that also foster the setting and promoting of school standards for the profession of massage therapy and bodywork through our past and present active School Membership.

### 01. Professional Code of Ethics (ABMP)

*Client Relationships*

- *I shall endeavor to serve the best interests of my clients at all times and to provide the highest quality service possible.*
- *I shall maintain clear and honest communications with my clients and shall keep client communications confidential.*
- *I shall acknowledge the limitations of my skills and, when necessary, refer clients to the appropriate qualified health care professional.*
- *I shall in no way instigate or tolerate any kind of sexual advance while acting in the capacity of a massage, bodywork, somatic therapy or esthetic practitioner.*

*Professionalism*

- *I shall maintain the highest standards of professional conduct, providing services in an ethical and professional manner in relation to my clientele, business associates, health care professionals and the general public.*
- *I shall respect the rights of all ethical practitioners and will cooperate with all health care professionals in a friendly and professional manner.*
- *I shall refrain from the use of any mind-altering drugs, alcohol or intoxicants prior to or during professional sessions.*
- *I shall always dress in a professional manner, proper dress being defined as attire suitable and consistent with accepted business and professional practice.*
- *I shall not be affiliated with or employed by any business that utilizes any form of sexual suggestiveness or explicit sexuality in its advertising or promotion of services, or in the actual practice of its services.*

*Scope of Practice/Appropriate Techniques*

- *I shall provide services within the scope of the ABMP definition of massage, bodywork, somatic therapies, and skin care, and the limits of my training. I will not employ those massage, bodywork, or skin care techniques for which I have not had adequate training and shall represent my education, training, qualifications and abilities honestly.*
- *I shall be conscious of the intent of the services that I am providing and shall be aware of, and practice good judgment regarding the application of massage, bodywork or somatic techniques utilized.*
- *I shall not perform manipulations or adjustments of the human skeletal structure, diagnose, prescribe, or provide any other service, procedure, or therapy which requires a license to practice chiropractic, osteopathy, physical therapy, podiatry, orthopedics, psychotherapy, acupuncture, dermatology, cosmetology, or any other profession or branch of medicine unless specifically licensed to do so.*
- *I shall be thoroughly educated and understand the physiological effect of the specific massage, bodywork, somatic, or skin care techniques utilized in order to determine whether such application is contraindicated and/or to determine the most beneficial techniques to apply to a given individual. I shall not apply massage, bodywork, somatic or skin care techniques in those cases where they may be contraindicated without a written referral from the client's primary care provider.*

*Image/Advertising Claims*

- *I shall strive to project a professional image for myself, my business or place of employment and the profession in general.*
- *I shall actively participate in educating the public regarding the actual benefits of massage, bodywork, somatic therapies, and skin care.*
- *I shall practice honesty in advertising, promote my services ethically and in good taste, and practice and/or advertise only those techniques for which I have received adequate training and/or certification. I shall not make false claims regarding the potential benefits of the techniques rendered.*

**02. Student Conduct**

Any and all behavior not consistent with the Code of Ethics and/or the following Conduct standards may receive a verbal warning, first. A second infraction results in student being placed on academic discipline, given a written warning or "grievance" and staff involvement to try out creative solutions. Grievances are placed in the student's physical file as a record of the strategies used in arriving at a possible resolution. Third infraction, disciplinary consequences will be enforced which may include but is not limited to being removed from scheduled classes and/or clinic. Severity of student conduct/code of ethics violations may be grounds for immediate dismissal.

- **Appropriate Behavior**

Students will support the mission, standards and objectives of the school as set forth. Address each other, clinic recipients and staff respectfully. Practice hygiene and grooming daily. Get your naps outside of class time. Examples of inappropriate behavior include, but are not limited to: disruptive attendance, cheating, sexualizing the class or session, physical or verbal aggression, stalking, intimidation, failure to appear, poor personal hygiene, substance abuse, discrimination and harassment.

- **Respectful use of Telephones and Information Technology**

Turn cell phones off or “silence” them during class time and please conduct your personal communications during breaks, stepping outside whenever possible. Use of cell phones, laptops or iPads for internet research, e-book use and translation is acceptable. However, use of computers/phones to cheat on exams and quizzes is unacceptable and grounds for academic discipline. Abuse or unauthorized use of the school telephones, computers and other devices for information technology is prohibited.

- **Clean Classrooms, Facilities, Tools and Equipment**

Sanitize your spaces, self, tools and leave the room ready for the next use. Leave the classroom clean. Empty trash when full, wash your dishes, wipe down equipment, white boards, push chairs in. This is professional behavior and students are expected to demonstrate it in school as well as in clinic.

- **Lost and Found**

Clearly mark your personal items and supplies so lost items can be identified. Any unclaimed items will be taken to Lost and Found. Valuables, such as watches or jewelry, will be taken to the front reception desk or placed in your cubby. Items will be retained for a maximum of 30 days after the end of the academic term for which the student is enrolled at the school, after which they will be donated to charity or discarded.

- **Children and Pets in Classes**

ISMT is an adult educational facility. Please provide adequate supervision for your Children (17 years of age and below) and pets. Some exceptions: approved animals in service to staff, instructor or student and subject to allergy tolerances of fellow students and staff. )

- **Release of Information and Client privacy**

Student will protect the right to personal privacy and private information and shall not to use the information gleaned during school or clinical practicum for personal benefit or in a way that publically exposes personal private medical information and choice of health care. Student will not release any information about the school or belonging to the school to any outside agency. Inquiries from newspaper, etc., should be directed to the Director or school agent.

- **Draping and Informed Consent**

Student is to respect the modesty of all students, staff and clinic recipients. As a massage school, consent to touch and be touched in a massage setting is implied, but general touching, fondling, public nudity, exposure of genital areas or women’s breasts is not.

- Students who disrobe will undress behind closed doors, curtains, in the restroom or under the sheet. Breasts, gluteal cleavage and pubic regions shall remain draped. Consider modesty your responsibility. Student will use linens on the massage tables to cover themselves and one another so genital areas, gluteal cleavage and female breasts are draped. Instruction

and demonstration alone is insufficient: correct draping takes practice to engender trust around modesty, and comfort.

- ii. Student will both give and receive massage techniques while in class (refer to your instructor's specific course requirements.) Expect to partner with every person in your class at some time, including those of opposite gender. It is not uncommon to come up against resistance when working on areas that customarily are associated with control, sexuality and image. Student will practice intervention and management of potentially embarrassing and/or emotional situations that can arise in response to touching areas such as the chest, inner thigh and gluteal region (buttocks) when giving a massage.
- iii. Student will honor pressure tolerances and potential chemical sensitivities of themselves, their classmates and clinic recipients. Students will practice inquiries about and establishing of boundaries aloud and non-verbally.

- **Attire and Appearance**

Student will present themselves as an appropriate role model for success and uphold a professional atmosphere for learning as follows:

- i. In classrooms: Attire will be clean, neat, comfortable, non-distracting, and within the dictates of good taste: no bare midriffs, cut-offs, strappy shirts or plunging necklines. Be aware that certain class subjects will dictate specific attire ahead of time.
- ii. Student Clinic: Attire will be consistent with professional standards. Smock tops aka "scrub" tops with matching bottoms are acceptable or Clean, non-distracting garments as outlined in the Student Clinic information. No bare feet in common areas shared with the general public and Clinic clientele.
- iii. Off-site events: Scrubs or Attire that will reflect the specified event setting, i.e. sporting events, corporate meetings, community programs, senior centers or other medical facilities, etc., and will be consistent with the Student Clinic attire requirements.

- **Personal Hygiene**

- i. Students will keep their hands clean, skin intact, nails short enough that a recipient does not feel sharp or jagged edges during any massage techniques, nor is risk of tearing, or cutting skin present during the proper execution of technique. Student will wash hands and forearms for 30 seconds before and after each massage and use sanitizer at class end on tables, tools, and supplies.
- ii. Avoid exposing yourself and linens to strong odors including perfume, cologne, air fresheners, scented detergent, or smoke and shower or bath before coming to class. The school reserves the right to require students to modify their hygiene on site or off.
- iii. Student will remove jewelry that may snag, tear or cut skin. There are disadvantages to wearing jewelry during massage: Necklaces can be a source of throat and neck constriction when lying in the face cradle and can become an abrasion device during petrissage. Also, be aware that watches, bracelets and rings though comfortable to wear, can harbor dirt and germs against the skin.
- iv. When sick, student will refrain from contact with other students, clients and staff. Contact your instructor or the school if you are sick and need to arrange makeup.
- v. Due diligence where the transmission of pathogens is concerned takes a team approach. Student will not only supply the school with a physician's clearance regarding communicable disease prior to beginning classes, but they will inform the school if they develop a known communicable disease during classes. When containment is reasonably assured with the use of medications or other proven strategies consult with the Director for approval to proceed with class attendance. Use a mask and gloves when in doubt. Full disclosure is the responsibility of student/applicant.

## 900. Certification, Academic Standards and Responsibilities

### 01. Certification

Fulfillment of the 635-hour Massage Therapy Program, results in a Certificate of Completion and Official transcript which shall align with student's school of enrollment, whether ISMT or TOA. As state law for massage licensing requires a transcript from the school, sent from the school upon application for licensure, notify the Director and it will be sent by the School. Check with Idaho Board of Massage Licensing for application details and Board approved Exam. In addition to completion of the massage therapy program with a "C" or better, a student must additionally:

- Final Demonstration of Skill, parts A & B. See appendix A for details.
- 2 Case Studies of 8 hours each. Applicants preapproved; Mentor assigned; Student performs 1 massage weekly x 8 weeks/case study and documents all findings and results in a Case Study Report to be turned in upon completion. ISMT staff Licensed massage therapist must be on site. Students may use any or all of the modalities taught at ISMT when doing their case studies.
- Return all school property, library books and equipment.
- Turn in all documentation for movement and clinic hours. Keep records as you go.
- Remove all personal items from school premises.

### 02. Academic Standards

Student - Upon completion of the Massage Program, and receiving a certificate of completion, will have successfully met and exceeded the academic standards which align with Idaho state licensing rule 600 defining an approved education program. The specifications of which consist of a minimum 500 hours, in-class courses and clinical work that meet the following entry-level educational standards:

- a. 200 hours in massage and bodywork assessment, theory, and application
- b. 125 hours in body systems including anatomy, physiology and kinesiology
- c. 40 hours in pathology
- d. 25 hours in business and ethics
- e. Clinical work of no less than 110 hours, none of which shall be rendered until the students have completed at least 20% of the required hours of instruction.
  - All clinical services to be performed under the supervision of a person fully licensed.

Instructors – In order to assure delivery of a consistent quality program to our students the following attributes and qualities in an instructor are required or preferred:

- A minimum of Five (5) years experience in massage and course related subject matter required.
- Licensed Massage Therapist for massage courses required.
- Associates degree or above from an accredited school or work experience in a closely related health care field (science, kinesiology, nursing, physical therapy) preferred.
- Excellent communication skills, professional attitude, adult teaching experience and a passionate spirit for the work is preferred.

### 03. Responsibilities

Student is to acquire a professional attitude toward and respect for the regulations and standards of the school, the laws of the community, state, nation and the public we seek to serve.

The responsibilities set forth are to guide the development of personal character and integrity, based on an adherence to honesty, clarity, integrity and service which we believe ensures success in most aspects of life. In recognition of the importance of the above-mentioned values to the discipline of Massage Therapy, the student is compelled to adhere to academic

standards as set forth: (a) consistent alignment with academic honesty and integrity; (b) respectful use of School facilities; and (c) clear, professional, direct communication and service to others so a quality education and the implementation of improvements shall benefit the students, staff and the school.

Academic responsibilities go into effect at the time a student is admitted and continues until the time of program completion, dismissal, or withdrawal. By the act of course registration, and the affixing of their signature herein, the student assumes an acceptance of the standards, responsibilities and regulations stated in this handbook, course syllabi and in other publications of ISMT. These shall include:

### I. ACADEMIC HONESTY

- a. Academic honesty protects the equity and validity of the grades and certification process for the development of the standards and attitudes appropriate to a massage therapy career. Any act, or attempted act, designed to give any student an unfair advantage, is prohibited in any form at the school.  
Such prohibited acts include, but are not limited to, cheating, collusion, and falsifying any fact presented in any reports, research, essays or academic records. The term “academic dishonesty” includes aiding and abetting another student in committing academic dishonesty.
- b. Student may not have access to the quiz nor exam prior to its administration. Student shall not provide or furnish any other student with quizzes, or any material which contains the questions or answers to any quiz or exam scheduled to be given at some subsequent date or time in any course of study offered by the school.
- c. No student shall appropriate, buy, receive as a gift, or obtain by any means including the internet, another’s work and then offer such work as the student’s own academic work, for credit in any course. Plagiarism is unacceptable.

### II. RESPECTFUL USE OF SCHOOL FACILITIES

- a. Student will demonstrate care for the facility, materials and premises. Accidental or purposeful destruction, lost or misplaced property, equipment and library items will be replaced or compensation made to the school for full replacement of said item.
- b. Student will not remove any School property from its proper place without authorization. Unauthorized removal of property affects everyone. Students will be liable for replacement costs.
- c. Student will not misuse school records, documents, or property. Misuse includes, but is not limited to, unauthorized acquisition or dissemination of school records, syllabus, class outlines or other school documents.

### III. COMPLIANCE WITH SCHOOL POLICIES

- a. By signing the last page of this manual student is acknowledging awareness of and agreement to comply with the school policies.
- b. Student further acknowledges that choosing to engage in prohibited activities or holding oneself outside of the school policies, will result in academic discipline which may incur additional costs and/or prolong the length of time needed to complete the massage program.
- c. In the event that attempts to reconcile compliance issues verbally fail, staff involvement requires the student to contact the student advisor or Director to assist in this process



using Official Grievance Form (see Appendix B.) All parties involved in a written grievance, student, staff, or clinic recipients shall have the opportunity to contribute to the outcome. Possible outcomes may include but are not limited to creative modifications to behavior, environment, staff, teaching methods, learning styles, campus locations or student academic status.

### **1000. Academic Discipline and Disciplinary Actions**

Allegations of violations of the Academic Responsibilities, Breach of Ethics or Student Conduct are initially filed as grievances with the Director. All grievances will be handled in a respectful manner for all parties, and each party will be encouraged to communicate and attempt to rectify the situation before disciplinary actions are taken as defined below.

#### **01. Grievances**

A spirit of openness and cooperation is encouraged as part of personal growth at ISMT.

Student who is frustrated and is unable to find resolution by talking things out directly must seek staff assistance in the grievance process which involves formal documentation and yet seeks creative solutions which are in the best interests of the school, students and staff. The form can be found in Appendix B of this handbook, for your convenience. To use the grievance process correctly it is required that a student first speaks directly to the person involved, state the problem and their feelings about it respectfully and attempt to work the issue through with the other person, be it faculty, staff, or fellow student and to document this occasion in writing. If this proves unsatisfactory, the next level involves student advisor intervention and Director's involvement as follows:

- a. Student contacts Student advisor and/or Director with their Official Grievance Form (a sample grievance form and response form are found at the end of this manual.) Student fills in all areas of the form and discusses its content. Normally the student advisor oversees this area but the director may schedule an appointment with students to aid in the process.
- b. The other party (ies) will be given a similar form specifically for grievance response.
- c. A roundtable discussion with the student(s) and the advisor may be held or the matter handled one on one. Students have the opportunity to make suggestions, ask questions, and discuss concerns.
- d. Issues, which cannot be resolved directly or through a (roundtable discussion), shall be resolved through the use of an independent mediator whose decision shall be binding upon the basic understanding that all reconciliatory or disciplinary actions taken shall always be those which are in the best interests of all students, staff and the school.

#### **02. Probation:**

- a. Continued enrollment under specified conditions, including counseling, tutoring, private lessons, additional study, mentoring.
- b. Notice of probation is made verbally as well as in writing, a copy of which is placed in student file. Academic probation may occur when the student grade average is less than 70%, at either the half way or end point of the class.

#### **03. Suspension:**

Involuntary 1 Trimester separation from the School with eligibility for readmission if specified conditions have been met such as counseling, compensation for damages, satisfaction of debts, for example.

**04. Dismissal:** Involuntary separation from the School for an indeterminate amount of time.

05. Expulsion/Termination: Permanent involuntary separation from the school. **Two repeated non-expulsion offenses may result in expulsion from the School.**

### 1100. Student Records and Privacy

All student files are confidential. Director, Student Supervisor and Financial service Staff have access to student files. Students may request a review of their personal files from Director, or student advisor by appointment. Official transcripts, when requested (in person, writing or email) by student are sealed in an institution envelope and hand delivered or mailed directly to the student or another institution. Official transcripts can and will be withheld until all student account balances are settled, with no monies owing.

### 1200. Placement Services

Student is essentially self-placed through opportunities developed and shared through community connections and Job Fair. Licensed massage therapists customarily take up private practice, are employed at massage establishments, day spas, medical spas, resort destinations, on cruise lines, in hospitals and rehab clinics. All placement opportunities are to be made available, equally to all students, as they come available through physical postings, job fairs, direct notifications and electronic postings. An important part of every student's education at ISMT is the creation and application of a custom Business Plan outlining your business purpose, priorities and goals within a realistic, objective support system.

Idaho and most other state License the practice of massage therapy at this time, though holding an Idaho massage License does not guarantee licensure in another state. If you are hoping to train in one state but practice in another, be sure to check all the regulations pertaining to massage in the state AND the municipality in which you will be working. It is our hope that all our grad's will successfully transition into Licensed Massage Therapists and become another thread in the tapestry that is healthy touch.



#### Addendum: School Closure or Change of Venue

Due to events beyond school control, ISMT and TOA combined together in the ISMT location and all enrolled students FY 2016-17 retaining their School of enrollment did merge completely with no impact to course schedule, instructors, or tuition as the Massage Programs are identical in their registration with the State Board of Education, with the exception of campus address.

Currently, upon completion of Massage Program the official transcript and certification is to clearly reflect the school of enrollment unless expressly indicated otherwise by the student. And going forward all new enrollment is to be through ISMT and transcripts and certificate clearly marked as such.

Should both schools close a teach-out program with The Director is to be available . To request this option and/or Transcripts or Certification of Completion, please write and include dates of and place of enrollment as follows:

Attn: Registrar,  
c/o 11922 La Pan Dr.,  
Boise, ID 83709

(Appendix A) **Final Demonstration of Skill Evaluation Forms**

Date: \_\_\_\_\_ Student Name: \_\_\_\_\_ Recipient name: \_\_\_\_\_

**To the Student:** Allow 120 minutes minimum for Parts A & B. Please provide own recipient for Part A. Student is to demonstrate core competencies for each major modality and is to be scored for each competency according to Key provided. The evaluator requests any elements desired for each modality, student demonstrates on own recipient, is scored and comments are encouraged. Evaluator enters scores at the bottom of Page 2. A passing grade is required; 70% or higher. The Director of ISMT is the recipient and evaluator of the 90 minute part B Demonstration of Skills. See page 2 for Scoring Key

**Part A: Demonstrate Core competencies** for each of the following. Score each with 0-5 rating.

\_\_\_\_\_ **Swedish Core Competencies: (See Tappan's Appendix D Performance Evaluation Form 7-1)**

**Effleurage:** basic sliding, Stripping, Shingles, Bilateral tree-stroking, Three-count trapezius stroke, Knuckling, Nerve strokes, Mennell's superficial stroking.

**Petrissage;** basic two-handed, one-handed, alternating one-handed, Fingers to Thumb, Compression, Rolling, Skin lifting and rolling.

**Friction:** Palmar and Ulnar superficial, Deep Cross-fiber, Circular

**Vibration:** Fine deep and superficial, Course shaking and jostling

**Tapotement :** hacking, cupping, clapping, slapping, tapping, pincemen, quacking, squishes

**Joint movement:** Neck (Wave); Shoulder (passive shoulder roll, wagging); Elbow (circling the forearm); Wrist (passive JROM), Hand (finger figure 8's); Chest (overhead stretch, rib lift); Hip ( rocking, passive JROM, straight leg flexion); Knee (leg toss, circling lower leg, heel to buttock) Ankle (passive JROM); Foot (fingers between toes, scissoring metatarsals). Types: Static stretching, Contract-relax, and C-R with reciprocal inhib., Active- Assisted.

**Static touch/direct pressure:** Passive touch, direct pressure

\_\_\_\_\_ **Connective Tissue/Deep Tissue Core Competencies: (Performance Evaluation Form 13-1, 14-1)** Warming friction

Fascial mobilization (unidirectional and multidirectional)

Pin & Stretch

Locating a Trigger point: Pincer palpation, Snapping palpation

Treating a Trigger point: Direct pressure. Cyriax friction. Stretch

\_\_\_\_\_ **Asian Bodywork Core Competencies: (Performance Evaluation Form 19-1,2,3)**

Regional work along meridians with emphasis on Key acupoints. Line work using Effleurage, Petrissage, Circular kneading, Point work: Thumb press/alternate thumb pressure, Cutting, and Rolling.

Back Key Acupoints: Bladder line; Inner and Outer Lines; Bladder -10; Gall Bladder- 20, 21 & 30,

Arm Key Acupoints: Kidney-27, Lung-1,2, Large Intestine-11, 15, 4, Small Intestine- 3, Triple Warmer-5;

Neck, Head, Face Key Acupoints: Bl-1, 10, GB-1, 20, 21, GV-26, SI-18, 19, St-3, 6, 7, TB-23, LI-20

\_\_\_\_\_ **Sports Massage Core Competencies: (Performance Evaluation Form 21-1,2)**

Pre-Event – Rapid palmar compressions, jostling, mobilization,

Post-Event- Broadening compression petrissage, lifting petrissage,

JROM- Shoulder and Hip

Mobilization- Shoulder and Hip

**PICK ONE Allied Modality: See next page**

\_\_\_\_\_ **REFLEXOLOGY:** Spinal twist to pelvis, waist and diaphragm guidelines, Hook and Backup Spine reflex, Press and flex shoulder reflex, Basic Thumb walks/Inchworm diaphragm reflex; Principle: feet mirror body

\_\_\_\_\_ **LYMPHATIC:** L stroke on terminus, both sides of neck (direction, skin stretch and snap back), Clearing cysterna chyli using coordinated breath; Principle: light touch, slow, gentle, repetition, direction, snap back

\_\_\_\_\_ **GERIATRIC: Semi-reclining or sidelaying** position, mobilize feet and legs, passive movement; gentle squeezes arms/hands/neck; superficial friction upper/lower back; scalp mobilization

\_\_\_\_\_ **VISCERAL:** Small Intestine Wave, Lung Counter-traction, Liver Recoil, Ilio- cecal Lift and lower, mobilize; Principle: motility vs mobility

\_\_\_\_\_ **CRANIOSACRAL:10-step protocol;** Listening stations, Transverse releases, Inducing still point, Occipital/sphenoid decompression, Frontal lift, Parietal Lift, Temporal wobble, CV4; Principle: light touch, still point, Craniosacral rhythm

**Scoring Key**

0 = incorrect; 1 = very poor; 2 = poor; 3 = mediocre; 4 = good; 5 = excellent

**Part B: 90 minute integrated massage demonstration on Director**

**PRE & POST INTERVIEW Communications**

1. Client communication; explanations; health history; treatment goals; informed consent  
0    1    2    3    4    5    Comment:
2. Pre and post interview assessment of primary complaint  
0    1    2    3    4    5    Comment:
3. Student assessment of subjective and objective functional outcomes before vs after tx;  
0    1    2    3    4    5    Comment:
4. Listening skills; reflective and active listening,  
0    1    2    3    4    5    Comment:
5. Fulfills record keeping objectives clearly and in an orderly manner; (check their SOAP notes)  
0    1    2    3    4    5    Comment:

**Technique:**

6. Practices with clear intent, controlled technique, works in optimal therapy zone;  
0    1    2    3    4    5    Comment:
7. Transitions smoothly using opening and finishing strokes: rocking; percussions; vibration; static touch;  
0    1    2    3    4    5    Comment:
8. Overall application of techniques: rhythm, pace, pressure, leverage, focus and flow;  
0    1    2    3    4    5    Comment:

**Professionalism and Intent:**

9. Do you feel the student listened to your primary health concerns? No/(0,1,2)    Yes/(3,4,5)
10. Do you feel the student portrayed a positive professional image? No/(0,1,2)    Yes/(3,4,5)
11. Did the work feel focused and intentional in this session?    No/(0,1,2)    Yes/(3,4,5)

**Comments:**

**Practice logistics**

12. Student punctual, table and room prepared?    No/(0,1,2)    Yes/(3,4,5)
13. Does the student use comfortable draping and bolstering?    No/(0,1,2)    Yes/(3,4,5)
14. Positioning: Prone/Supine, and Sidelaying logistics smooth?    No/(0,1,2)    Yes/(3,4,5)

**Comments:**

-----  
 Part A \_\_\_\_\_ points/25 = \_\_\_\_\_ % Grade  
 Part B \_\_\_\_\_ points/70 = \_\_\_\_\_ % Grade,                      Total points \_\_\_\_\_ /95 = \_\_\_\_\_ % Grade  
 Evaluator for Part A: \_\_\_\_\_ Date: \_\_\_\_\_  
 Director signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ISMT OFFICIAL GRIEVANCE FORM

Date: \_\_\_\_\_

From: \_\_\_\_\_

To: \_\_\_\_\_

Regarding: \_\_\_\_\_

\_\_\_\_\_

My Grievance or Complaint is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I accept that my role in this situation is/was:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I would feel more supported by the following outcome:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I prefer to be contacted at:

Sincerely,  
Signature: \_\_\_\_\_

Director/Student Advisor initials \_\_\_\_\_

## ISMT OFFICIAL GRIEVANCE RESPONSE FORM

Date: \_\_\_\_\_

From: \_\_\_\_\_

To: \_\_\_\_\_

Regarding: \_\_\_\_\_  
\_\_\_\_\_

I believe this Grievance or Complaint was filed because:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I accept that my role in this situation is/was:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In an effort to support my classmates and school staff, My response to this complaint is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I would feel more supported by the following outcome:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I prefer to be contacted at  
Sincerely,

Signature: \_\_\_\_\_ Director/Student Advisor initials \_\_\_\_\_

**Student is to sign the Disclosure Form (Appendix B), stating they have read and understand ISMT student handbook as written and agree to abide by all of school policies. Appendix B, Grievance Forms are provided for your use for the submission of a formal grievance as referenced herein.**

**Please read the following and sign the Disclosure form on the last page.**

Disclosure (Student copy)

“I understand that Idaho School of Massage Therapy is registered with Idaho state Board of Education in accordance with Section 33-2403, Idaho Code. I also understand that the State Board of Education has not accredited or endorsed any course of study being offered by Idaho School of Massage Therapy or Three Oaks Academy and that these courses may not be accepted for transfer into any Idaho public postsecondary institution.”

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature

I have read and understand the Idaho School of Massage Therapy Student Handbook as written, and agree to abide by all of the school policies.

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

(Appendix C: File Copy)

## Disclosure

“I understand that Idaho School of Massage Therapy is registered with Idaho state Board of Education in accordance with Section 33-2403, Idaho Code. I also understand that the State Board of Education has not accredited or endorsed any course of study being offered by Idaho School of Massage or Three Oaks Academy and that these courses may not be accepted for transfer into any Idaho public postsecondary institution.”

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature

I have read and understand the Idaho School of Massage Therapy Student Handbook as written, and agree to abide by all of the school policies.

\_\_\_\_\_ Date: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name