

River Valley School of Massage

"An Education With a Touch"

Massage Therapy Training Program

Course Catalog



Licensed by the
Arkansas Department of Health Massage Therapy Section

Accredited by the



2003 East Parkway Dr. Russellville, AR 72802

479-890-7876
www.rvsmassage.com

Date of publication
September 2019

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Introduction

Dear Prospective Student,

Thank you for your interest in River Valley School of Massage (RVSM). We understand that choosing an institution that will provide you with the knowledge and skills necessary to succeed in the massage therapy field is a difficult decision. We appreciate your consideration of allowing River Valley School of Massage to be that institution. We take pride in providing our students with the educational instruction and training necessary to make their learning experience unforgettable and their career as a massage therapist successful.

Massage therapy is a profession that is being discovered at a rapid pace in today's society by a wide range of fields. Many of the medical, rehabilitation, and fitness professions are discovering the benefits of massage therapy; thus creating rewarding opportunities for licensed massage therapists. At River Valley School of Massage, we believe that professionally skilled therapists are the key to providing a stress free, relaxing environment for the world to enjoy.

Mission Statement:

Our goal at RVSM is to provide the highest education designed around the students by implementing visual aid, hands-on training, and illustrated lesson plans. Instructors will provide the motivation necessary to reach the professional character in all students.

River Valley School of Massage is licensed by the Arkansas Department of Health Massage Therapy Section. Upon completion of the schooling, students will be credited with the classroom hours necessary to be professionally licensed as a Licensed Massage Therapist (LMT) in the state of Arkansas.

We look forward to providing you with the highest level of education while building a friendship that will last forever.

Audra Findley, MTI
Owner/ School Director

Educational Objectives:

In support of River Valley School of Massage's mission, RVSM has the following educational objectives:

- To provide students with the knowledge, skills, and professionalism to become highly qualified practitioners in Massage Therapy
- To prepare students to be capable of passing the MBLEx Exam.
- To enable students to be fully capable of obtaining employment in their health care field
- To develop in students a sense of ethical responsibility in the therapist-client dynamic and with fellow practitioners

Faculty and Staff:

Owner, School Director, Recruiting Officer, Instructor - Audra Findley
Director of Education, Director of Admissions, PAC Chairperson,
Head Instructor - Amanda Williams

Licensed by: Arkansas Department of Health Massage Therapy Section

Accredited by: Accrediting Commission of Career Schools and Colleges (ACCSC)

School Closings (specific dates to be announced)

- Memorial Day
- Martin Luther King Jr. Day
- Independence Day
- Columbus Day
- Spring Break
- Labor Day
- Thanksgiving Day and day after
- Winter Break (TBD)

School History

River Valley School of Massage (RVSM) is proud to announce that we have been in business since 2003. We are also the only privately owned Accredited Massage Therapy School in Arkansas. RVSM has graduated many licensed therapists in Arkansas and other therapists that have moved to different states. We feel that we have provided Arkansas with many highly qualified massage therapists and we are proud to say that they graduated from RVSM.

Description of Facilities & Equipment

Physical Facilities

RVSM is located in beautiful Russellville, AR. Our 2,700 square foot facility consists of a large classroom with lecture space and hands-on practice area, two private massage rooms, administrative office, small retail area, library, and a student lounge. Our facility and furnishings are designed with the intent of providing an environment that is conducive for student learning. We encourage all prospective students to visit our facility and meet our staff.

Equipment

At RVSM, we have a variety of Oakworks massage tables and chairs along with multiple anatomy, trigger point, and other massage modality charts. Our facility includes adequate space and private massage rooms (for student massage practice) as well as skeletons and other hands-on learning aides. RVSM uses the highest quality of massage creams, lotions, and oils.

River Valley School of Massage is an authorized distributor of Oakworks massage tables, a leading manufacturer in high quality massage tables. Although massage tables are provided for use during school, River Valley School of Massage highly recommends all students purchase a portable massage table for home practice as soon as possible. All enrolled students will receive a 10% discount on Oakworks massage tables purchased through the school. Other discounts may be given to students who purchase creams, lotions, oils, charts, and other supplies through or from the school.

Admissions

Admissions Procedures

It is required that a student visit River Valley School of Massage and meet with the Director of Admissions prior to completing the admission paperwork. During the interview with the Director of Admissions, the student will take a tour of the campus and ask any questions they may have. At this time, the student may complete an application if they are ready to start the admission process. They will be given a copy of the catalog and a list of all other admission requirements. The student is also encouraged to meet with the Director of Financial Aid at this time and to receive any information about Financial Aid available.

River Valley School of Massage allows students to start the 600 hour massage therapy program on any Monday; some exclusion does apply, after enrollment has been approved. If a student wishes to start during Trail Guide, the student must self-study and pass the first two tests of Trail Guide with 80% or higher. If the student cannot pass with 80% or higher, the student must wait until Trail Guide is complete to start.

River Valley School of Massage does not admit students to the Massage Therapy Program until the potential student can show that all admissions requirements have been met and received by the Admissions office and Financial Aid office prior to enrollment.

In the rare instance when a student may not be able to provide documentation of a high school diploma which is required by the school's admissions criteria due to issues beyond their control, the applicant must submit proof of their attempt to obtain this documentation: included emails, sent letters, etc. Second, they must give a signed and dated statement that indicates that the applicant completed his or her secondary school education. The statement will include the name and address of school and date of diploma awarded. If a student is from another country, they must also have entry status documentation that identifies the applicant's current or prior status as a refugee, etc.

If the validity of a student's high school diploma is questioned, the Director of Admissions will have the student give them contact information for the school and the director will try to make contact

with the school to verify the diploma. The school will also accept a completed high school transcript, mailed by the high school to us.

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We will also accept a college transcript, or GED mailed directly to us. If the diploma cannot be verified the prospective student will not be enrolled. There is no appeal process.

River Valley School of Massage does not admit students under Ability to Benefit criteria.

Requirements for Admissions

- 18 years of age or older
- High School diploma, GED, or college transcript
- Current tuberculosis test signed by a medical doctor
- Physical from a medical doctor stating the student poses no health risk to give and receive massage
- Personal interview with the Director of Admissions completed with application

RVSM will not receive applicants who have been convicted of a felony or misdemeanor. A criminal record will jeopardize an applicant's eligibility for employment

*We do not discriminate against students enrolled at RVSM on the basis of race, creed, color, sex, age (18 and above for post-secondary program), disability, or national origin.

Requirements for class

- Textbooks and workbooks
- Clean linens (3 fitted, 3 flat twin sheets, and 3 pillow cases), student responsible for taking home and cleaning
- Pen or pencil, notebook, 3-ring binder, colored pencils, and highlighter
- Swimsuits for spa services

Recommendations

- Tote bag or backpack for carrying textbooks and swimsuits
- Short sleeve shirt during massage practice
- Hair clip to keep hair pulled back during massage

Transfer Credit Policy (Clock- Credit Hour Conversion)

Credits can be transferred with approval of the School Director and Director of Education. No more than 40 clock hours will be given per

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3 college semester credit hours. This will only be approved if the college hours are part of RVSM curriculum and student has college transcript. River Valley School of Massage will accept anatomy, physiology, kinesiology, medical terminology, and some business classes. College credit hours must be passing with a minimum 75%. RVSM will also accept transferred credits from another massage therapy program if the student is in good standing with the transferred school (this includes all debt has been paid and the student has transcript and passing grades of 75% or above).

Candidates for transfer credit must provide documentation that includes: official transcripts, a copy of the diploma, and a school catalog or statement providing the course descriptions of each class completed. If credit is granted, training time may be shortened and tuition may be reduced proportionately.

Arkansas Department of Health has given permission for massage therapy schools to give credit hours for cosmetology and aesthetician hours for massage therapy hours.



Financial Information

Costs

A 500-Classroom hour course is required for state licensing as a Licensed Massage Therapist (LMT). Our school offers a 600-hour course. Tuition for the 600-hour course is \$10,000. This includes all required textbooks, CPR class, student insurance, short sleeve t-shirt, and any field trips taken. Tuition does not include licensing application, MBLEx test cost, Arkansas State licensing fee, law exam fee, background check, or massage equipment (table, chair, sheets, lotion, etc.) for graduates.

Payment Options

The total balance due will be split into three monthly payments for the payment plan. A student has the option to pay it all at one time, or change the payment plan into 2 months. All payments must be

received before the student reaches 300 hours. If a student does not make a payment within 15 school days of the due date, there will be a \$50 late fee added on to the total balance. If there is a late fee added

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to a student's payment, that puts the student not in good standing. If a student is not in good standing with the school, the student will not receive approval for a Leave of Absence.

River Valley School of Massage only accepts 3 payments for tuition. The student must make a minimum payment of at least \$20 the first payment deadline. The other payments will be adjusted to match the new balance. If a payment is not received by the time the second payment is due, the student will be suspended from attending class.

Financial Aid

Student financial aid is available for those who qualify. All financial aid applicants must complete a FAFSA (Free Application for Federal Student Aid) and submit all necessary supporting sources of financial assistance known and/or possibly available.

For more information on student loans go to: www.studentloans.gov

For more information on Student Loan Repayment Plans and Calculators go to: www.studentaid.ed.gov

To complete the FAFSA go to: www.fafsa.ed.gov

Refunds

All monies paid by an applicant must be refunded if requested within three (3) days after signing a contract agreement and making an initial payment.

An applicant requesting cancellation more than three (3) days after signing a contract agreement and making an initial payment, but prior to entering the school or within the first week of class, is entitled to a refund of all monies paid minus a registration fee of \$150.

- After first week & up to 25% completion = 70% refund (prepaid students only)
- After 25% & up to 50% completion = 40% refund (prepaid students only)
- No refund will be given if a student is dismissed or withdraws after 50% of classroom hours have been completed. The student(s) will be responsible for any balance due

- No refund will be given to any student who is utilizing the in-school payment plan option after the first week of class is complete
- No refund will be given on textbooks

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The following policies apply to all programs offered by River Valley School of Massage:

If for any reason an applicant is not accepted by River Valley School of Massage, a full refund will be made of all monies paid;

For applicants who are accepted but fail to enroll, tuition is fully refunded.

Students who cancel, or who are terminated after beginning instruction, but prior to 50% of course completion, shall receive a prorated refund based upon the number of clock hours completed to the number of total course clock hours and the amount of monies paid minus the registration fee. Withdrawing students receiving Federal Student Aid are entitled to refunds only after the Return of Title IV Funds Policy has been satisfied;

All refunds will be made within 45 days after the cancellation or termination;

Cancellation by the student should be in writing by certified mail or in person;

Official date of withdrawal from the program is the last date of attendance unless the school receives written notification indicating earlier withdrawal from the program.

Return of Title IV Funds Policy

The River Valley School of Massage Financial Aid Office is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, are dismissed or fail to return from an approved leave of absence agreed upon date prior to completing 60% of a payment period. The federal Title IV financial programs must be recalculated in these situations. The calculation must be performed even if the student has completed 60% of the payment period to show that River Valley School of Massage determined that the student withdrew. If a student attends River Valley School of Massage and withdraws officially using the withdrawal form, the date the student completed the form will be used as the date of determination. If a student fails to return from a Leave of Absence,

the student's last date of attendance will be used as the date the student withdrew. If a student fails to attend class for 10 consecutive days, resulting in RVSM's use of the Conditions of Dismissal policy, the 11th missed day will be used as the date of determination.

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If a student leaves the program prior to completing 60% of a payment period, the financial aid office recalculates eligibility for Title IV funds. Recalculation is based on the percentage of earned aid using the following Federal Return of Title IV funds formula: $\text{Percentage of payment period completed} = \frac{\text{the number of clock hours scheduled to be completed on the withdrawal date}}{\text{the number of total clock hours in the payment period}}$.

Funds are returned to the appropriate federal program within 45 days from the determination of withdrawal based upon the percentage of unearned aid using the following formula:

$\text{Aid to be returned} = (100\% \text{ of the aid that could be disbursed minus the percentage of earned aid}) \text{ multiplied by the total amount of aid that could have been disbursed during the payment period.}$

If the student earned less aid than was disbursed, River Valley School of Massage would be required to return a portion of the funds and the student may be required to return a portion of the unearned funds. Keep in mind that when Title IV funds are returned, the borrower may owe a balance to River Valley School of Massage.

If a student earned more aid than was disbursed to the student, River Valley School of Massage would owe the student a post-withdrawal disbursement. From the date River Valley School of Massage determined the student withdrew, grant funds must be paid within 45 days and loan funds must be paid within 180 days.

For the complete policy, please see the Financial Aid Director.

Satisfactory Progress Policy

River Valley School of Massage offers a full-time and part-time enrollment to all students for the 600 hour massage therapy program.

Qualitative Standard – CGPA

Grades will be available weekly. All assignments are to be completed in a timely manner as determined by the instructor. Students will be evaluated on a monthly basis to determine his/her academic status. If the student is below 75% then they will be given an academic warning for a period of one month at a time. The student will be

notified by the Director of Education of the student's placement on academic warning and the student's required actions. Grades will also be evaluated at the end of the payment period. Each payment period is when a student completes 300 hours.

Passing grades for the Massage Therapy Program are determined by

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the individual grades and are based on the curriculum laid out in the syllabus given to each student at the beginning of the course.

Quantitative Standard – Pace

In addition to the CGPA requirements, a student must successfully complete a minimum percentage of the clock hours and weeks attempted at specific points in the program to maintain satisfactory academic progress. These rates of progress are outlined, along with the CGPA requirements. As with the CGPA requirements, the quantitative standard (Pace) will be reviewed monthly and at the end of each payment period.

A student given an attendance warning must meet with the Director of Education and determine a schedule to get the student back on track to complete in the maximum time frame. The student has one month of probation to make satisfactory attendance progress.

All training must be completed in no more than 1.5 times the length of the program. For example:

$$600 \text{ hours} = 24 \text{ hours/week} = 25 \text{ weeks}$$

At 12.5 weeks (halfway through the course) a student should be at 300 hours

$$600 \text{ hours} = 17 \text{ hours/ week} = 35 \text{ weeks}$$

At 17.5 weeks (halfway through the course) a student should be at 300 hours

The student has 2 payment periods throughout the Massage Therapy Program. Should the student not meet SAP in the said time frame, the student will be ineligible for the second disbursement of financial aid. To make sure the student is eligible for the 2nd payment period, they must meet the SAP requirements for CGPA and attendance.

In cases where a student is not meeting SAP requirements, the student may be asked to withdraw from the course with appropriate tuition refund as described in the Return to Title IV Funds Policy.

Appeal Policy

Students may appeal a determination of probation or termination due to unsatisfactory progress or any other academic policy mentioned herein within 14 days from the date of determination. All appeals shall be submitted in writing and outline the grounds for appeal to the

Director of Education of River Valley School of Massage. All appeals will receive a written response that shall remain final.

The school will send a letter as notification to students of the results of an evaluation that impacts the student's eligibility for Title IV, HEA program funds.

Course Schedule

The Massage Therapy Program is compiled of 600 classroom hours. One clock hour is given for each classroom hour. A student will be qualified for licensing when he/she has completed 600 classroom hours.

Testing will be performed every Friday of every week throughout the course. If a student misses class on a Friday, they must take the test on their next date of attendance. There must be 600 hours accumulated before a student receives his/her diploma. River Valley School of Massage offers a flexible course attendance, meaning that a student may enroll and start on any Monday throughout the year, (some exclusions may apply and availability permitting). A student must have all required hours in each of the curriculum areas. This means that if a student misses the week of Anatomy, he/she will have to make up that week of Anatomy at the completion of the course. River Valley School of Massage provides adequate schooling hours to complete a 600-hour program in twenty (20) weeks. It is highly recommended that students attend on a full time basis to avoid breaks or gaps during his/her course. A student may be terminated if course is not complete in the maximum time frame according to the student's enrollment status.

Grading Scale

A = 90-100%

D = 60-69%

B = 80-89%

F = 50-59%

C = 70-79%



Test Retakes

If a student receives below a 75% on a test, that student has the option to retake the test. Each student has the option to retake 3 tests in each book if it is below 75%. The retake test score will be the one that is recorded on the student's progress report. Tests cannot be retaken on the same day.

Final Test

Students will be given a multiple choice final exam that is set up like the MBLEx. It is worth 100 points. If a student does not pass the final exam with a 75%, they will be required to retake it. If a student does not pass the retake, they will be held until they are able to pass a retake with a 75%.

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Once a student reaches 600 clock hours, every hour a student goes over to complete course work or pass the final test will cost the student \$20/per hour per our 600 hour completion with unfinished course work policy. Student diplomas will be held until all monies are paid.

Day Class Schedule

Students cannot complete the massage therapy course in fewer than 4 months, unless hours have been taken off for previous credit.

Maximum number of students allowed in class at River Valley School of Massage is 24.

School Hours

River Valley School of Massage will be open from 8:30am to 3:30pm Monday thru Friday. All major holidays will be observed. Due to inclement weather, classes will be postponed. A calendar of holidays and other school closings is provided in the current Catalog Appendix sheet, and also listed on the webpage (www.rvsmassage.com).

Classroom Requirements and Recommendations

In order to complete the Massage Therapy Program, each student is required to successfully complete 600 semester hours of massage training and techniques. This includes but is not limited to:

- *225 hours Practical and Technique*
Students are taught a Swedish massage technique, which

increases circulation and promotes relaxation while reducing stress. They perform hands-on practice on other students as well as clients.

- *175 hours Anatomy and Physiology*
During lecture, students are taught all about the body and how it works with visuals and PowerPoint.
- *100 hours Application and extended Anatomy and Physiology*
- *25 hours Hydrotherapy, Electrotherapy, and Heliotherapy*
This section teaches the therapeutic use of water, light, and small electrical current.
- *25 hours Massage Law and Professional Ethics*
This section breaks down the Arkansas Massage Law for practical understanding and teaches ethical business practices and professional conduct
- *25 hours related subjects (including, but not limited to...)*
 - Reflexology-** a natural healing art by applying pressure to key areas in your hands and feet that stimulate different parts of the body
 - Deep Tissue-** slow deliberate firm pressure that affects deep muscles for relief of chronic problems
 - Aromatherapy-** the use of oils and their affects to the body
- *25 hours Hygiene and Infection Control*
This section focuses on the collective principles of health preservation and proper practice for infection prevention.

To receive a Massage Therapy Program diploma, the student will have to complete the massage therapy program with a 75% CGPA and tuition paid in full. No exceptions

During class from 8:30am to 12:00pm the students are required (some exclusions do apply) to do the appropriate textbooks/ workbooks/ worksheets (Trail Guide/ Salvo/ RVSM handouts/ Law and CPR).

During class from 1:00pm to 3:30pm the students are required (some exclusions do apply) to practice the hands-on part of the Massage Therapy Program (225 hours of massage therapy) and 25 hours of related subjects including reflexology, deep tissue, and aromatherapy, etc., as well as clinical practice.

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Student Clinicals:

Each student cannot exceed 50 hours of clinical massages. The student is required to have one hundred (100) hours of anatomy, physiology, pathology, and contraindications for massage therapy, and one hundred (100) hours of technical training, and all portions of the school's curriculum pertaining to personal hygiene, sanitation, ethics, and professional standards; before they can begin offering student clinical massages. Some exclusion may apply.

Student massages are scheduled during normal massage practice times, (with some exceptions) and are assigned to students. Students are responsible for being prepared and on time for their clinicals.

Make-up work Policy:

Students will be allowed to make-up missed work if he/she has an approved absence. This will be done on his/her own time. If a student misses class the day of a test, the student will take the test on the next day of attendance.

Attendance, Tardiness, Leave of Absences, Withdrawal and Re-Entry Policies

Attendance

The Massage Therapy Program course syllabus is designed to be completed within six (6) months. This time is more than sufficient for achieving the required knowledge, skills, and competencies to complete the course and be qualified to take the test that is recognized by the Arkansas Department of Health Massage Therapy Section. Students must finish within the maximum time frame according to the student's enrollment status unless a leave of absence is granted by the school. Students may make up work if their leave of absence is approved.

It is recognized that reasons beyond the student's control may make it impossible for a student to attend class every day. When absences occur, the student should notify the school by phone as soon as possible on the day of the absence. Should a student miss class and not call in, he/she may be contacted by the school to identify any assistance the school may provide in order for the student to return to class.

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Full-Time Students

All enrolled students attending a minimum of 24 hours a week are considered full-time students.

Part-Time Students

All enrolled students attending a minimum of 17 hours a week but not more than 24 hours a week are considered part-time students. A student must be able to maintain a minimum of 17 hours per week to maintain Financial Aid eligibility.

Students must tell the Director of Education during the entrance interview if they are going to be part-time or full-time. The student will sign a statement to be kept in the student file.

Students will tell the Director of Education of any work schedule that may not allow the student to attend class.

Tardiness Policy

A student's punctuality in class and their willingness to participate in class until the class is dismissed reflects a dedicated attitude. This attitude establishes a record of attendance and performance that the student can present along with his/her academic qualifications to future employers. Tardiness and leaving early also presents a disruption to the entire class. Students who exhibit problems with tardiness may be advised by the Director of Education and may be placed on attendance probation.



Leave of Absence

The faculty of RVSM in its concern for the welfare and progress of each massage student has through careful thought and consideration, developed a leave of absence policy along with the following guidelines:

1. A leave of absence will be granted to students in good standing. (A student with a grade less than passing, with poor attendance, or unpaid tuition is not considered in good standing.)
2. Requests for leave of absence will be considered individually by the School Director or Director of Education.

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3. A leave of absence extending for more than 10 days must be requested and approved by the School Director or Director of Education.
4. The student must submit in writing, a leave of absence request form to include the reason for the request, and be signed by the student, dated, and be approved and signed by the School Director or Director of Education, before the Leave of Absence can begin.
5. When a student has been granted a leave of absence they are required to make up the course work they missed.
6. A leave of absence should not exceed 60 consecutive school days or 180 accumulative days within 12 months.
7. If the student does not resume attendance at the school on or before the end of a leave of absence, the school treats the student as a withdrawal. The student understands that his/her withdrawal from the Massage Therapy program is effective the date the student failed to return to class and his/her partial refund to Title 4, if any, will be calculated based on the effective date and in accordance with the published refund schedule. The student may also be responsible for paying back any scholarship or paying any tuition that is owed.



Withdrawal

Students withdrawing from the program are asked to have an interview with a school administrator and sign a statement documenting the date of the withdrawal for their academic records. A student is considered withdrawn if he/she has had said interview,

signed a withdrawal form, and has paid any outstanding debts to River Valley School of Massage.

River Valley School of Massage does not assume responsibility for lost or reduced refunds, loss of financial aid or other entitlements.

The student understands that his/her withdrawal from the Massage Therapy program is effective the date the withdrawal form is processed and his/her partial refund to Title 4, if any, will be calculated based on the effective date and in accordance with the published refund schedule.

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Any student that stops attending the program, after 5 days of non-attendance, will undergo a status determination. Administration will contact the student to determine the student's reason for non-attendance. Administrative withdrawal will occur after administration has exhausted all resources for contacting the student and not more than 10 days of non-attendance.

Re-entry

Students who have withdrawn from the Massage Therapy program and wish to return will be required to pay a \$500 Administrative Restart Fee.

Restarting students will only be admitted to the next preferred class if there is space available and at the discretion of the administration.

Students who have withdrawn from the program may re-apply for admission by doing the following:

1. Wait thirty days from the last date of attendance.
2. Request for re-admission in writing to the director.
3. Interview with the director.
4. Pay the \$500 restart fee.
5. Upon approval, the student will be advised at what point of the program he/she may re-enter.

Conditions for Dismissal

A student may be dismissed for any of the following reasons:

- Unsatisfactory attendance progress-
 - Not attending the amount of hours required to complete the course in the time allotted
- Unsatisfactory academic progress-
 - Not making 75% or higher

- Unprofessional behavior
 - Any infraction of school policy
- Delinquent satisfaction of financial obligations to the school-
 - Not making payments in a timely manner
- Possession of firearms or weapons
- Attending class or any RVSM event while under the influence of drugs or alcohol

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- Theft of any kind
- Sexual misconduct
- Falsification of school records
- Brings drugs or alcohol to RVSM or any RVSM event
- Cheating on test or assignments
- Behaving in any manner that may be harmful to the learning environment or reputation of the school.

Student Services

RVSM provides a 600 hour Massage Therapy Program to prepare our students for the state licensing exam (MBLEx).

As a new student at RVSM, a school administrator will familiarize you with the facilities, services, and protocol for admissions, grading policies, graduation requirements, etc. Our mission is to ensure that you, the student, are made aware of the many services that are available to you. Student Services offers resources both internal and external for our students that are in need of professional services. The following is a partial list of services that RVSM offers. For a full list of Student Services available, please ask the Financial Aid Director.

Advising Services

If a student has personal concerns that are affecting his/ her participation in the Massage Therapy Program, he/she is encouraged to speak directly with the faculty or staff member most directly involved. If the concern is not resolved, the student should request a meeting with the Director of Education, who is responsible for seeing that each student's concern is heard and acted upon. Referrals for psychological or counseling services are available when personal challenges are affecting performance.

Housing/Child Care Arrangements

River Valley School of Massage does not provide dormitories or housing facilities and students commute daily to school. Child care arrangements are the responsibility of each parent enrolled in River Valley School of Massage since we do not maintain child care facilities. The Financial Aid Director can give a list of day care facilities that are available in the area.

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Educational Records

River Valley School of Massage maintains student records in fireproof filing cabinet located in a secure area.

These records are confidential and are kept permanently on a flash drive and physically for 5 years.

A student's records are available to the student for review during regular business hours. Student records are not made available to any third party without express written permission from the student, except under rare extenuating circumstances, such as the existence of a public safety risk, or a legal order. River Valley School of Massage may also give permission to Arkansas Department of Health Massage Therapy Section, Accrediting Commission of Career Schools and Colleges (ACCSC), U.S. Department of Education, and Veterans Affairs (Veterans' files only) without prior consent from the student. Each student is provided with one official student transcript free of charge when they receive their diploma upon successful completion of the massage therapy program.

Additional official transcripts are available to a student upon receipt of a written request and a \$15.00 transcript fee. A student may receive a duplicate diploma by submitting a written request to the school with a \$10.00 fee. Again, records are confidential and will not be released to a third party without written permission from the student except under rare extenuating circumstances mandated by law.

Tutoring Services

Professional tutoring programs are available at \$35.00 per hour. In order to truly benefit from this type of assistance, students must have a genuine desire to become competent massage therapists, and must apply themselves diligently to their course work and clinical experience.

Library

River Valley School of Massage maintains a modest reading, video, and audio library for use by students and faculty. Library hours vary depending on student and faculty needs.

Graduation and Job Placement

A list of employers will be posted on the RVSM bulletin board as they are available. Although these services are available, faculty and staff do not guarantee employment or salary. We will strive to help students with job placement.

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If a student needs a job while they are attending the Massage Therapy Program, RVSM staff and faculty will do their best to help the student find employment not related to the educational objective.

Bookstore

River Valley School of Massage's Bookstore stocks:

- Textbooks
- Massage oils and lotions
- Clothing
- Anatomical charts and
- Other supplies important to the profession

Bookstore hours are from 9:00am to 3:30pm and can be extended upon request. Massage tables and chairs can be ordered by RVSM from the school's vendors for discounted prices.

Continuing Education

CEU's are ongoing at RVSM. Contact the school for current classes. Info is also available at www.rvsmassage.com. New CEU's are also being added continuously.

Student Complaint Procedures

Every effort should be made to resolve an issue by communicating with the instructor/student before a formal complaint. If a complaint is not resolved with the instructor/student, the complaint should be in written form and given to the Financial Aid Director. The written complaint should contain the name of the person filing, the instructor/student the complaint is about, and the formal complaint and must be signed by the person complaining. The Financial Aid Director will handle the complaint how he/she sees fit.

All complaints will be resolved in a timely manner. There will not be complaints unresolved.

If a student does not feel that River Valley School of Massage has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school

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for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting the Financial Aid Director, or online at www.accsc.org.

Should a student develop a complaint concerning the massage program, they will have the opportunity to express that complaint to those involved. Students are encouraged to resolve their grievances on an individual basis when possible. In addition, a variety of options are available for problem resolution:

- The student may speak individually with the student(s) or faculty/ staff member(s) involved;
- The student may seek guidance with an advisory staff member. This guidance is available on a regular basis at no cost to the student;
- Should the student and advisor deem it necessary to meet with the affected parties, there may be a third party observer present to assist in facilitating discussion and clarifying issues;



The Arkansas Department of Health Massage Therapy and Cosmetology Section have a Complaint Form located at healthy.arkansas.gov/programs-services/topics/massage-therapy-complaint-form. To file an electronic complaint please complete the following information and press submit. Complaints are public information. By submitting a complaint, you may be required to testify to the violations witnessed. Please submit the complaint when complete or return the completed form to: Arkansas Department of Health, Cosmetology and Massage Therapy Section, 4815 W. Markham, Slot 8, Little Rock, AR 72205 or call 501-682-2168.

NOTE: This information is available under Freedom of Information Act. Complaints are accepted anonymously if mailed to the above address.

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Veterans Policies

Veterans Standards of Progress

Students falling below a “C” average on class work will be put on academic probation for one month. At the end of the month, the VA will be notified to terminate benefits if the student has not attained a “C” average.

Veterans Attendance Policy

Excused absences will be granted for extenuating circumstances only. Excused absences will be substantiated by entries in a student’s file.

Early departures, class cuts, tardiness, etc., for any portion of an hour will be counted as a full hour of absence. Students exceeding three days unexcused absences in a calendar month will be terminated for unsatisfactory attendance.

Veterans Reentrance Policy

After one month’s time, students who have been dismissed for unsatisfactory progress may be reinstated only after an interview with an administrator. Reinstatement is up to the discretion of the administration.

If a student has been dismissed from River Valley School of Massage due to military service, may be reinstated with documentation. Such documentation must consist of oral or written notice of military service as far in advance as is reasonable under the circumstances. This notice does not have to state the student’s intent to return to the school. When the student wants to return to the school, he/she must

submit an attestation of military service that necessitated the student's absence from the school. No notice is required if precluded by military necessity, such as service in operations that are classified or would be compromised by such notice.

The intent to return to school must be oral or written notice within three years after the completion of the period of service. A student who is hospitalized or convalescing due to an illness or injury incurred or aggravated during the performance of service must notify the school within two years after the end of the period needed for recovery from the illness or injury. A student who fails to apply for readmission within these periods does not automatically forfeit eligibility for readmission but is subject to the school's established leave of absence policy and general practices. The student must

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contact the admissions office to provide notification of service and notification of intent to return.

Veterans Refund Policy

The refund of the unused portion of tuition, fees, and other charges for veterans or the eligible persons who fail to enter a program, or withdraw or discontinue prior to completion, will be made for all amounts paid which exceed the pro rate portion of the total charges for the length of the program. The proration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the program.

Veterans Tuition Policy

River Valley School of Massage does not charge Active duty military more than the total tuition. Active duty military, spouses and dependents will pay the same tuition as every other student attending River Valley School of Massage.

Veterans Disability Services

Total and Permanent Disability Discharge and Veterans Disability Discharge

The U.S. Department of Education (the Department) has one contact point, the Nelnet Total and Permanent Disability Servicer, for loan holders seeking assistance with all total and permanent disability (TPD) discharge questions.

Phone: 888/303-7818

Fax: 303/696-5250

Web site: www.disabilitydischarge.com

E-mail: disabilityinformation@nelnet.net

Office Hours: 8:00am – 8:00pm (ET), Monday through Sunday

Mailing Address:

U.S. Department of Education

P.O. Box 87130

Lincoln, NE 68501

For overnight delivery:

U.S. Department of Education

121 South 13th Street, Suite 201

Lincoln, NE 68508

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The Natural Choice in the Natural State

Russellville, Arkansas is located in the west central region of Arkansas along the banks of the Arkansas River between the beautiful Ozark and Ouachita Mountains. Scenic Highway 7 extends through Russellville and exhibits natural beauty and richness for many to enjoy. The forest covered mountains, rivers, and streams provide ideal conditions for hunting, fishing, water sports, and camping. The quality of life found in Russellville makes it a great community for family living.

