



1870 Busse Hwy, Des Plaines, IL 60016 (847) 759-0900  
[www.newagespainstitute.com](http://www.newagespainstitute.com)

# Massage Therapy Catalog and Handbook 635 Hour Program

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## **Ownership, Licensure, and Accreditation**

The New Age Spa Institute is a privately owned school.

The New Age Spa Institute is approved by the “Division of Private Business and Vocational Schools of the Illinois Board of Higher Education”, which is the requirement for taking the National Certification Exam or the Massage and Bodywork Licensing Exams.

The New Age Spa Institute is also an accredited CIDESCO learning facility.

The New Age Spa Institute is not accredited by an accrediting body recognized by the U.S. Department of Education.

Programs are approved by the Illinois State Approving Agency for the enrollment of qualified veterans and/or other eligible persons to receive Montgomery GI Bill education benefits.

Current licenses and certifications may be reviewed at the school office during regular business hours. Contact The New Age Spa Institute Director during normal business hours to schedule an appointment to review certification documents and obtain other consumer information regarding the institution, enrollment or financial aid programs\*offered.\*

### **Contact information:**

#### **The New Age Spa Institute**

Director: Monika Machej  
1870 Busse Hwy  
Des Plaines, IL 60016  
Phone: (847) 759-0900  
Fax: (847) 759- 0997

#### **Illinois Board of Higher Education**

1 N Old State Capitol Plaza, Suite 333  
Springfield, IL 62701  
[www.ibhe.org](http://www.ibhe.org)  
Phone: (217) 782-2551

#### **Better Business Bureau**

810 E. State St  
Rockford, IL 61104  
Phone: (815) 963-2226  
Fax: (815) 963-0329

#### **United States Department of Veterans' Affairs: Chicago Regional Benefits Office**

2122 W Taylor Street  
Chicago, IL 60612  
Phone: 800-827-1000

## **Facility**

The New Age Spa Institute facility includes:

- 10,400 square feet of newly remodeled, state-of-the-art space
- Office space for administration, testing, and education
- Reception, show room, and waiting area
- Classrooms for theoretical and practical training, including a full shower for mud treatments
- A well-equipped student lounge
- A library of texts, publications, and industry-related journals for student reference
- 2 Laundry areas (one on each floor)

## **School Personnel**

### **Ms. Monika Machej**

Director/President/Massage School Instructor/Esthetic Instructor/CIDESCO Diplomate

### **Ms. La Vennecy Brown Dickson**

Director of Operations

### **Dr. Kathryn Morales**

Adjunct Instructor for Anatomy, Physiology, Kinesiology, & Pathology

### **Mr. Barry Krost, LMT**

Director of Massage Therapy Program/Massage Instructor

### **Ms. Leslie Mc Rae, LMT**

Therapeutic Massage Instructor

Our school personnel can be reached on the regular school phone **(847) 759-0900** during the school office working hours.

### **Office working hours:**

**Monday –Thursday 10:00 am- 7:00 pm**

**Friday 9:00 am-3:00pm**

**Saturday and Sunday 10:00 am- 3:00 pm**

## **Mission Statement**

The mission of The New Age Spa Institute is to provide an opportunity to achieve a quality education in a safe and professional environment that allows its graduates the knowledge and skill set necessary to become top earners and industry leaders during their professional careers.

## **General Objectives**

The school's mission will be accomplished through the following performance objectives:

- Assessing institutional effectiveness through student achievement and performance and using the assessment to maintain or improve institutional performance.
- Employing a faculty of adequate size qualified by preparation, education or experience and personality to carry out the educational objectives of the institution
- Maintaining effective methods of organization and administration appropriate to the educational programs offered.
- Uniformly administering fair and equitable admissions policies
- Providing a program of support services including academic advising to students and employment assistance
- Offering well-organized courses of study designed to prepare graduates for licensing examinations and employment using both theoretical knowledge and skill development.
- Maintaining a sound financial condition using qualified financial management
- Providing equipment, instructional and laboratory space and other facilities to meet instructional needs and professional standards for safety and hygiene
- Using systematic student evaluation to assist student learning and satisfactory student achievement

## **Admission and Enrollment Requirements**

The New Age Spa Institute does not discriminate in its employment, admission, instruction, or graduation policies on the basis of sex, age, race, color, creed, religion, ethnic or national origin, or physical or mental handicap unrelated to ability. The New Age Spa Institute does not recruit students already attending or admitted to another school offering similar programs of study. The New Age Spa Institute requires that each student enrolling in the Massage Therapy Program must:

- Complete an application for enrollment.
- Be able to understand instruction offered in English.
- Provide proof of secondary education.
- High school diploma or successfully completed the EQUIVALENT of twelfth grade.
- Demonstrate the ability-to-benefit from the training as evidenced by successful completion of an approved ability-to-benefit examination.
- Good moral character(\*)

(\*) In determining "good moral character", we consider conviction of any crime, whether felony or misdemeanor, or any crime that is directly related to the practice of the profession.

## **Class Calendar and Attendance**

Massage Therapy: 635 Hours

**Part-time evenings & Sunday: 16 Hours, 10 months (Monday and Thursday from 6:00 pm to 10:00 pm and Sunday from 9:00 am to 5:00 pm)**

**Part-time evenings only: 16 Hours, 10 months (Monday through Thursday from 6:00 pm to 10:00 pm)**

Students are encouraged to maintain 95% attendance or higher to avoid extra-instructional charges.

### **Observed school closures include:**

- New Year's Eve and Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after Thanksgiving
- The week between Christmas Day and New Year's Day (the actual dates vary based on which day of the week the actual holiday occurs)

Additional days off are published well in advance. Students may call the to obtain pertinent information regarding unexpected school closures due to extenuating circumstances such as inclement weather. New classes begin every six to ten months.

**COURSE OFFERINGS AND SCHEDULES MAY VARY based on class enrollment, staff availability and other considerations.**

Students are required to complete all course hours in accordance with state requirements and/or in accordance with the requirements of the school, whichever is higher. Any education missed due to absence is the responsibility of the student. In the event of extended absence, see the Leave of Absence policy. Failure to complete required program hours by class graduation will result in overage fees.

### **Electronic Tracking of Hours**

The New Age Spa Institute is a clock hour school. In order to graduate, all program hours must be documented. Students must clock in and clock out every day. On the first day of class, students receive instructions on how to clock in and out using the online system. Students forgetting to clock in will only receive hours from when he or she clocks in. Students are prohibited from clocking in or out for another student.

All students are allowed to clock in 15 min. before class during the week as long as program related materials is being done prior to the start of class.

### **Early Departure**

A student who leaves the school prior to regular dismissal time is considered to be an early departure. If a student must leave the school earlier than his or her scheduled dismissal time, he or she is asked to advise their instructor in advance of the departure and he or she must clock out in order to receive hours. Students will not earn hours for periods in which they are not clocked in.

### **Proper absentee notification is considered:**

- Presenting a school official with a written notification of the intended absence of more than 3 classes
- Leaving a message on the school voicemail before class: (847) 759-0900
- Giving at least 24 hour notice if the absence is on a clinic day
- Students are required to complete all hours as mandated for the program, by State requirements
- Students who are absent must make up all hours missed

### **Making up of Hours**

A student who accrues clock hours outside of his or her regular schedule (contracted per the enrollment agreement) will be considered to be making up hours. Make-up hours can only be made up in the student clinic during the last 2 months of a student's program. The only exception to this policy will be in the event of a special school function where student can participate.

- Make-up hours can be completed during student clinic only
- Make-up hours completed after a student's contracted graduation date will accrue overage fees.
- Make-up time is not guaranteed, as it may not always be available.
- Clinic client priority is given to current students not in need of make-up hours
- All requests to be put on a make-up schedule must go through the education director
- Students who do not attend scheduled make-up assignments may automatically have their remaining make-up hours converted to chargeable overage fees (regardless of it being before or after the graduation date)

### **Accelerated Hours**

Clock hour acceleration is defined as exceeding one's scheduled hours and possibly completing hours prior to completion of the required curriculum. The curriculum is designed for completion according to the pace allowed by the State. All clock hours must be completed prior to receiving a graduation diploma and transcript.

## **Curriculum**

### **Grading Procedures**

Students are assigned theory study and a practical experience. Theory is evaluated after each unit of study. All assignments must be completed by each student as agreed upon in the enrollment agreement. Practical assignment is evaluated as completed and counted toward course completion ONLY when rated as satisfactory. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated. Practical skills are evaluated according to text procedures, performance standards established by the state licensing agency, and set forth in practical skills evaluation criteria adopted by the school. Students must maintain a theory grade average of 80% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

### **Written and Practical**

90 – 100: EXCELLENT

80– 89: GOOD

0 – 79: BELOW STANDARDS (Must Retake)

### **Exam Make-ups**

If a student is absent on the day of an exam (written or practical), he or she is required to make up the exam within 5 scheduled school days of his or her return to class and during times established by the instructor. In order to maintain the credibility of the exam, at its discretion, The New Age Spa Institute may use an alternate exam for a make-up attempt. Failure to make up an exam in accordance with the make-up policy requirements will result in a grade of 0% which will be weighted into the student's overall grade point average.

### **Exam Retakes**

Students are permitted two exam retake attempts for each failed exam. If re-taken, the maximum percentage score allowed will be 80%

### **Final Exams**

State law requests that the school allow each candidate for graduation at least 3 attempts to pass the final exam. Students will be allowed a maximum of 5 attempts to pass the final exams administered by the school. A passing score for the final exam is 90%. If re-taken, the maximum percentage score allowed will be 80%.

### **Instructional Methods**

The clock hour education is provided through a sequential set of learning steps that address specific tasks necessary for state board preparation, graduation, and entry-level job skills. Clinic equipment, implements, and products are comparable to those used in the industry. The course is presented through comprehensive lesson plans that reflect effective educational methods. Subjects are presented by means of lecture, demonstration, and interactive student participation. Audiovisual aids, guest speakers, field trips, projects, activities, and other related learning methods are used for course delivery.

### **Required Practical Experiences**

Policy and Regulatory agencies require students to complete an established number of practical experiences for satisfactory skills development and graduation. Hands-on practice is completed on models for Massage students. The requirements listed by category are the minimum experiences that each student must successfully complete prior to graduation. More practices may be scheduled by the instructor based on training needs.



## Massage Therapy Course Outline

635 HOURS

### **Description:**

The primary purpose of the Massage Therapy Program is to train the student in basic skills, safety judgments, proper work habits, and desirable attitudes necessary to obtain licensure and achieve competency in entry-level positions in therapeutic massage. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities. Upon graduation and licensure, positions could include, but are not limited to: A massage therapist or establishment owner, an educator, a product representative, and much more. Upon completion of the program and graduation requirements, the student is awarded a diploma.

### **Program Objectives**

Upon completion of the program requirements, the determined graduate will be able to:

- Practice effective communication skills, visual poise, and proper grooming.
- Respect the need to deliver worthy service for value received in an employer/employee relationship.
- Perform the basic analytical skills to determine the best possible massage service/application.
- Apply learning theory, technical information, and related matter to assure sound judgments, decisions, and procedures.
- To ensure continued career success, the graduate will continue to learn new and current information related to skills, trends, and methods for career development.

**Clock hours of classroom instruction and practicum are required for each phase. Textbook assignments are given for each phase.**

### **Graduation Requirements**

Student must meet the following requirements in the applicable course of study to qualify for graduation:

- Successful completion of all phases of study, required tests, practical projects, and clinic assignments for the course.
- Completion of the designated hours for the course of study as required by the State regulatory agency.
- Pass the final written and practical exam for the applicable course.
- Complete all required exit paperwork and attend an exit interview.
- Make satisfactory arrangements for all debts owed to the institution.

**Upon completion of the course of study and all graduation requirements each student will have:**

- DIPLOMA for the applicable course of study (635 Hours Course)
- FINAL Transcript of hours (with grades)
- Application for the State Licensing Exam

Each student can receive these papers on The Group Graduation day that will be announced 2 months prior of the Graduation. In the case when a student misses the group Graduation date, they can receive these documents in the Director's Office during the office working hours. If student loses these documents, they can always receive a copy of Diploma and copy of Final Transcript of hours in the school Director's office during the office working hours.

After all graduation requirements have been met and the scheduled course has ended, the graduate will be eligible to pay the required examination fee and file an application for the state licensing exam. Upon obtaining a valid license, the graduate may engage in their chosen field for compensation

## **Licensure Requirements**

A person is eligible to receive a license as a practitioner, if they have completed the required clock hours in an approved school for the applicable course. A person must also pay the required fees, and pass the examination conducted by the Board, which determines their fitness to receive a license.

## **Career Opportunities**

You are at the threshold of opportunity. Apply yourself and the possibilities are limitless. Enter the classroom with an open mind as you begin your course of study. The following vocations are options you may want to consider upon graduation.

Massage Therapist

- Massage Therapist
- Product Representative
- Spa or Salon Owner or Manager
- Board Member/Examiner

## **Career Employment Assistance Program**

While The New Age Spa Institute cannot guarantee employment for graduates, assistance in finding suitable employment is provided by posting area job openings on a career opportunities bulletin board for students to review. Students also receive training in how to seek employment that includes how to write a resume, complete an employment application, and prepare for an effective interview. The New Age Spa Institute places emphasis on how to obtain and retain employment after graduation. In addition, The New Age Spa Institute maintains a network of relationships with area professionals and employers for the purpose of helping place graduates. Anytime any employer contacts The New Age Spa Institute with a career opportunity, it is immediately sent via email to the graduate in addition to being placed on the "Job Lead" bulletin board. When our graduates succeed, we succeed!

## **Incomplete Enrollments**

### **Withdrawal Requirements**

Students who withdraw from enrollment prior to course completion must:

- Complete all required exit paperwork and attend an exit interview;
- Satisfy all debts owed to the school or make satisfactory arrangements for debts to the school as approved by the President

Only upon completion of the withdrawal requirements, a certified Final Transcript of Hours will be given to the student. If withdrawal requirements are not met, no transcript will be released.

Former students of The New Age Spa Institute who wish to re-enter, must request approval from school administration. The request will be reviewed and decision made within 30 days of the request. Students who re-enter within thirty (30) days of the original official withdrawal date will be charged for hours remaining. The settlement calculation for the former enrollment will be adjusted to reflect charges for actual hours attended. Student is responsible for any balance owed from the former enrollment. Students who re-enter more than 30 days after the original exit date may be evaluated scholastically to determine class level assignment.

Tuition rates current at the time of re-entry will apply. Arrangement for satisfactory payment of any applicable balance owed under the previous enrollment must be made prior to re-entry. Students who withdraw from enrollment more than two times may not be considered for re-enrollment in the Massage Therapy Program. Contract periods and attendance percentages will be calculated based on hours remaining in the re-entry contract.

### Leave of Absence

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during an ongoing program when a student is not in academic attendance. The school may allow more than one LOA at its discretion. Students must request a Leave of Absence in writing stating the reason for the leave for approval by the school owner or Administrator.

If approved, the official LOA will extend the contract period by the same number of days designated in the Leave document or actual dates of Leave by the student. No re-entry fee will be charged if the student returns to class on or before the first class day scheduled after the termination of the Leave of Absence. The Leave of Absence and any additional approved leaves of absence may not exceed a total of 60 days in any twelve month period. Upon the student's return, the student will resume the same payment period and coursework. The contract will be revised upon return from the LOA to extend the ending program date by the applicable number of days.

All approved leaves will be scheduled to begin on the first class day after the student's last physical day of attendance prior to beginning the Leave

### Tuition Policy

**Payments are due on or before the dates listed.**

**There will be no exceptions to this schedule.**

**Late payments will be assessed \$10.00 per day**

**After three days of non-payment, the student may not continue class.**

**Hours after contract graduation date will be billed at \$25.00 per hour.**

#### **BUYER'S RIGHT TO CANCEL-Refund Policy:**

1. When notice of cancellation is given within (5) days after the date of enrollment, all application and registration fees, tuition, and any other charges shall be refunded to the student.
2. When notice of cancellation is given in writing after the fifth day following enrollment but before the completion of the student's first day of class attendance, the school may retain no more than the application and registration fee.
3. When notice of cancellation is given after the student's completion of the first day of class attendance but prior to the student's completion of 5% of the course of instruction, the school may retain the application-registration fee, and an amount not exceed 10% of the tuition and other instructional charges or \$300, whichever is less. **Books, workbook, and other materials fee are to be refunded if not damaged, and the student has provided the school with a notice of cancellation.**
4. When a student has completed 5% or more of the course of instruction, the school may retain the application and registration fee and the cost of any books (if these books are marked or damaged), or materials which have been provided by the school. **Books and workbook fee will be refunded if not damaged or marked.** School shall refund a part of the tuition and other instructional charges:

Percentage of Term Enrolled	Percentage of Tuition Owed
5% to 9.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%
<b>After 50% completion of the program</b>	<b>No refund</b>

5. Applicants not accepted by the school will receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.

6. The New Age Spa Institute will mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.
7. All student refunds will be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
8. A student must give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days will constitute constructive notice of cancellation to the school. For purposes of cancellation the date will be the last day of attendance
9. The New Age Spa Institute will refund all monies paid to it of any of the following circumstances:
  - The school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog.
  - The school cancels or discontinues the course of instruction in which the student has enrolled.
  - The school fails to conduct classes on days or times scheduled, detrimentally affecting the student.
  - The New Age Spa Institute will refund any book and materials fees when:
    - The book and materials are returned to the school unmarked and undamaged.
    - The student has provided the school with a notice of cancellation

### **Student Support Services**

#### **Evaluations and Academic Advising**

Students are advised regarding progress and achievement on a monthly basis. Evaluations include how the students are performing in regard to attendance, theory grades, and practical skills as well as their professionalism. Student strengths and areas needing improvement are identified and plans for needed improvement are discussed. Information and advice regarding licensing regulations, employment, and financial assistance is available to students as it is needed.

#### **Privacy and File Access Policy**

In compliance with the Family Educational Rights and Privacy Act of 1974, the school follows policies that:

- Guarantee each student (or parent or guardian if the student is a dependent minor) access to that student's records;
- Require written consent from the student or guardian for release of records in response to each third party request unless otherwise required by law;
- Do not allow publication of "directory information" about students;

Access to the records must be arranged previously and a staff member must be present while the records are being reviewed. Cumulative education records are maintained for a minimum of three years after graduation or termination.

The school must make its student files available to accrediting, regulatory and other governing agency representatives who have the legal right to examine such files for compliance reviews. No portion of a file may be removed or reproduced without the permission of the owner of the school as all material and records contained therein are property of the school.

#### **Handicap Policy**

The New Age Spa Institute does not discriminate in its admissions practices or other policies against handicapped persons. The licensing requirements for courses offered at the school may restrict some applicants. Questions regarding licensing requirements and the physical demands of the industry may be answered by the school director.

## **OSHA (Occupational Safety and Health Administration)**

The United States Department of Labor of Occupational Safety and Health Administration requires the school to advise its students of the chemicals used in cosmetology and related training. During orientation, the student will learn about the importance of safety in the work place and how to use and follow the Material Safety Data Sheets (MSDS) for chemicals used in cosmetology or related training. During each unit of study, students are apprised of the various chemicals used and safe practices that apply.

## **Transferability of Credits**

The school does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness, and applicability of credit and whether credit should be accepted is the decision of the receiving institution. Students are encouraged to consult with the institution they want to transfer to prior to enrolling in a program.

## **Standards of Professionalism**

### **Uniforms and Kits**

Charges for each program offered will include a registration Fee, Books and Kit Fee, and Tuition charges. The New Age Spa Institute does not provide uniforms for the students. Uniforms may be purchased by students at uniform retailers as long as students abide by their assigned colors (white, light blue, dark blue). Students are required to wear appropriate closed toe footwear for a professional environment, however, no heels or flip-flops are allowed. Students are expected to arrive for school in the appropriate makeup and hairstyle.

Students are preparing for a massage career and image industry and are expected to be well groomed and professionally attired during the program of training. Variations to the dress code may be granted on special occasions at the discretion of the school administration

### **Code of Conduct**

The New Age Spa Institute sets forth a specific Code of Conduct for promoting a positive learning environment and a pathway to career success. Developing efficient work habits, a positive attitude, and definite goal orientations during training will greatly enhance the graduate's potential for success. All students must:

- Attend all classes according to the assigned schedule including theory classes even if all required tests are completed.
- Arrive for all classes on time. If more than 5 minutes late, a student may not be allowed to attend class or to clock in until the scheduled class is dismissed. The determination will be made by school staff based on the circumstances causing the tardiness. Excessive tardiness could result in termination of enrollment.
- Students are responsible for their own Practical Requirements record.
- Complete all assigned theory, practical and clinic assignments in the designated time frames including any assignments required to establish eligibility to retake failed exams or take missed exams. It is the student's responsibility to contact the Instructor regarding makeup exams. Hours will not be sent to the state regulatory agency until all graduation requirements have been met and a comprehensive final written and practical exam has been passed.
- Notify a staff member by 8:00 a.m. for day students and 4:00 p.m. for night students of absenteeism or tardiness so that proper arrangements can be made to service clients that may be scheduled.
- Follow time clock procedures by clocking in and out to accurately reflect hours in attendance. No student may clock in/out for others.

- Obtain permission from a staff member to leave the facility for any reason than lunchtime, breaks, and closing.
- Comply with the published dress code and practice proper hygiene and grooming at all times. Students not in compliance with dress code will not be allowed to clock hours until coming into compliance and may be sent home.
- Not chew gum, eat or drink except in the designated areas. Students are asked to contain food and beverages to the lunch area only. Food of any kind is strongly discouraged from being brought into the classroom and never to be brought into the clinic area.
- Comply with scheduled lunch breaks. The time for the lunch break will depend on the classes scheduled and the clinic floor services that are assigned. As a consideration to fellow students, clients, and instructors, please notify the school if you are not returning from lunch.
- Practice courtesy and professionalism at all times when dealing with other students, clients, visitors, and staff.
- Follow all state laws and regulations at all times during school.
- Understand that training involves sanitation, cleanliness, and care of equipment. Students are responsible for personal workstations and work area. Daily assigned sanitation duties must be evaluated before clocking out each day. State Board requires all students to follow Sanitation rule and practices at all times
- Discuss only ethical and professional subject matter during the school hours and refrain from using profanity or vulgarity. Abusive language includes, but not limited to topics of sexual, religious, ethnic, and/or racial nature.
- Be fair, honest, and never cheat or steal. Alteration of school records or date will not be tolerated and is punishable up to and including expulsion from the New Age Spa Institute
- Refrain from the willful destruction of property. Theft of, destruction or misuse of another's property will subject a student to disciplinary action up to and including expulsion from the school. Destruction of or defacing school property will result in the disciplinary action including charges for the full replacement cost of the items and up to expulsion. School equipment or supplies that are not returned by the student shall be the financial responsibility of the student who last checked the item out and full replacement is expected.
- Refrain from having personal visitors to the school. Guests will be asked to leave unless they are scheduled for a clinic service
- Be mentally and physically prepared to participate in lectures and practice sessions at all times when clocked in. Class preparation includes having student kits, textbooks, and classroom materials ready and available daily. Excessive time in the student lounge is not allowed. Students who are not clocked in may not linger in the facility and distract other students from training responsibilities.
- Refrain from using the business phone, personal cellular phones (call or text messaging), or personal pagers. Answering cell phones or text messaging while in class or clinic is unprofessional and disrespectful to your teacher. All phones should be kept on silent while in class. Other than an emergency, the New Age Spa Institute sees no reason for a student to leave class for a phone call until scheduled breaks and/or lunch. These situations may result in disciplinary procedures resulting in verbal/written warnings, expulsion, and/or an instructor sending a student home for the day with unearned hours.
- Know all pricing and service policies of the school and the name, purpose, benefits, procedures, and cost of products used. Have every service performed on a client checked by an instructor.
- Keep all student and client analysis and service records up to date.
- Not make any changes to the appointment book except with permission of an instructor
- Refrain from keeping personal effects on station
- Recommend and prescribe appropriate services and retail products to each client assigned in order to develop professional skills

- Notify instructor if/when additional products or materials are needed to complete a service and apply the appropriate charges.
- Provide lock for personally assigned locker. The school is not responsible for lost or stolen items
- Strive to continually upgrade abilities through education and practice
- Provide student conduct that will limit the potential for harm, damage or injury of another. Gross negligence, abuse, or endangering the health and welfare of another is strongly prohibited. This behavior includes but is not limited to the use of verbal, or written (including electronic/ internet) threats, intimidation, coercion, verbal or nonverbal abuse or harassment, discriminatory behavior, inappropriate physical conduct, contact or behavior and/or other behavior deemed inappropriate by senior administration. Students participating or displaying these behaviors or actions are subject to disciplinary action up to and including expulsion and legal action.
- Smoking is not allowed in the school. Students are asked to be very considerate of classmates and clients who do not smoke. Smokers should be careful to limit odors that may be offensive to others by making sure to wash hands and fresh your breath before coming back into class and especially clinic.
- NOT possess, use, sell, or distribute controlled substances. The unlawful possession, use, sale, or distribution of controlled substances is prohibited on school property. A student's use of alcohol or illegal drugs (nonprescription) while on school property will be handled with zero tolerance. Student's expelled from the New Age Spa Institute as a result of illegal drug or alcohol use may appeal the decision. Situations will be handled on a case-by-case basis. However, the decision after appeal is final.

### **Disciplinary Policies**

Students must understand that any infractions of the Standards of conduct, General Policies or the Enrollment Agreement could result in any of the following disciplinary actions.

**DISMISSAL – FOR THE DAY:** Students unwilling to adhere to school policies whether during theory or clinic will be made aware of the non-compliance. Failure to correct the behavior will result in the student being clocked out and set home for the remainder of the day with unearned hours.

**PROBATION:** A student may be placed on probation for a specified time for any infraction of the Standards of conduct. If the student does not correct the problem, she/he will be placed on a second probation. If the problem is not corrected during the second probationary period, he/she may be dismissed permanently at the discretion of the school administration.

**DISMISSAL-TERMINATION:** Enrollment may be terminated at the discretion of school administration for any reason deemed necessary to maintain the positive educational environment and general objectives of the institution including, but not limited to the following reasons:

- Non-conformance with the Standards of Conduct, General Policies, or Enrollment Agreement
- Non-conformance with the state laws and regulations governing schools and students
- Non-compliance with the school's Satisfactory Academic progress Policy
- An action that causes or could cause bodily harm to a client, student or employee of the school
- Theft
- Engaging in the manufacture, distribution, dispensation, possession or use of drugs or alcohol
- Immoral or improper conduct
- Willful destruction of school property

Disciplinary decisions may be appealed by submitting a clear, concise written statement containing all pertinent data and facts. The appeal will be reviewed by the school administration and the student will be notified of the decision within 30 days of the receipt of the appeal. Students are

encouraged to voice their grievances with school management by means of the Institution's Grievance Procedure. Concerns not made known to the applicable management personnel cannot be effectively addressed in a timely manner.

### **Grievances**

The school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation, thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The information will be used in evaluating institutional effectiveness and outcomes. Contact the administration office to obtain the designated form and detailed procedures for how to properly register a grievance.

Any student or employee of The New Age Spa Institute approved by Private Business and Vocational Schools Act who believes he has been aggrieved by a violation of this act shall have the right to file a written complaint. Per the New Age Spa Institute's policy, the complaint must be filed with the New Age Spa Institute within one year of the alleged violation. Complaints with the IBHE can be filed at any time.

- The Manager of the school will acknowledge within 20 days receipt of such written complaint. The Manager will issue a written finding as to whether there is good cause to initiate disciplinary proceeding in accordance with the provisions of this act. The Manager will furnish such findings to the person who filed the complaint and to the Director of the school cited in the complaint.
- The New Age Spa Institute is accredited from Better Business Bureau and all students can send their complaints to this organization too.

### **COMPLAINTS AGAINST THIS SCHOOL MAY BE REGISTERED WITH:**

The Illinois Board of Higher Education  
1 N Old State Capitol Plaza, Suite 333  
Springfield, IL 62701  
(217) 782-2551  
[www.ibhe.org](http://www.ibhe.org)

### **Satisfactory Academic Progress**

The Satisfactory School Progress Policy consistently applies to all students enrolled in programs of 600 clock hours or more. It is printed in this catalog to ensure that all students receive a copy prior to the first day of class. The policy complies with the guidelines established by the National Accrediting Commission of Cosmetology Arts and Sciences (NACCAS) and the federal regulations established by the United States Department of Education in anticipation of approval by both agencies.

### **Attendance Progress Evaluations**

Students are required to attend a minimum of 95% of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Evaluations are conducted at the end of each evaluation period to determine if the student has met the minimum requirements. Evaluations are based on the cumulative attendance percentage as of the last day of the month of the evaluation period. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled.

The student's start month in school will be counted as the first month of the evaluation period. For partial months, scheduled hours will be calculated by multiplying the number of scheduled days by the number of hours scheduled each day.



At the end of each evaluation period, the school will determine if the student has maintained at least 95% cumulative attendance since the beginning of the course, which indicates that, given the same attendance rate, the student, will graduate within the maximum period allowed.

### **Academic Progress Evaluations**

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned theory study. Theory is evaluated after each unit of study. Students must maintain a cumulative theory grade average of at least 80% and pass a final written exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Practical skills performances are counted toward course completion only when considered satisfactory or better. If the performance does not meet satisfactory requirements, it is not counted and the performance must be repeated.

### **Determination of Progress Status**

Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory academic progress until the next scheduled evaluation. In order for a student to be considered making satisfactory academic progress as of course midpoint, the student must meet both attendance and academic requirements on at least one evaluation by the midpoint of the course.

### **Probation**

Students who fail to meet minimum requirements for attendance or academic progress are placed on probation and considered to be making satisfactory progress while during the first probationary period. The student will be advised in writing on the actions required to attain satisfactory academic progress by the next evaluation. If at the end of the probationary period, the student has still not met both the attendance and academic requirements, he/she will be determined as NOT making satisfactory academic progress.

### **Re-establishment of satisfactory academic progress**

Students may re-establish satisfactory academic progress by meeting minimum attendance and academic requirements by the end of the probationary period.

### **Interruptions, course incompletes, withdrawals**

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same progress status as prior to leave of absence. Hours elapsed during a leave of absence will extend the student's contact period by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdrawal prior to completion of the course and wish to re-enroll within six months of the original official withdrawal date will return in the same satisfactory academic progress status as at the time of withdrawal.

### **Appeal Procedure**

If a student is determined not to be making satisfactory academic progress, the student may appeal the determination. The student must submit a written appeal to the school on the designated form with supporting documentation of the reasons why the determination should be reversed. Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days.

The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed.

## **Code of Ethics**

**This code of ethics is a summary statement of the standards by which professionals agrees to conduct their practices and is a declaration of the general principles of acceptable, ethical, and professional behavior.**

Professional Practitioners shall:

- Have a sincere commitment to provide the highest quality care to those who seek their professional service.
- Perform only those services for which they are qualified and represent their education, certifications, professional affiliations and other qualifications honestly.
- Acknowledge the inherent worth and individuality of each person, and, therefore, do not discriminate against clients or colleagues and work to eliminate prejudices in the profession.
- Strive for professional excellence through regular assessment of personal strengths, limitations, and effectiveness and by continued education and training.
- Actively support the profession through participation in local, state, and national organizations that promote high standards of practice of massage therapy.
- Work in the community towards the understanding and acceptance of the profession as a valuable health and/or beauty service; abide by all laws governing licensed practice and work for the repeal or revision of laws detrimental to the legitimate practice of the profession.
- Acknowledge the confidential nature of the professional relationship with a client and respect each client's right to privacy.
- Respect all ethical health care practitioners and work together amicably to promote health and natural healing.
- Conduct their business and professional activities with honesty and integrity and project a professional image in all aspects of their practices.
- Accept the responsibility to self, clients, and associates to maintain physical, mental, and emotional wellbeing.
- Respect the integrity of each person and, therefore, do not engage in any sexual conduct or sexual activities involving their clients.

## **Cost of Attendance**

Because of the financial situation in most American families and economy crisis, The New Age Spa Institute will not accept full payment of \$11,900.00.

We require only \$1,000.00 deposit for the student's registration fee, books and product kit and the remaining balance will be broken down in to monthly payments.

Payments must be made in person to the school Director or Manager only.

The New Age Spa Institute will acknowledge all payments with a written receipt.

If a student does not graduate within the contract period, additional training will be billed at the rate of \$25.00 per hour.

## **UPCOMING SCHEDULED CLASS START& END DATES**

Part Time Evenings/Weekends: **September 25, 2022 –August 30, 2023**

**Total Cost: \$ 11, 900.00 (including tuition, registration fee, student kit, and portable massage table)**  
Registration Fee (Due with application)

Tuition: \$ 10,900.00  
Registration Fee \$ 100.00  
Student kit included: \$ 900.00

- Books
- Materials
- Supplies
- Product
- Portable massage table

**TOTAL: \$ 11, 900.00**

Deposit for Enrollment: \$1,000.00

### **Admission Policies for Massage Therapy Training**

A prospective student applying for any program must:

1. Be 18 years of age
2. Submit a complete application
3. Confirm graduation (high school diploma or receipt of GED).
4. Submit, upon acceptance to the program, a \$1,000.00 deposit (which includes a \$100.00 application/registration fee) to confirm enrollment. This deposit will be credited toward the tuition balance.
5. Submit a signed enrollment agreement on/before program start date.

### **Statement of Nondiscrimination**

The New Age Spa Institute does not discriminate on the basis of sexual orientation, race, ethnicity, and place of origin, sex, religion, age, or physical disability. *Note: To practice massage therapy in Illinois, licensure is required.* Following the completion requirements, graduates of this program will have received 635 hours of instruction and clinical experience.

Exceeding the required 500 hours of instruction required by Illinois, students will be eligible to sit for the National Certification Examination for Massage, recognized by 38 states, including Illinois. Cost of the exam is \$265. The examination fee is in addition to the program costs.

Graduates must pass the exam before becoming eligible to apply to the Illinois Massage Board to become licensed therapists in this state. There is an additional \$175 fee to become licensed in Illinois and licensed massage therapists will have to take 24 hours of continuing education courses every other year to maintain their licensure status. The Illinois Massage Board mandates criminal background investigations of candidates for licensure.

Contact the Illinois Massage Board at 217-785-0800 for more information. In general, a positive finding related to felony convictions may severely limit clinical placements and/or job opportunities in the field.

Applicants for licensure in the State of Illinois must be 18 years of age and of good moral character and be able to pass a criminal background check.

## **Student Clauses**

### **NOTICE TO THE STUDENT: STUDENT CLAUSES**

1. Do not sign this agreement before you have read it or if it contains any blank spaces.
2. This agreement is a legally binding instrument and is only binding when the agreement is accepted, signed, and dated by the authorized official of the school or the admissions officer at the school's principal place of business. Read all pages of this contract before signing.
3. You are entitled to an exact copy of the agreement and any disclosure pages you sign.
4. Any changes in this agreement must be made in writing and shall not be binding on either the student or the school unless such changes have been approved in writing by the authorized official of the school and by the student. All terms and conditions of the agreement are not subject to amendment or modification by oral agreement.
5. The Director or designee of The New Age Spa Institute is responsible for procuring, soliciting, or enrolling the student
6. This agreement and the school catalog constitute the entire agreement between the student and the school.
7. Every assignee of a student Enrollment Agreement takes it subject to all claims and defenses of the student or his successors in interest arising under the agreement.
8. The school does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness, and applicability of credit, and whether credit should be accepted is the decision of the receiving institution.

## **Consumer Information**

Please refer to the last page of this catalog for the Disclosure Information for the most current reporting period.

**Institutional Disclosures Reporting Table**  
**July 1, 2020 through June 30, 2021 (past fiscal year)**  
**Per Section 1095.200 of 23 Ill. Adm. Code 1095:**

**Institution Name:**  
**The New Age Spa Institute**

*The following information must be included with the enrollment agreement, catalog, and posted on the institution's website.*

Disclosure Reporting Category	Program Name	CIP*	SOC*				
	Massage Therapy	51.3501	31.9011				
<b>A) For each program of study, report:</b>							
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		4					
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:							
a) New starts		4					
b) Re-enrollments		0					
c) Transfers into the program from other programs at the school		0					
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		8					
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:							
a) Transferred out of the program or course and into another program or course at the school		0					
b) Completed or graduated from a program or course of instruction		4					
c) Withdrew from the school		3					
d) Are still enrolled		1					
5) The number of students enrolled in the program or course of instruction who were:							
a) Placed in their field of study		4					
b) Placed in a related field		0					
c) Placed out of the field		0					
d) Not available for placement due to personal reasons		0					
e) Not employed		0					
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.							
		4					
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.							
		4					
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.							
		2					
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.							
		\$41,900					

\*CIP--Please insert the program CIP Code. For more information on CIP codes: <https://nces.ed.gov/ipeds/cipcode/Default.aspx?y=55>

\*SOC--Please insert the program SOC Code. For more information on SOC codes: <http://www.bls.gov/soc/classification.htm>

\*A course of instruction is a stand-alone course that provides instruction that may or may not be related to a program of study, but is either not part of the sequence or can be taken independent of the full sequence as a stand-alone option. A Course of Instruction may directly prepare students for a certificate or other completion credential or it can stand alone as an optional preparation; or in the case of students requiring catch-up work, a prerequisite for a program. A stand-alone course might lead to a credential to be used toward preparing individuals for a trade, occupation, vocation, profession; or it might improve, enhance or add to skills and abilities related to occupational/career opportunities.

*} In the event that the school fails to meet the minimum standards, that school shall be placed on probation.*

*} If that school's passage rate in its next reporting period does not exceed 50% of the average passage rate of that class of schools as a whole, then the Board shall revoke the school's approval for that program to operate in this State. Such revocation also shall be grounds for reviewing the approval to operate as an institution.*