



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  
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 lounges.
- 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: 15 Hours, 10 months (Monday and Thursday from 6:00 pm to 10:00 pm and Sunday from 9:00 am to 4:00 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
- Easter Sunday
- Memorial Day
- Fourth of July/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 school to obtain pertinent information regarding unexpected school closures due to extenuating circumstances such as inclement weather. New classes begin every ten to twelve 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 are 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 the 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 students 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 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 for 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 business 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 and may result in the student's suspension/probation.

### **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 lectures, 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.

### **Recording Devices:**

Due to privacy acts, we do not allow any device that has the capability to record and/or take pictures in any of our classrooms. This includes but is not limited to cell phones, laptops, tablets, and video recorders. We provide handouts and additional information that you can use to take detailed notes as needed to remember the information. Any additional notes students make must be done with paper and a writing tool.

### **Cell Phones:**

Students must have their cell phones in their bags or purses on silent during class time. Students are not allowed to have cell phones on their desk during class time. This includes but is not limited to texting, demos, lectures, guest speakers, and clinics. Cell phones in pockets or on the desk are **NOT** allowed. Students caught using their phones during class time will be sent home and will lose all hours for the day, regardless of what time they are sent home. After being sent home three times for cell phone usage, students who habitually use their phones during class will be suspended for (3) class days. If this code of conduct is violated again after initial suspension, then the student will be terminated from the program.

If a student has an emergency and must have their phone on them for the duration of the school day, they must notify the office of the situation and get permission from their instructor to have their phone during class.



## **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 matters 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**

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

- Complete 635 clock hours of Massage Therapy Program.
- Complete all written and practical tests with scores of 80% or above.
- Complete all final written tests with scores of 90% or above.
- Full payment for tuition
- Remain at 90% in attendance or be subject to Termination.
- Remain out of "Suspension" status; any student obtaining (2) Suspensions during contracted time of program is subject to Termination.
- Successful completion of all phases of study, required tests, practical projects, and clinical assignments for the course.

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)
- Assistance with application for the State Licensing Exam (Appointment must be scheduled)

Each student can receive these papers on The Group Graduation Day that will be announced two (2) months prior to the graduation. In the case when a student misses the group Graduation date, he/she can receive these documents in the Director's Office during office working hours.

**IT IS UNDERSTOOD THAT THE SCHOOL MAY ASSIGN OR SELL ITS RIGHTS TO PAYMENT UNDER THIS AGREEMENT, HOWEVER, THIS WILL NOT RELIEVE THE SCHOOL FROM FULFILLMENT OF ITS DUTIES AND REFUND POLICY HEREUNDER.**

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 the school administration. The request will be reviewed, and a 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. The 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**

Leave of absence is available to any student eligible to take time off due to medical or documented emergencies. **The maximum time allowed for each eligible student without penalty is 60 days.** If a student is absent for more than 60 days, a new contract must be renegotiated before re-entry to the program.

Students must be current with their tuition before the leave is approved or before returning to class at the end of the 60-day period. In order for a student to be approved for a leave of absence, they must submit all paperwork supporting the need for a leave prior to leaving class. Students who cease coming to class prior to written approval from the school director will not be approved for the leave of absence. The New Age Spa Institute Handbook covers most of the basic rules, regulations, and guidelines set forth by the Illinois Department of Professional Regulation.

**Restarting School**

In the event that a student must restart school from the beginning of the course, they are subject to pay the entire tuition fee again in addition to any amount still owed for the initial enrollment.

**Tuition Policy**

1. When notice of cancellation is given in writing within (5) business days after the date of enrollment, tuition and any other charges shall be refunded to the student. School may retain registration fee of \$150.00.
2. When notice of cancellation is given after the fifth business 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 to exceed 10% of the tuition, **Books, workbook, and other materials fee are to be refunded if not damaged, marked, or removed from original packaging, and the student has provided the school with a notice of cancellation.**

Percentage of Term Enrolled	Percentage of Tuition Owed
0.01% to 4.9%	10%
5% to 9.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%
After 50% completion of the program	No refund

4. 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.

5. 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.
6. All student refunds will be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
7. A student must give notice of cancellation to the school in written. The unexplained absence of a student from a school for more than 10 business days will constitute constructive notice of cancellation to the school. For purposes of cancellation the date will be the last day of attendance.
8. 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

#### **School's Right to Cancel:**

The school has the right to cancel/terminate the enrollment agreement upon grounds of misrepresentation, prior convictions, failure to perform according to the School's Satisfactory Academic Policies and Standards and/or violations of student policies.

The following reasons may lead to the dismissal of a student from the massage program:

- Unsatisfactory academic performance
- Absenteeism above the allowable limit
- Breaking the schools' Standard of Conduct
- Failure to meet the financial obligation to the school.

The student can be dismissed from the program with or without the written warning or being placed on probation.

#### **Buyer's Right to Cancel**

Each student has the right to cancel the initial enrollment agreement until midnight of the fifth business day after the student has been enrolled; and if notice of the right to cancel is not given to any prospective student at the time the enrollment agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund of all monies paid to date within 10 days of cancellation;

A notice to the students that the cancellation must be in writing and given to the registered agent, if any, or managing employee of the school; When this contract signed by the student and accepted by the school, it automatically became a legally binding instrument.

#### **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.

### **Medical & Relevant Lifestyle Changes and Updates**

All students using home-care products or with special skin conditions (Ex. Allergy) and medical conditions (Ex. Acne, High Blood Pressure) that are using specialized products, prescribed medications (both oral and topical), receive injectables (Ex. Botox, Juvéderm, Sculptra) must inform the school director and instructors before classroom hands on to prevent any injury from treatments performed in class. It is the student's responsibility to update the New Age Spa Institute Administration if there are any changes or updates in their medical conditions, medications, or cosmetic procedures including but not limited to LASER, IPL, Injectables like Botox and Juvéderm, Microneedling, PRP, Radio Frequency, Cryotherapy, and other invasive advanced treatments. The New Age Spa Institute will not take responsibility for any injury due to undisclosed conditions, allergies, or medical issues.

### **Pregnancy Policy**

- If a student is or becomes pregnant during her time at the school, she must inform the director.
- A student who becomes pregnant must fill out a pregnancy release form.
- She must also pick up a list of treatments that are not recommended for pregnant women from the manager. **This is very important since students work on each other and on clients.**

### **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 workplace 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 at 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 Conduct guidelines are designed to protect the interests of The New Age Spa Institute, its students, clients, faculty, and staff. All students are expected to conduct themselves in a professional manner suitable to the employment field they intend to enter. Students must act in a manner that is non-disruptive and is conducive to their learning and the learning of others.

The New Age Spa Institute reserves the right to suspend, dismiss, or terminate any student whose conduct, in the opinion of the Administration, is disruptive, or in any way interferes with the learning process of other students. The New Age Spa Institute further reserves the right to terminate the enrollment of any student not abiding by the policies and regulations in the student agreement or this student guide. Since there are a wide variety of unpredictable and individual situations, the following is a list of examples of unacceptable conduct. This list is not meant to be all-inclusive:

- Willful abuse of the clinical site's building, equipment
- Excessive absenteeism or tardiness
- Leaving assigned work without permission
- Violation of the site's safety rules.
- Theft, regardless of value
- Engaging in conversational topics that make other students uncomfortable.
- Cheating on any given testing is subject to immediate termination from the program.
- Taking pictures of testing material and sharing test/quiz answers is considered cheating and subject to immediate termination.
- Failure to conform to dress and appearance standards.
- Physical violence or threats toward any student, client, visitor, or staff
- Discourteous treatment or abusiveness toward fellow students, associates, clients, visitors, or guests
- Sleeping in the classroom
- Cell phone usage during class session

**Students who have more than (2) suspensions during the contract time of their program are subject to be terminated from the program.**

## **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 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.

## **Clean up.**

- Your lab supervisor will go over the cleanup procedure with you during lab. You should completely disinfect and clean everything at your station, such as the steamer, mirror, etc. The general rule is if it has been touched, it must be cleaned and disinfected.
- The disinfectant solution must be emptied at the end of each day and mixed again at the beginning of each day.
- If you have been working in the waxing room, prior to going home or checking out you must make sure the floor, the waxing cart, the waxing holder, and the waxing room beds are clean. You must also make sure the wax has been turned off.
- All trash must be taken out.
- Prior to going home for the day, any materials you may have used must be neatly stored. Brushes **MUST** be taken out of the wet disinfectant.

### **Lunches, Breaks, & Early Dismissals**

A student who attends class for at least five hours on a given day is permitted to take up to one fifteen-minute educational break. A 30-minute lunch break is also taken. Evening classes do not take a lunch/dinner break but take one fifteen-minute educational break.

If the student is **late** to return to class following lunch break more than **5 minutes**, he/she will not be admitted into class. The student will be required to clock out and leave for the remainder of the day, and the 30 minutes adjustment will still apply. **If a student must leave before the end of the class day/evening/weekend, then student must notify the instructor and fill out an Early Dismissal form.**

Students must turn in the Early Dismissal form complete with the instructor's signature to the main office. If a student leaves class without informing instructor AND turning in completed Early Dismissal form, then the student loses all class hours for the day/evening/weekend and faces possibly suspension.

### **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 the 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 proceedings 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 by the 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

### **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 for 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**

Student unsatisfactory progress is considered failure to meet minimum requirements for attendance and/ or academic progress. Students who fail to meet minimum requirements for attendance and/or academic progress will be placed on probation. The student will be advised in writing on the actions required to attain satisfactory academic progress to remove themselves from probation, within the allotted time period. 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 on 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 to 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 over 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 agree 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 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 Post Covid economy crisis, The New Age Spa Institute will not accept full payment of \$13,900.00. We require only a \$2,000.00 deposit for the student's registration fee, books and product kit and the remaining balance will be broken down into 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 18, 2023 –August 25, 2024**

**Total Cost: \$ 13, 900.00 (including tuition, registration fee, student kit, and portable massage table)**

Registration Fee (Due with application)

Tuition:	\$12,400.00
Registration Fee	\$ 150.00
Student kit included:	\$ 1,350.00

- Books
- Materials
- Supplies used in clinical applications.
- Product used in clinical applications.
- Portable massage table

**TOTAL:** \_\_\_\_\_ **\$ 13, 900.00**

Deposit for Enrollment: \$2,000.00

### **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 \$2,000.00 deposit (which includes a \$150.00 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. The 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.
9. Fees for the initial massage therapy examination and licensure in the State of Illinois are additional expenses: The licensing costs that students will incur:
  - The Massage and Body Work Licensing Examination FSMTB (MBLEX)
  - The cost of fingerprinting
  - The Illinois State licensing fee.

Please contact the appropriate agencies for current costs.

## **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, 2021 through June 30, 2022 (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	Message Therapy			
	CIP*	51.3501			
	SOC*	31.9010			
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		0			
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		3			
b) Re-enrollments		1			
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).		4			
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		0			
c) Withdrew from the school		0			
d) Are still enrolled		4			
5) The number of students enrolled in the program or course of instruction who were:					
a) Placed in their field of study		0			
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.					
		1			
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.					
		1			
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.					
		1			
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.					
		49,500.00			

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

\*SOC--Please insert the program SOC Code. For more information on SOC codes: <http://www.tls.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.*