



# **Career Training for Massage Therapist and Health Educator School Catalog 2010**

School Locations:

Emeryville, CA:	5900 Hollis Street, Suite Q, Emeryville, CA 94608	510-547-6442
Encino, CA:	15720 Ventura Blvd, Suite 101, Encino, CA 91436	818-788-0824
Petaluma, CA:	1347 Redwood Way, Petaluma, CA 94954	707-789-9235
San Francisco, CA:	1665 Market Street, San Francisco, CA 94103	415-861-2045
San Jose, CA:	3031 Tisch Way, Suite 1 Plaza South, San Jose, CA 95128	408-423-8004

Email: [nhi@nhi.edu](mailto:nhi@nhi.edu) Web Site: [www.nhi.edu](http://www.nhi.edu)

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## ABOUT THIS CATALOG

This catalog of the National Holistic Institute (NHI) contains important information for our students and prospective students. It tells you just what we offer at NHI and what you can expect when you attend.

The policies and procedures described in this catalog apply to all students, so please read the catalog all the way through. You will attend an orientation class on your first day of school. However, if there is anything in this catalog that you need clarified before orientation, please contact your Admissions Representative or the Vice President of Admissions.

NHI reserves the right to update or modify any of the information appearing in this catalog at any time.

## **WHY NATIONAL HOLISTIC INSTITUTE?**

Carol Carpenter, founder of NHI, began her career as a Massage Therapist in 1976. She quickly realized that Massage Therapists needed better training than they were getting.

“The entire field of Massage Therapy was growing at a rapid rate,” said Carol, “and it still is. There’s much more to being a professional Massage Therapist than simply knowing how to give a massage. You also have to know how to assess a client’s needs... what kind of massage to give and when... how to communicate with clients... how to have the career you’ve dreamed of... how to build your professional practice — and much, much more.”

Carol envisioned an in-depth, comprehensive massage therapy program that would produce the industry’s best massage therapists. In 1979, her vision became reality when she founded the National Holistic Institute.

Over the years, NHI has set the standard for massage therapy programs around the world by emphasizing the professional aspects of massage therapy and pioneering the 720-hour program.

Today, NHI is one of the largest and most respected Massage Therapy schools in the nation. Thousands of students have graduated from our program and found success starting their own private practice or working in luxurious resorts, day spas, sports clubs, and medical offices.

Our students come from all over the nation, many foreign countries, and many different walks of life, but they all share one thing in common – a strong desire to serve others and to have worthwhile, meaningful work.

NHI students find their time here to be exciting, challenging, fulfilling, and fun. Many of our graduates report that their experience at NHI has brought them greater independence, better control of their time, improved health, and greater integration of their professional life with their personal beliefs and values. With an NHI education, these same benefits can be yours.

## **OUR ENVIRONMENT FOR LEARNING**

Our facilities range in size from approximately 5,000 to 18,000 square feet of beautiful, warm, open spaces. The campus facilities include bodywork classrooms, lecture classrooms, reference materials, and amenities on campus or nearby.

The school’s equipment includes massage tables, massage chairs, hydroculators, lotions and oils, full-size model skeletons, study tables and chairs, white boards, overhead projectors, videotaping equipment, televisions, video equipment, and stereo sound equipment. Students are given required books in class, plus supplies such as backpacks, oils, lotions, and sheets.

The addresses of our facilities are listed on the front cover.

## **APPROVAL AND ACCREDITATION**

In keeping with our high standards of excellence, National Holistic Institute is licensed, approved, or accredited by the following agencies that oversee our operation:

**1. State of California — California Private Postsecondary and Education Act of 2009.**

National Holistic Institute's approval to operate in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. National Holistic Institute under Section 94802(a) of CPPEA will, by operation of law, be approved until December 31, 2013. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, Sacramento, CA 95798-0818, 916.574.7774.

The Bureau establishes educational standards that are intended to serve as the minimum standard for instructional quality and institutional stability for private postsecondary schools in California. The Bureau responds to student complaints and oversees a fund designed to help reimburse a student's tuition if a school closes unexpectedly. The Bureau is also responsible for approving education and training programs for veterans.

**2. Accrediting Council for Continuing Education and Training (ACCET)**

National Holistic Institute is accredited by the Accrediting Council for Continuing Education and Training. ACCET is listed by the U.S. Secretary of Education as a nationally recognized accrediting agency. In support of ACCET's standards, NHI upholds the following principles of professional ethics:

- To provide programs of study that are educationally sound, up-to-date, of high quality and are demonstrably effective.
- To maintain fair, ethical and clearly stated advertising, admission, and enrollment practices by accurately and fairly representing our institution and its services to all people.
- To provide effective student counseling and motivational programs that recognize individual differences and ensure successful student retention, graduation and employability where applicable.
- To demonstrate the ultimate benefit of private educational training programs through satisfied participants.
- To maintain an effective peer review system that ensures proper and ethical administration of all financial aspects of the institution.
- To promote the concept of voluntary self-regulation inherent in the accreditation process.
- To demonstrate a commitment to the people we serve through local community involvement and participation.
- To demonstrate the effectiveness of private educational training, thereby providing essential skills to support a productive American workforce.
- To promote continuing education and training programs of the highest quality and integrity.

**3. United States Department of Education**

The National Holistic Institute is an eligible institution approved by the United States Department of Education to participate in the following programs:

- Federal Pell Grants
- Federal Supplemental Educational Opportunity Grants (FSEOG)
- Federal Family Education Loan Program
- Federal Work Study Program

**4. American Massage Therapy Association (AMTA)**

NHI adheres to the national standards for Massage Therapists established by the American Massage Therapy Association (AMTA). The Association was established in 1943 to promote the practice of professional Massage Therapy. AMTA is the largest and most influential organization in the field. NHI has been affiliated with the AMTA for over 25 years and is a member of the AMTA's Council of Schools (COS).

**5. Foreign Student Eligibility**

NHI welcomes students from other countries. We enroll foreign students under the regulations set forth by the U.S. Department of Homeland Security.

**6. Vocational Rehabilitation**

Many vocational rehabilitation counselors have found NHI's Massage Therapy training appropriate for the retraining of their clients. Along with technical skill and support, our program instills the confidence to succeed.

**7. Nurses' Continuing Education**

Many nurses find Massage Therapy training valuable both for themselves and their patients, and incorporate it into their nursing work. Others develop an independent practice that allows them to help others outside a hospital setting. The Board of Registered Nurses approved NHI to offer continuing education for nurses.

**8. National Certification Exam**

Upon successful completion of NHI's Massage Therapist and Health Education training, many of our graduates take the National Certification Examination. This voluntary test has been established to measure entry level competence in the field. NHI's comprehensive training prepares our graduates for this test.

**9. Veterans' Benefits**

NHI is approved by the State of California Bureau for Private Postsecondary Education (BPPE) based on this catalog and the Veterans' Information Bulletin. Students who wish to receive veteran benefits need to notify the Department of Veteran Affairs (DVA). The NHI program is approved as accredited under Section 3675, Chapter 36, Title 38, U.S. Code.

## **PLACEMENT ASSISTANCE**

NHI's Placement staff provides the support and guidance to help make each student's job search successful. Many employers contact us to find well-trained Massage Therapists. The opportunities to have work you love as a Massage Therapist are exciting and varied. Today, NHI students and graduates have found full or part-time work they love in such areas as:

- Day Spas and Resorts
- Massage and Wellness Centers
- Chiropractic Offices
- Sports Clubs and Fitness Centers
- Hospitals
- Physical Therapy Clinics
- On-site corporate massage
- Community based organizations
- Schools
- and, in Private Practice managing their own business

The Job Placement staff also offers resume writing support, a newsletter of job listings, a job referral system, and other helpful resources to assist each student in his or her job search. Furthermore, our Externship program, with hundreds of participants, has often helped place our graduates in work they love.

NHI graduates have an advantage in the marketplace, since their training includes state-of-the-art massage and bodywork skills, as well as anatomy, physiology, kinesiology, pathology, client assessment, health education, and communication skills. In addition, NHI graduates develop business, personal, and professional skills as a result of their well-rounded education.

While NHI offers career assistance, no guarantee of placement can be made.

Even after you graduate, our Job Placement Department will answer questions and help you meet your goals. NHI is pleased to offer this service to graduates throughout their careers in massage therapy.

## **MASSAGE LAWS**

In California, there are two pathways to working as a massage therapist:

- 1) Voluntary California state certification through the California Massage Therapy Council (CAMTC) that allows you to work anywhere in California with one certification, or
- 2) Receiving licenses or permits in individual cities or counties as necessary.

### **California Certification**

The California legislature established a non-profit organization, the California Massage Therapy Council (CAMTC), to certify California massage therapists to work anywhere in California without also obtaining a city or county massage permit or license. NHI graduates qualify to be Certified Massage Therapists by the CAMTC. More information may be obtained at [www.camtc.org](http://www.camtc.org).

The purpose behind CAMTC's creation was to serve the interests of the public and the massage profession by making the process of certification the same throughout the state, rather than different in each city and county. Statewide certification through CAMTC will streamline massage therapists registration procedures, help local governments keep track of whether a massage therapist is actually licensed or certified elsewhere, and will increase transparency for the general public about what "certified" stands for in a title.

### **City or County Permits or Licenses**

California cities and counties have a variety of massage rules, regulations, and fees. Some California cities require minimal hours of training while other cities require comprehensive training, and some fees are modest while some are expensive.

### **Outside the State of California**

Students who wish to pursue their professional massage therapy practice outside of the state of California after they graduate, whether as a private practitioner or as an employee of an organization, are responsible to check that state's requirements on their own behalf.

### **Business Licenses**

Massage Therapists who have a private practice should also note that they are responsible for obtaining a business license in the city or county in which they operate.

## **THE MESSAGE THERAPIST & HEALTH EDUCATOR PROGRAM**

### **Educational Objectives**

NHI's aim is to graduate qualified Massage Therapists who, as soon as possible, can generate sufficient earnings to meet all their requirements for food, clothing, housing, transportation, child care, insurance, health care, and other necessities, as well as for recreation, vacations, and retirement planning.

Upon successful completion of NHI's Massage Therapist and Health Educator program, you will be prepared for private Massage Therapy practice, as well as for work in spas, gyms, health clubs, fitness centers, corporate offices, senior centers, disaster relief centers, sports events, and other locations, assisting clients with general health improvement, stress reduction, relaxation, health education, injury prevention, as well as other many other environments in which massage therapy is an added benefit.

You will also be prepared to offer your services in health and medical settings, by providing an adjunctive health service for remedial or rehabilitative purposes.

### **Course of Study**

**NHI's training program consists of the following five subjects:**

#### **I. Massage Theory and Practice**

Every person's need for massage is different. Older people, for example, often need different kinds of massage than athletes or children.

At NHI, we not only teach you a wide range of massage techniques to meet people's diverse needs, but also how to assess a client's needs and develop a customized massage program to meet those needs.

In this subject, you will learn Swedish massage, acupressure/shiatsu massage, sports massage, massage for pregnant women, massage for people with injuries, seated massage, foot reflexology, deep tissue massage, energy massage, joint mobilization, rocking and shaking massage, professional draping procedures, body mechanics for the therapist, and assessment and customization of massage sessions.

You will learn how to speed up the natural healing process of the body through the application of hot and cold packs (hydrotherapy).

You will also learn stress management education and other topics that will help you, as a health educator, address the many questions you'll be asked by your clients regarding health and well-being.

#### **II. Anatomy, Physiology, Kinesiology, and Pathology**

As a professional Massage Therapist, you naturally need to know about the human body.

In this subject, you will learn about the structure and function of the musculo-skeletal system, including the origin, insertion, and action of muscles; range of motion; postural analysis; and kinesiology.

You will also gain an understanding of how massage affects various inner systems of the body. In particular, you will learn about the circulatory system, digestive system, respiratory and nervous systems, Eastern & Western perspectives on the human body, and anatomical terminology.

Because Massage Therapists often serve at health institutions, sports events, and disaster relief centers, you will learn the signs of many common diseases, how massage can help alleviate them, and when to refer a client to another health care professional.

### **III. Career Development**

Since our aim is for you to make a good living through the practice of Massage Therapy, we at NHI place a strong emphasis on the learning of business and professional skills. Many of our students are surprised to find that the business aspect of being a Massage Therapist can be just as fulfilling and rewarding as giving massage. NHI's career development classes will help you develop professional skills to be prepared for a successful practice or employment.

Most students find that this subject helps them gain an extraordinary amount of clarity about their own lives and about the needs they have which they want their work to fulfill. In this subject, you will be introduced to a host of business-related disciplines, including:

- how to manage your time
- how to develop your presentation skills to communicate effectively with clients and business associates.
- understanding and meeting your clients' changing needs.
- marketing your services to prospective clients
- organizing your financial accounts and updating client records to help you prepare for income tax filing.
- how to create an effective resume that highlights your strengths.
- how to prepare and interview for positions as an independent contractor or employee.

When you consider that NHI's training is more comprehensive than most massage training programs, and that it includes so many career development skills, you can see why our students are confident of their abilities when they begin practicing Massage Therapy.

As you begin your new profession as a Massage Therapist, NHI will be at your side, with knowledge, encouragement, and support. We are here to help you succeed!

#### **IV. Student Clinic**

In the NHI Student Clinic, you will use the massage skills you have learned, practicing on clients from the general public. The Student Clinic allows your instructors to assess and assist your progress in a supervised, real-world setting.

In the Student Clinic, you will gain valuable experience working with a team of fellow professionals who share common goals.

And you will refine your skills in greeting and communicating with clients, setting appointments, time management and pacing, handling payments, and other practical aspects of working in Massage Therapy setting.

You'll find the Student Clinic to be a powerful part of your training. You will see for yourself how massage makes a difference in people's lives. And you will gain confidence in yourself and in your growing abilities as a Massage Therapist.

#### **V. Externship / Community Service**

This course will give you valuable on-site experience and prepare you for the transition to your professional career. At the same time, you'll contribute to the greater health and well-being of your community.

As an NHI extern, you'll work at a community-based health or service organization, spa, gym, medical office, or other settings. You'll receive practical experience in providing massage to a variety of people, including the elderly, physically challenged, homeless, people living with HIV, survivors of abuse, caregivers, and people recovering from chemical addictions.

In addition, the Externship program will prepare you to network with professionals in the field of massage therapy. You will have valuable opportunities to market your skills to these professionals and others.

#### **Sequence of Instruction**

You will begin your training at NHI by learning either Swedish or acupuncture/shiatsu massage. You'll also focus on the related anatomical systems. Based on this foundation, you will learn other topics concurrently, depending on class scheduling. In the Student Clinic and during Externship, you will practice the skills you've learned. This "learn by doing" approach helps you integrate and master the course work more effectively.

#### **Course Length**

One great thing about the field of Massage Therapy is that one can become a highly qualified professional in approximately one year.

NHI's program is comprised of 720 clock hours of instruction. This equates to 36 quarter-credit hours.

Students may attend morning; evening-and-weekend; Monday-to-Thursday evening; or Saturday and Sunday classes.

The daytime program takes approximately 10 months (four hours per day, Monday through Friday). Class hours are 8:45am - 12:45pm for the morning program.

The evening-and-weekend program takes approximately one year (two 4-hour evenings and one 8-hour weekend day per week — either Monday, Wednesday, Saturday or Tuesday, Thursday, Sunday). Evening classes are held from 6:00pm to 10:00pm. Weekend classes are from 8:45am to 5:45pm, with an hour off for lunch.

The Monday-to-Thursday evening classes meet from 6:00pm-10:00pm. This option requires approximately one year to complete the program.

Daytime, evening and weekend classes are in continuous session throughout the year. Upcoming start dates are released periodically. For further information on upcoming schedules at your campus of interest, please contact an Admissions Representative.

### **Diploma**

Upon successfully completing the program, you will be awarded an NHI diploma titled "Massage Therapist and Health Educator." You may then take your place among some of the most qualified and sought after Massage Therapists in the U.S. today.

### **Class Size**

Our lecture classes can accommodate an unlimited number of students. The size of the classroom dictates the number of students. On average, our largest classrooms hold approximately 40 students.

At NHI our students learn so well because our teaching methods (learner centered teaching) make learning seem effortless. During the hands-on portion of classes, the student/teacher ratio is 15:1. This ratio is calculated by dividing the number of students performing hands-on bodywork by the number of faculty members in attendance.

## **ADMISSIONS REQUIREMENTS AND PROCEDURES**

To apply for admission to NHI, simply give us a call. We will schedule a personal interview with an NHI Admissions Representative. The interview is conducted on campus, and includes a full tour of our facility so you can see first-hand what makes NHI so exciting. If you live more than 50 miles from the school, you may interview by telephone, and then receive the tour when you are in our area.

You will find your Admissions Representative to be a skilled listener. He or she will help you clarify your goals and dreams, and will help you determine whether NHI can meet your needs.

If NHI training is appropriate for you, the Admissions Representative will help you select a course time that is best suited to your personal situation. If you decide to apply, you and your Admissions Representative will fill out an NHI Enrollment Agreement. There is a \$50 registration fee to reserve your space in the class. Once you are accepted, you can then begin the Federal Financial Aid process if you desire Federal Financial Aid.

Individuals who have a high school diploma or GED are eligible to apply. NHI does not provide English-as-a-second language instruction. Therefore, acceptance to the school will be determined based on the results of the applicant's personal interview with the school's Admissions Representative and the acceptance and/or denial of the Vice President of Admissions. Successful applicants must be able to demonstrate the ability to fulfill the program's requirements as determined by the outcome of the interview.

For applicants who do not have a high school diploma or GED, regulations require that you demonstrate an ability to benefit from the program, as proven by the successful completion of the entrance examination. If you are under 18 years of age, you must have your parent or guardian co-sign your enrollment agreement.

NHI does not discriminate in admission or access to our program on the basis of age, race, color, sex, disability, sexual orientation or national origin. If you would like to request academic adjustment or auxiliary aids, please contact the Vice President of Admissions, the Vice President of Education, or the Director of Compliance at 800.315.3552 or National Holistic Institute, 5900 Hollis Street Suite Q, Emeryville, CA 94608. You may request academic adjustments or auxiliary aids at any time. The Director of Compliance is responsible for coordinating compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act of 1990.

Applicants who are persons with disabilities, as defined in paragraph 104.3(j) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. NHI will bear the costs of providing academic adjustments, auxiliary aids, or reasonable accommodations unless doing so presents an undue hardship.

### **Requests for an Accommodation or Auxiliary Aid or Service**

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

- Notify the Vice President of Admissions or the Vice President of Education in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. The request should be made at least four weeks in advance of the date needed. You may contact the Vice President of Admissions or the Vice President of Education in the following ways:

By telephone at 800.315.3552.

By mail at Vice President of Admissions and/or Vice President of Education  
National Holistic Institute  
5900 Hollis Street, Suite Q  
Emeryville, CA 94608

- The Vice President of Admissions or the Vice President of Education will respond within two weeks of receiving the request.
- If you would like to appeal the decision regarding your request, please contact the President of NHI with all the previously requested information. Appeals must be submitted within one week of the date of the Vice President's response.

### **Grievance Procedure Regarding an Accommodation or Auxiliary Aid or Service**

Any person with a grievance related to discrimination, including requests for academic adjustments, auxiliary aids and services, and requests for accommodation under Title III of the Americans with Disabilities Act should please follow the following procedure:

- Notify the Director of Compliance in writing of your grievance, any supporting material that explains your grievance, and the accommodation, academic adjustment or auxiliary aid that will satisfactorily address your grievance. You may contact the Director of Compliance in the following ways:

By telephone at 800.315.3552.

By mail at Director of Compliance  
National Holistic Institute  
5900 Hollis Street, Suite Q  
Emeryville, CA 94608

- The Director of Compliance will respond within two weeks of receiving the request.
- If you would like to appeal the decision regarding your request, please contact the President of NHI with all the previously requested information. Appeals must be submitted within one week of the date of the decision. The President will also respond within two weeks of receiving the request.

NHI does not provide medical insurance for students. All prospective students are encouraged to obtain their own medical insurance.

### **Rejection of an Applicant**

In accordance with the California Education Code, if NHI rejects an applicant for enrollment, he or she shall be entitled to a full refund of all monies paid to NHI less the cost of any books or supplies he or she may have received.

### **Transfer of Credits**

Transfer credit may be given for courses completed at other accredited post secondary institutions when such courses are determined to be comparable in scope and content to National Holistic Institute's own courses. To be eligible for transfer a minimum grade of "B" or its equivalent must be earned in the coursework under consideration.

Note that similar course titles (e.g. human anatomy, kinesiology) do not necessarily mean that the course content is equivalent. Applicants must provide National Holistic Institute with materials needed to support their request for transfer of credit, e.g. official transcripts, course description, syllabus, or other course materials that can be used to determine course equivalency. Required documentation must be submitted to the Vice President of Admissions no later than 14 days after the start of school.

Transfer credits will be accepted for up to 50% of the sciences courses. This equates to a maximum of 86 clock hours of instruction. For applicants whose credits were earned previously at National Holistic Institute in the 36 credit hour Massage Therapy and Health Education Program, all prior credits earned will be accepted.

To receive transfer credit, applicants may be required to take a written or oral exam to determine proficiency.

Tuition adjustments will be based on the per clock hour value of the tuition charged. Acceptance of credits does not exempt one from attending classes. Students will still be required to attend all scheduled classes in the program.

If an applicant's request for transfer of credits is denied he/she may appeal the decision within 2 weeks following the receipt of the formal notification. Appeals shall be directed to the President.

The transferability of credits you earn at NHI is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in the Massage Therapist and Health Educator program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or diploma that you earn at this institution are not accepted at the institution to which you seek to transfer you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending NHI to determine if your credits or diploma will transfer.

NHI has not entered into an articulation or transfer agreement with any other college or university.

## **CALENDAR & HOLIDAYS**

NHI has open enrollment periods with frequent start dates. The start dates rotate among the various schedules described in Course Length. Upcoming start dates are released periodically. For a calendar of courses, including beginning and ending dates, please contact an Admissions Representative.

Holidays on which there are no classes include: New Year's Day, Presidents' Day, Easter, Memorial Day, Independence Day, Labor Day, Martin Luther King Day, Thanksgiving, and Christmas. The school is also closed for approximately one and a half weeks during the Winter break from Christmas through New Years.

## **FINANCIAL INFORMATION**

### **Tuition and Fees**

NHI is pleased to offer a variety of payment plans. Federal financial aid is often a viable choice for those who qualify. Others prefer to take advantage of our discounted payment options, career loans, or monthly payment plans. Whatever your situation, NHI is committed to providing you personalized assistance in finding a plan that works for you.

The registration fee is \$50.00, the tuition is \$13,988.75, and the books and supplies fees are \$383.84. There is also an option to purchase a massage table for \$539.97. Tuition and fees change periodically, so please check with the Admissions Department for the latest information.

### **Financial Aid**

NHI is pleased to make available United States Department of Education Federal Financial Aid to students who qualify. NHI is an eligible institution to participate in the following programs:

- Federal Pell Grants.
- Federal Supplemental Educational Opportunity Grants (FSEOG)
- Federal family Education Loan Program
- Federal Work Study Program

### **Consumer Information**

The purpose of financial assistance is to aid students seeking post-secondary education who are in financial need. A person who wishes to apply must meet all eligibility requirements. To learn how eligibility is determined, how federal aid is disbursed, as well as the terms and conditions of the loans, *The Student Guide* to Financial Aid may be obtained by contacting our Financial Planning department.

As you can imagine, Federal Financial Aid is highly regulated and requires strict compliance. However, we at NHI choose to participate so the benefit of our unique training program can be made available to students who otherwise would be unable to attend.

We ask your cooperation as we do our part to arrange bank loans and/or government grants on your behalf. Please assist us by providing requested information and documents as soon as possible.

During your admissions interview, your Admissions Representative will provide you with an estimate of the amount of Federal Financial Aid you may qualify for, based on personal financial information you provide at that time. (Please be aware that our Admissions Representatives provide only an estimate of possible Federal Financial Aid available to you. Their main intent is to help determine whether NHI's program will provide you with what you want in your life.)

The estimate of Federal Financial Aid will give you an idea as to whether you can finance your education in this way or whether you will need to pay for it in another way. Once you are accepted into our training program, our Financial Planning Office will provide a thorough determination of the Federal Financial Aid you are eligible for and will assist you in obtaining Federal Financial Aid, providing you supply us with the needed information.

If you obtain a student loan to pay for the course of instruction, you have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If you are eligible for a loan guaranteed or reinsured by the state or federal government and you default on the loan:

- The federal or state government or the loan guarantee agency can take action against you, including applying any income tax refund to which you are entitled to reduce the balance owed on the loan.
- You may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

### **California State Grants**

NHI is eligible to participate in the following California State Grant programs:

- Cal Grant B
- Cal Grant C
- Chaffee Grant

When you meet with your Financial Planning representative, he/she will determine which state grants you may be eligible for. If you are eligible to receive a Cal Grant B award you may authorize National Holistic Institute to apply the grant to your school tuition and fees account. You have the right to rescind the authorization at any time up to the date the fund transaction actually occurs. If you choose to rescind the authorization, then any subsequent Cal Grant B funds received will be paid directly to you.

### **Terms of Payment**

All tuition and fees are due on the starting date of your program. Other arrangements may be made if you can demonstrate that this policy would pose a hardship.

If a student is delinquent in payment of fees, the Business Office will contact the student. If appropriate arrangements cannot be made, the student may be prevented from attending class and/or dismissed. NHI will withhold institutional services including grades, transcripts, and diplomas for students who are not current with their scheduled tuition payments or who have defaulted on a Federal Student Loan.

## **STUDENT SERVICES**

NHI understands that academic success often is influenced by factors outside the classroom. Therefore, NHI assists students both inside and outside the classroom. NHI strives to make each student's experience one that is positive, rewarding and focused on academic and life success.

### **Mentoring**

On the first day of class, students are assigned a mentor/teacher who can provide guidance and direction throughout each student's educational experience. Many students find their mentor to be a great asset and key element in achieving their goals.

### **Tutoring**

Tutorial assistance is available to students in need of coursework review. For more information, please contact Student Services.

### **Employment Assistance While In School**

NHI can help students find employment both while they are in school and once they graduate. While in school, many students choose to hold part-time, temporary jobs to support themselves. For assistance with employment while attending school, please contact Student Services. For information on our placement services for graduates, please see "Job Placement Assistance."

### **Federal Work Study Program (FWS)**

This program provides job opportunities for eligible students who wish to earn money while in school. For more information, please contact Student Services.

### **Housing Assistance**

If you are moving to the area from out of town and need housing, we can help. We post rental notices from students, local real estate agencies and other community members who have housing to offer. However, NHI assumes no responsibility for student lodging at these or other accommodations. If you're interested in housing assistance, please contact Student Services.

### **Transportation**

Each campus may provide information regarding public transportation and driving directions for the campus. Additionally, we can assist students in posting requests for a ride to or from school or offer transportation for other students.

### **Other Services**

NHI maintains a guide of resource information on community programs and private agencies serving the surrounding cities and counties. These services are available to help with issues from day care availability, to counseling on drug and alcohol abuse, personal crisis, sexuality, and legal and medical information.

### **Student Life Activities**

The student's time at NHI is not all practice and study; we also have student activities ranging from holiday gatherings, to community outreach, to other opportunities for classmate and faculty interaction.

## **ADMINISTRATIVE AND ACADEMIC POLICIES**

### **Attendance**

NHI's unique training program takes you step-by-step through a carefully planned sequence of learning experiences. To gain the full value of these learning experiences, it is vital that you attend every class and maintain a positive attitude toward learning.

Attendance is taken at the beginning of each class, marking absences and missed time, both of which become part of your permanent record.

Potential employers often contact the school to inquire about our students' attendance history to determine a candidate's reliability. Maintaining regular attendance throughout the program is vital to your success as a student. Arranging personal obligations around class hours before starting school will greatly assist in making this happen.

### **Please note the following attendance requirements:**

Students must attend 80% of class hours, while certain class sequences require students to attend 100% of class hours. Tardys and early departures count toward absences and are subtracted from a student's daily attendance (please refer to the information in "Arriving Late and Leaving Class Early"). If a student fails to meet these attendance standards, the student will be placed on Academic Alert (please refer to the information in "Academic Alert,"). Failure to correct the conditions stated in the Academic Alert may result in withdrawal from the program. If a student is on Academic Alert for having attendance below 80% at the end of a segment, the student will be required to make up classes to reach 80% attendance or complete alternative coursework to complete the segment or to graduate.

If a student is absent for 10 consecutive scheduled class days, she/he will be automatically withdrawn from the program. If a student returns to class within two class days after the withdrawal date, she/he may appeal the withdrawal with the Vice President of Education.

### **Arriving Late and Leaving Class Early**

Important information is given at the start and end of each class, so it is important that you arrive on time and stay until class is dismissed. Arriving late and leaving class early can keep you from receiving the full benefit of the program and are disruptive to other students.

Also, as a Massage Therapist you will always want to be on time for your clients. Therefore, mastering this valuable habit is part of your professional training. All late arrivals and early departures will be deducted from your attendance record.

### **Make-up Tests and Repeating Classes**

Because of the importance of each class session, you are responsible for all material, even if you are absent from class. You also may be required to show competency in missed material in order to remain in the program or before being awarded your graduation diploma.

*Students must complete all required tests in a timely manner in order to graduate on time. If you miss or fail a test, you will be required to make-up the test as soon as possible. When you receive a passing grade, you are not allowed to retake the test to improve your grade.*

Make-up tests are scheduled in advance and proctored by a qualified instructor. Students who missed a class that they were scheduled to attend are not permitted to make up that class, nor repeat classes that they previously attended, except under special circumstances.

The score of a make-up test or late paper is automatically dropped a full letter grade. All make-up tests must be completed prior to graduation, or you will not graduate with your class.

### **Leave of Absence**

Leaves of Absence are permitted. Requests must be in writing. A leave cannot extend longer than half the length of the program you are enrolled in or six months, whichever is shorter.

To request a Leave of Absence, you must submit a written, signed, and dated request that explains why a leave is needed. You will also need to meet with your mentor to discuss your request. NHI reserves the right to grant or deny the request. If you do not return to school on your scheduled return date, you will be withdrawn from the program.

The point of return will be based on where the student left off in the program according to his/her previous accomplishments, the amount of credit hours needed to fulfill his/her academic requirements, and the student's ability to succeed. Repeating classes is generally not allowed and is likely to incur additional class charges.

### **Schedule Change**

Students may be permitted to change to another group if their personal schedule creates a hardship that makes it difficult for them to attend school. All schedule change requests must be made in writing to the mentor. While we will try to work with students on the proposed change, NHI reserves the right to grant or deny the request.

Prior to processing a Schedule Change, the student and his/her mentor will determine the appropriate group and schedule that will benefit the student. The point of transfer will be based on where the student left off in the program according to his/her previous accomplishments and the amount of credit hours needed to fulfill his/her academic requirements. Repeating classes is generally not allowed and is likely to incur additional class charges.

### **Conduct and Deportment**

Our commitment at NHI is to prepare you to enter a professional career. We require that all students conduct themselves in a professional and responsible manner in order to remain in the program and receive their NHI diploma.

Students will be responsible for following the policies and procedures of the school, including those outlined in the Student Handbook and those posted in the Student Lounge. It also means

being cooperative and respectful towards the school, its teachers and administrators, school guests, clients, and fellow students.

Behavior involving illegal drugs, firearms and weapons, excessive alcohol, criminal behavior, or behavior that is irresponsible or unprofessional may be cause for dismissal.

### **Photo Release**

All students give NHI the absolute right and permission to use photographic portraits, pictures, or videos of them in character or form for advertising, art trade, or any other useful purpose whatsoever.

### **Drug and Alcohol Abuse**

In order to keep NHI a safe environment for students and staff to learn and grow, we participate in the Federal Drug-Free Schools and Communities program. NHI cooperates with the U.S. Department of Education in providing education and resource materials.

It is prohibited to possess, use, buy, sell, or be in the presence of others possessing, using, buying or selling any dangerous or illegal drugs, narcotics, or other controlled substances on NHI property, or while attending affairs sponsored by NHI. Any student found in violation of this prohibition will be dismissed and may be subject to criminal charges.

NHI students and staff have access to information and support in managing substance-abuse challenges. We encourage you to talk with someone in Student Support Services or your mentor if issues concerning drugs or alcohol become a problem. Also, a guide is provided during orientation contains current information on resources available for anyone needing special assistance with a drug-abuse or alcohol-abuse problem.

### **Satisfactory Academic Progress**

“Satisfactory Academic Progress” has a specific meaning at NHI. To make Satisfactory Progress toward completion of the program, you must maintain a 2.0 or better grade point average (GPA) and a minimum credit completion rate of 67% or better. The credit completion rate is a ratio of credits earned divided by the credits attempted. Credit values are assigned to all graded assignments other than pass/fail assignments. The program has a total credit value of 36 credits, which must be earned in order to graduate. Incomplete or failing grades are counted as credits attempted but not earned and have a 0.00 value towards the GPA.

For the purpose of computing your grade point average (GPA), letter grades are converted to numbers as follows: A “D” is considered a passing grade.

A	=	4.0
B	=	3.0
C	=	2.0
D	=	1.0
F	=	0.0

The maximum time frame in which a student must complete the program is 1.5 times the program length.

### **Satisfactory Academic Progress Check**

At the halfway point of the program, the student's academic progress will be reviewed to determine if he/she is maintaining satisfactory academic progress.

Any student having a credit completion rate less than 67% or a GPA less than 2.0 will be placed on academic probation. The probation period is six weeks. If, at the end of the probationary period, the student has not raised his or her credit completion rate to at least 67%, or does not have a grade point average of at least 2.0, then the student's progress shall be considered unsatisfactory. As a result, the student's Federal Financial Aid would end and the student would be placed on academic alert. The student would then have to make other financial arrangements to remain in the program.

Additionally, at the mid-point date, if any graded assignments are incomplete, the student will be placed on remedial status. This means that he/she will not be allowed to progress to the senior segment of the program until the incomplete assignments have been completed. Federal Financial Aid would also be suspended until the assignments have been completed.

### **Academic Alert**

The purpose of Academic Alert is to notify a student when his or her behavior or academic progress is below standard, and to put into motion a plan for correction. The student will receive written notification stating the unsatisfactory status and the correction required.

A student may be placed on Academic Alert for any of the following reasons:

1. Not conducting oneself in a professional and responsible manner and/or failing to follow the policies and procedures of the school.
2. Failing to complete a required evaluation, test, or written assignment.
3. Failure to meet attendance standards.

When a student receives a failing grade, support is available as follows: First, the student meets with her or his mentor to plan a strategy of preparation to retake the test or redo the assignment. Strategies may include further study, improved study techniques, tutoring, additional or alternative testing methods, or other recommendations. Once a strategy is selected, the student agrees to do his or her part. Be proactive. As soon as you are aware that you might be falling behind or are in need of additional support, please inform your mentor, and/or someone in Student Services. Tutors are available.

Academic Alert is for a period of one month. During this time, the student is required to correct the behavior and/or complete all outstanding evaluations, tests, and assignments. Failure to do so may result in dismissal.

### **Graduation Requirements**

We are proud to report that NHI graduates have an outstanding record of success in private practice, as independent contractors, and as employees. This success is based on the

thoroughness of our program, our high standards of excellence, and the desire and motivation of our students.

To become an NHI graduate, receive your diploma, and to participate in the graduation ceremony, you must meet the following requirements:

- Satisfactory completion of all course work
- a minimum GPA of 2.0
- 36 credits earned
- Satisfactory attendance as outlined in the section “Attendance.”
- Current on payment of tuition and fees

### **Re-Admission Policy**

Students dismissed from school for lack of satisfactory progress, or for other reasons, may apply to be re-admitted to NHI. NHI reserves the right to grant or deny a request to re-enter the program based on the applicant’s ability to complete the program, the nature of his/her initial dismissal or withdrawal and outstanding tuition balance owed to the school.

If the application is approved, NHI will determine the point of entry into the program based on the student’s previous accomplishments and the amount of credit hours needed to fulfill his/her academic requirements. This means that the student may re-start from where he/she left off in the program or may be required to repeat all or portions of the program based on the applicant’s competency and length of leave.

Tuition is calculated based on the point of re-entry, prorated on the amount of credit hours needed to complete the program. Applicants will also be charged for books and supplies, if it is determined that they are needed, and an administrative fee of \$100. The administrative fee must be paid when the application is submitted prior to receiving approval to start attending classes.

### **Suspension / Dismissal**

A student may be suspended or dismissed if the student is not meeting NHI’s standards, or is not abiding by the spirit and intent of NHI’s policies. Upon dismissal, the refund policy stated in this catalog will be followed.

Students may appeal dismissal actions by following the Complaint Procedure stated in this catalog.

### **Appeal Process**

Based on extenuating circumstances, a student may appeal the determination of probation status, dismissal, and/or termination of financial aid. To submit an appeal, follow NHI’s formal complaint procedure (please refer to the information in “Complaint Procedure”).

### **Withdrawal**

A student may voluntarily withdraw from the program by meeting with their mentor, or with the Student Services staff to discuss the circumstances. A written notification from the student is required and may be delivered in person or sent by certified mail.

### **Tuition Refund Policy**

When a student withdraws from the program, a refund shall be issued, if applicable, either by check or loan credit within 45 days following the date of the student's withdrawal. For students who do not receive Title IV funds, the refund will be the larger of the amount provided under California State Law or ACCET's refund policy

### Return of Federal Title IV Funds

When a recipient of Title IV funds withdraws during their period of enrollment, unearned Title IV funds must be returned to the Title IV programs. The amount of Title IV funds to be returned is determined by subtracting the amount earned from the amount disbursed. The amount earned is calculated by multiplying the % of the payment period(s) completed times the Title IV funds that were disbursed and could have been disbursed. The difference between the earned amount and the funds disbursed is the amount to be returned to the Title IV program.

A return of Title IV funds is distributed in the following order: Federal Unsubsidized Stafford Loan, then Federal Subsidized Stafford Loan, then Federal Plus Loan, then Federal Pell Grant, then FSEOG, then Other federal, state, institutional, or private assistance, then Student.

There are no Title IV refunds for students who have completed over 60% of the payment period.

Once the Title IV refund calculation is complete, then the California State refund and ACCET refund calculations are performed. If either results in a refund greater than the Title IV refund calculation, then the larger of the two is refunded to the student.

### California State Refund

Under the California State Law, the tuition refund policy for students who have completed 60 percent or less of the course of instruction will be pro rated from the start date to the last day of attendance.

### ACCET Refund Policy

The ACCET refund policy is pro rated from the start date to the last day of attendance. If 50% or more of the enrollment period is completed, there is no refund. During the first week of classes, tuition charges withheld will not exceed 10% of the stated tuition up to a maximum of \$500. When determining the number of weeks completed by the student, a partial week is considered a whole week provided the student attended at least one day during the scheduled week. After the first week tuition charges retained will not exceed a pro rata portion of tuition for the period of training completed, plus 10% of the unearned tuition for the period.

### **Financial Statement**

NHI has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

## **NOTICE OF STUDENT RIGHTS**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), 916.574.7774.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling 916.574.7774 or by completing a complaint form, which can be obtained on the bureau's Internet web site, [www.bppe.ca.gov](http://www.bppe.ca.gov).

### **Release of Student Information**

As an NHI student, you have the right to inspect and review your educational records, to request corrections or deletions, and to limit the disclosure of your records in accordance with the Family Educational Rights and Privacy Act.

To access your files, send or deliver a written request to the Director of Compliance. A time will be arranged for you to view your files.

Upon written request, the Registrar will provide you with an official transcript. For each student granted a diploma, permanent records of all of the following are maintained: a) the diploma granted and the date on which that diploma was granted, b) the courses and units on which the diploma was based, and c) the grades earned by the student in each of those courses. Please allow four weeks for processing your request. There is a service charge for documents requested. In accordance with California BPPE regulations, NHI reserves the right to withhold transcripts from students and graduates who are not current with their tuition payments or loan payments.

Unless otherwise requested, NHI may release to the public certain directory information pertaining to its students. This information can include any or all of the following: student's name, address, phone number, photograph, academic program, dates of attendance, participation in school activities, recognition received, secondary and post-secondary educational institutions attended, and post-graduation employer and job title.

Students who do not wish this information to be released should inform NHI in writing.

### **Cancellation of Enrollment**

A student has the right to cancel his or her agreement for a course of instruction, without any penalty or obligations, through attendance at the first class session, or the seventh calendar day after enrollment, whichever is later. Students have the right to cancel an agreement for a course of instruction and for any equipment or other goods or services included in the agreement. You may cancel without penalty or obligation. Cancellation occurs when you deliver or mail written

notice of cancellation to the Vice President of Admissions, National Holistic Institute, 5900 Hollis Street Suite Q, Emeryville, CA 94608.

If NHI gave the student any equipment, the student shall return the equipment in unused condition within 30 days following the date of the Notice of Cancellation.

A written notice of cancellation need not take a particular form, but must indicate the student's desire not to be bound by the enrollment agreement. NHI shall then refund any consideration paid by the student within 45 days after we receive notice of cancellation. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.

### **Complaint Procedure**

NHI's sole purpose is to help you achieve a successful career in Massage Therapy. Should a problem arise during your training with us, we want to work with you to find a fair solution. The NHI Complaint Procedure may also be used for complaints of discrimination on the basis of age, race, color, sex, disability, or national origin. Here is the procedure to follow:

1. Write the complaint on a Student Memo form — or in a letter — and include the following information:
  - a. The nature of the problem
  - b. The approximate date that the problem occurred
  - c. The name(s) of the individual(s) involved
  - d. Key information regarding the problem (facts, not rumors, are necessary for finding solutions)
  - e. Your signature, your group number, and the date.
2. Send or deliver the letter or memo to your mentor, place it in the student Suggestion Box, or deliver it to a Student Services staff person. Retain a copy for your records.
3. An appropriate party will respond to your complaint in writing, meet with you if necessary, and make every effort to find a fair solution.
4. If, after hearing the response you do not feel you have a resolution to your problem, send or deliver to NHI's Dean of Faculty or Dean of Students a copy of your letter or memo along with a written explanation of what has occurred. Retain a copy of the written explanation for your records.
5. Upon receiving the complaint, NHI's Dean of Faculty or Dean of Students will make every effort to find a fair solution and will notify you in writing and/or will meet with you to discuss her decision within 2 weeks of receipt.
6. If, after hearing the response, you do not feel you have a resolution to your problem, send or deliver to NHI's Vice President of Education a copy of your letter along with a written explanation of what has occurred. Retain a copy for your records.
7. Upon receiving your complaint, NHI's Vice President of Education will make every effort to find a fair solution.

8. If you have exercised NHI's formal student complaint procedure as outlined above and you feel that the problem has not been resolved, then you may direct your complaint to either of the following organizations:

#### BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

A student or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by completing a complaint form that can be obtained on the Bureau's Internet Web site at [www.bppe.ca.gov](http://www.bppe.ca.gov) or by calling the phone number below.

P.O. Box 980818

Sacramento, CA 95798-0818

916.574.7774

Or:

#### ACCREDITING COUNCIL FOR CONTINUING EDUCATION AND TRAINING (ACCET)

Complaint Administrator

1722 N Street NW

Washington, DC 20036

Phone: (202) 955-1113

Fax: (202) 955-1118

(ACCET is our national accrediting agency.)

Your letter to either organization should contain the following:

- a. Your name, address, and telephone number
- b. Your status with the school
- c. The name of the individual(s) at the school involved in the complaint
- d. Details of the complaint
- e. What was done to resolve the complaint
- f. A copy of the original Student Memo stating the complaint
- g. Proof that NHI's complaint procedure was followed before contacting the State or ACCET
- h. Your signature. Your signature is not a required item by ACCET; however, ACCET does state that the name and mailing address of the complainant must be included in the letter of complaint. If the complainant specifically request that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.

*Note: it is required that you have exhausted NHI's Complaint Procedure before taking your issue to the above outside agencies.*

#### **Arbitration**

Any controversy or claim out of or relating to the Enrollment Agreement, or breach thereof, no matter how pleaded or styled, shall be settled by arbitration in accordance with the Commercial Rules of the American Arbitration Association, and judgment upon the award rendered by the Arbitrator(s) may be entered in any court having jurisdiction.

**MISSION OF THE NATIONAL HOLISTIC INSTITUTE –**

**HELPING PEOPLE HAVE WORK THEY LOVE!**

Our mission is to help people have work they love. We take this mission very seriously and we love doing it!

We hope that your participation with us will bring you joy in your work, and that together we can help make the world a better place for everyone.

