

Academy of Therapeutic Esthetics And Massage - ATEAM Catalog

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Organization Name & Contact Information:

- Academy of Therapeutic Esthetics And Massage
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- Website: ateamstl.com
- Mailing address: 1610 Menard St., St. Louis, MO 63104
- Physical address: 1610 Menard St., St. Louis, MO 63104

Mission Statement

At ATEAM, our mission is to empower individuals with the knowledge, skills, and hands-on experience needed to excel in the fields of massage therapy and esthetics. Located in the heart of St. Louis, we are dedicated to providing high-quality, compassionate education in a supportive and inclusive environment. We believe in fostering personal growth, professional development, and wellness, while preparing our students to make a positive impact on the health and beauty of the communities they serve. Through innovative teaching methods, industry expertise, and a commitment to lifelong learning, we strive to shape skilled professionals who will elevate the standards of care in the massage and esthetics industries.

ATEAM School Objectives

1. **Provide Comprehensive, Industry-Standard Education:**

ATEAM offers high-quality training in both massage therapy and esthetics, ensuring students gain the technical skills and foundational knowledge required to excel in their respective fields.

2. **Foster Holistic Client Care and Wellness:**

Students will learn to integrate therapeutic techniques and holistic practices into their services, promoting overall health, well-being, and client satisfaction.

3. **Emphasize Professionalism and Ethics:**

The school instills strong ethical standards and professionalism, preparing students to practice with integrity, respect, and dedication to client care in a variety of professional settings.

4. **Ensure Practical Experience and Skill Mastery:**

Students will receive hands-on training through practical application of skills in real-world environments, ensuring they are fully prepared for licensure and successful careers.

5. **Promote Lifelong Learning and Career Development:**

The school prepares graduates to enter the workforce with confidence, offering ongoing support for career growth, professional development, and industry advancement in the fields of massage therapy and esthetics.

Massage Program Objectives

1. **Develop Proficiency in Massage Techniques:**

Students will master a variety of therapeutic massage techniques, including Swedish, deep tissue, sports massage, prenatal, lymphatic, reflexology, and other ancillary therapies to address diverse client needs and promote overall wellness.

2. **Understand Human Anatomy and Physiology:**

Students will gain a solid foundation in anatomy, physiology, kinesiology, and pathology to understand the body's systems and structures, allowing them to tailor treatments effectively for clients.

3. **Enhance Client Care and Communication Skills:**

Students will learn how to assess client needs, establish effective communication, and provide personalized care to ensure the comfort, safety, and satisfaction of clients.

4. **Apply Ethical and Professional Standards:**
Students will demonstrate an understanding of massage therapy ethics, professionalism, and the importance of maintaining boundaries, confidentiality, and respect in all client interactions.
5. **Learn Business Practices for Success:**
Students will acquire the essential business knowledge and skills needed to operate as a successful independent therapist or work in a spa, clinic, or healthcare setting, including marketing, financial management, and customer service.
6. **Implement Safety Protocols:**
Students will be trained in industry-standard safety protocols and best practices to prevent injury, ensure the safety of both the therapist and client, and maintain a clean and hygienic environment.
7. **Prepare for Licensing and Professional Practice:**
Students will be equipped with the necessary skills and knowledge to successfully complete licensing requirements and begin their careers as licensed massage therapists, providing therapeutic services to clients for pain relief, stress reduction, and overall wellness.

Class E-esthetician Program Objectives

1. **Master Advanced Skincare Techniques:**
Students will develop proficiency in a wide range of advanced esthetic treatments, including facials, chemical peels, microdermabrasion, dermaplaning, high frequency, and LED therapy, tailored to address various skin concerns and promote skin health.
2. **Understand Skin Science and Anatomy:**
Students will gain a strong foundation in the science of skin, including anatomy, physiology, and common skin conditions, enabling them to make informed treatment decisions and provide effective skincare solutions.
3. **Provide Personalized Client Care:**
Students will learn how to assess individual client needs, create customized skincare plans, and deliver treatments that promote healthy, rejuvenated skin while ensuring client comfort and satisfaction.
4. **Apply Holistic Wellness Practices:**
Students will integrate holistic wellness approaches into their skincare treatments, emphasizing the mind-body connection and overall wellness for long-term skin health.

5. Adhere to Professional Ethics and Standards:

Students will develop a clear understanding of the ethical responsibilities, professionalism, and confidentiality required in esthetics practice, ensuring a respectful and safe environment for clients.

6. Maintain Safety and Hygiene Standards:

Students will be trained in best practices for maintaining a clean and sanitary work environment, ensuring the safety of both the client and practitioner through proper sanitation and hygiene protocols.

7. Prepare for Career Success in Esthetics:

Students will be equipped with the skills and knowledge necessary to pursue a successful career in esthetics, including the ability to stay current with industry trends and continuously improve their expertise in skincare treatments.

Campus Facilities & Equipment

Our school is housed in a unique and spacious 11,000 square foot building in the Soulard neighborhood, offering a creative and collaborative learning environment. This historic space combines modern amenities with industrial charm, featuring high-volume ceilings, exposed air ducts, pipes, and beams, as well as stunning exposed brick walls and large, two-story windows that flood the interior with natural light.

The campus includes:

- **Three Fully Equipped Classrooms:**

Our classrooms are designed to offer flexible, hands-on learning experiences. Each room is fully equipped with state-of-the-art tools and equipment for both massage therapy and esthetics training. Students have access to high-quality furnishings and technology to support their learning and practice.

- **Four Spa-Grade Clinic/Treatment Rooms:**

Our clinic rooms provide a professional spa environment where students can gain real-world experience performing treatments. Each room is equipped with industry-standard treatment tables, lighting, and skincare equipment, ensuring students are ready to deliver exceptional client care upon graduation.

- **Lunch Room:**

A comfortable and relaxing lunch room provides students with a space to recharge during breaks. Equipped with seating and kitchen amenities, it allows students to enjoy their meals in a welcoming atmosphere.

- **Laundry Facilities:**
On-site laundry facilities are available for the upkeep of linens and towels, ensuring a clean and professional environment for students and clients alike.
- **Study Room & Library:**
The study room and library offer a quiet, focused space for students to review course materials, complete assignments, or engage in independent study. A collection of resources, including textbooks and industry-related materials, is available to support ongoing learning.
- **Reception & Retail Space:**
Our beautiful reception area sets the tone for a professional and inviting experience. The space features a welcoming atmosphere with retail offerings for students and clients, including skincare products, massage tools, and wellness essentials.

Located in a historic building with modern updates, the school benefits from its unique, creative design elements such as a mezzanine level with private office spaces and a breakout area that overlooks the main floor. The campus is easily accessible, with gated private parking, a ramped entrance, and ample street parking available for students and visitors. Additionally, the building is conveniently located within walking distance of Soulard attractions, including Session Taco and the Soulard Farmers' Market, providing a vibrant community atmosphere for both students and staff.

This one-of-a-kind facility combines flexibility, professionalism, and historical character to create the perfect learning environment for aspiring massage therapists and estheticians.

Instructor Qualifications

Qualification of Individual Instructional Faculty

All ATEAM instructors have the following qualifications:

- Content mastery in all subjects for which they intend to give instruction.
- Class E-esthetician Instructors must possess a Class E-esthetician Instructor License issued by the Missouri Board of Cosmetology
- In accordance with state licensing requirements, Instructors of some Massage Therapy Program classes must meet additional education and/or experience requirements as listed in the table below:

Course	Instructor Requirements
Student Dynamics	Documentable experience/education in the course subject
Professionalism & Ethics	Documentable experience/education in the course subject

Business Practice (Salon Management/Salesmanship)	Documentable experience/education in the course subject
Sanitation/Hygiene/Sterilization/Safety	Documentable experience/education in the course subject
State Law	Documentable experience/education in the course subject
Swedish	Licensed Massage Therapist 2 years of professional experience in massage therapy
Myofascial	Licensed Massage Therapist 2 years of professional experience in massage therapy
Anatomy, Physiology	Bachelor's degree/minor in a healthcare related field or a bachelor's degree/minor in a field related to anatomy and physiology OR 15 semester hours or 25 quarter hours in science or science related courses with a passing grade and at least 8 semester hours or 15 quarter hours in anatomy and physiology with a passing grade
Pathology	Bachelor's degree/minor in a healthcare related field or a bachelor's degree/minor in a field related to anatomy and physiology OR 15 semester hours or 25 quarter hours in science or science related courses with a passing grade and at least 8 semester hours or 15 quarter hours in anatomy and physiology with a passing grade
Bodywork Modalities	Documentable experience/education or certification in the course subject
Clinic	Licensed Massage Therapist 2 years of professional experience in massage therapy
Biomechanics/ Kinesiology	Documentable experience/education or certification in the course subject
CPR/First Aid	Certified CPR/First Aid Instructor

Instructional Resources

Our school provides a comprehensive range of instructional resources to support students in their training and help them excel in the fields of massage therapy and esthetics. These resources ensure students have access to the latest techniques, industry standards, and practical tools needed to succeed.

Instructional Resources Include:

- Hands-On Equipment & Tools:
 - Professional massage tables and chairs
 - Skincare and esthetic treatment equipment (e.g., microdermabrasion machines, LED therapy devices, dermaplaning tools)
 - High-frequency devices and other advanced esthetics tools
 - Hot stone sets, cupping kits, and other therapeutic tools for massage therapy
 - Anatomical models and interactive clay model Manikins
- Textbooks & Online Learning Materials:
 - Comprehensive textbooks on anatomy, physiology, kinesiology, skincare science, massage techniques, and client care
 - Access to digital learning platforms and online resources for continued education and self-paced learning
- Multimedia Resources:
 - Video tutorials and instructional videos covering techniques and safety protocols
 - Interactive software for anatomy and skin science education
- Workshops and Guest Lectures:
 - Regular workshops hosted by industry professionals to cover advanced topics and trends
 - Guest lectures and demonstrations on new techniques and business practices
- Clinic and Spa-Grade Treatment Rooms:
 - Real-world environments for hands-on practice, featuring equipment similar to that used in professional spas and clinics
- Study & Reference Materials:
 - Access to a small library of reference books, manuals, and industry magazines focused on massage therapy, esthetics, and wellness
 - Anatomical posters and worksheets
- Business Resources:
 - Instructional guides on business management, marketing, and ethical practices in the wellness industry

These resources ensure that our students are fully equipped with the knowledge, skills, and tools they need to thrive in their careers.

Faculty Biographies

Jennifer Coke - Jennifer brings a wealth of diverse experience to her role as Chief Administrator, with a career that spans over 17 years in law, business ownership, and community involvement. As an attorney, Jennifer has developed a strong foundation in legal matters, honing her expertise in business law and client relations. Her entrepreneurial spirit led her to successfully own and operate three day spa locations for 13 years, where she gained invaluable experience in leadership, management, marketing, and customer service. Beyond her business ventures, Jennifer has demonstrated a deep commitment to her community through her leadership on several nonprofit boards. She has served as Treasurer for Alpha Delta Pi Southeast alumni association and the Tower Grove Business Association, as well as Vice President of the Krewe of Vices and Virtues, which focuses on neighborhood improvements and activities. She is a general board member of Mardi Gras Inc. and involved in the local community through various organizations. With a passion for teaching, Jennifer has also spoken at industry conferences and served as a substitute teacher, specializing in both law-related and spa-related topics and general education. Her diverse skill set, combined with her leadership experience and community involvement, uniquely positions her to lead and grow her business ventures with a focus on excellence and social responsibility.

Aaron Swindell - Aaron Swindell brings a unique blend of educational expertise and community development experience to his role as Director of Development for our massage and esthetics school. With a Master's degree in Adult Education, Aaron's professional background spans a variety of sectors focused on teaching, skill development, and community empowerment. He began his career teaching English as a Second Language (ESL) to immigrants and refugees in a community-based program, where he developed a passion for helping individuals overcome barriers and achieve their potential. Aaron also worked extensively with the prison population, where he educated incarcerated individuals on job skills and career development to enhance their prospects upon reentry into society.

Fluent in both Spanish and German, Aaron's linguistic skills have allowed him to connect with diverse communities, providing a broad perspective on adult learning needs and cross-cultural communication. For the past three years, Aaron has served as the Director of Development at Morgan Ford Massage & Spa, where he has been instrumental in designing and implementing staff training programs focused on spa services, customer care, and professional growth. His leadership was key in obtaining national certification for our continuing education program with National Certification Board for Therapeutic Massage & Bodywork (NCBTMB), an achievement that further solidified our commitment to high standards and industry leadership.

In his role as Director of Development for the school, Aaron is dedicated to creating comprehensive educational programs that empower students with the practical skills, business acumen, and professional development they need to succeed in the competitive fields of massage therapy and esthetics. His extensive background in adult education, program development, and community outreach makes him a vital leader in shaping the future of our educational offerings.

Theresa Warren - Theresa “Reese” is an experienced educator and massage therapy professional with a deep passion for both healing and teaching. A St. Louis native, Reese pursued her massage therapy education at the renowned Body Therapy Institute (BTI) in Chapel Hill, North Carolina, graduating in 2009. Shortly after completing her program, she began her teaching career at BTI, where she quickly developed a reputation for her engaging instructional style and deep knowledge of various massage modalities. In 2012, Reese was named Director of Education at the Carolina Massage Institute, a position she held until the school’s closure in 2016. During her tenure, she was instrumental in developing and implementing curriculum, overseeing faculty, and ensuring students received a comprehensive education that equipped them with the skills necessary for success in the field. Following the closure of Carolina Massage Institute, Reese continued her work as an educator and instructor, focusing on her specialties in deep tissue, myofascial structural integration, and movement repatterning for active adults, athletes, and chronic pain sufferers. Reese is thrilled to return to the South City neighborhoods of St. Louis, where she now calls home, and where she is excited to play a pivotal role in shaping the next generation of massage therapy professionals. As the Director of Education at our massage school, Reese brings her extensive experience in both running a massage school and working hands-on with clients, ensuring that our students receive not only world-class education in massage techniques but also a deep understanding of the principles of therapeutic bodywork. Her commitment to excellence in both teaching and practice makes her a vital leader in our mission to provide the highest quality massage education.

Karen Littlejohn - With nearly a decade of experience in the beauty industry, Karen Littlejohn brings both expertise and passion to her role as an esthetics instructor. Throughout her career as a licensed esthetician, Karen has honed her skills in waxing, skin treatments, and, most notably, in her specialty of facial, hand, and arm massage. She understands that estheticians are not only responsible for the skin but also for the comfort and confidence of their clients. This belief drives her commitment to teaching the importance of caring for every part of the body that needs attention. Karen’s approach to esthetics goes beyond simply teaching techniques; she is dedicated to fostering an environment where students can learn to appreciate the

intricate needs of the skin and the therapeutic benefits of massage. As an educator, Karen is passionate about empowering the next generation of estheticians, helping them develop the skills and knowledge necessary to guide clients in achieving healthier, more radiant skin. Her goal is to inspire students to not only master esthetic techniques but also to cultivate a deep understanding of the impact these treatments have on overall well-being.

Michael Kehrer - Michael Kehrer, RN, is a dedicated healthcare professional with over 22 years of experience in diverse clinical settings, including intensive care, emergency medicine, and surgical nursing. He holds a Bachelor of Science in Nursing from Chamberlain College of Nursing and has worked across various healthcare environments, from rural clinics with Indian Health Services to the renowned Barnes-Jewish Hospital. Throughout his career, Michael has demonstrated a passion for patient education, leadership, and community service, volunteering with organizations such as St. Louis Effort for AIDS and the American Red Cross. Awarded The DAISY Award for Extraordinary Nurses in 2015, Michael's extensive clinical experience, combined with his leadership roles in quality improvement, positions him to teach anatomy and physiology with a practical, patient-centered perspective, making complex concepts accessible and relevant to massage therapy students.

Student Services

ATEAM is dedicated to providing a range of resources to support students in overcoming barriers to academic success. Available services include but are not limited to:

- **Academic Support:**
 - Tutoring and study sessions for difficult subjects.
 - Workshops on time management, study skills, and exam preparation.
 - Peer mentoring and collaborative learning groups.
 - Extra practice or extended time for assessments when needed.
- **Mental Health and Wellness Support:**
 - Stress management workshops and coping strategies.
 - Referrals to local mental health professionals or support groups.
- **Financial Assistance:**
 - Support in navigating payment plans and financial difficulties.
 - Assistance in obtaining external resources such as community grants, scholarships or benefits.
- **Career and Life Balance Support:**
 - Career counseling and guidance for students balancing work and study.
 - Access to job search assistance and internship placements.

- Resources for balancing caregiving or family responsibilities with academic obligations.

Massage Therapy Program

Program Description

Our Massage Therapy program offers comprehensive training in the art and science of therapeutic massage. Students will learn a variety of techniques, including Swedish, deep tissue, sports massage, prenatal, lymphatic and reflexology along with anatomy, physiology, kinesiology and pathology. The program also covers client care, ethics, business practices, and essential safety protocols. Graduates will be prepared to provide effective treatments for pain relief, stress reduction, and overall wellness, with the skills needed to begin a successful career as a licensed massage therapist.

Tuition & Fees

- Tuition: \$13,000
- Fees: \$93.50 (Application Fee \$25; Student License Fee \$25; Criminal Background Fingerprint Check Fee (Paid for by the applicant directly to Missouri Automated Criminal History Site (MACHS) \$43.50
- Textbooks & Student kits: \$800

Length of Program

26 weeks

Number of Credit/Clock hours Offered

625 Hours

Certificate or Degree Awarded Upon Completion

Certificate of Completion

Program Specific Graduation Requirements

- Achieve a passing score of 75% in all courses, exams, and the final exam of the program
- Complete all clock hours required in each course as follows:

- Anatomy & Physiology - 200 hours
- Massage Theory & Practice - 300 hours
 - Biomechanics (45)
 - Myofascial (45)
 - Student Clinic (135)
 - Swedish (55)
 - Student Dynamics (20)
- Business Practice, Professional Ethics, Hygiene & Law - 68 hours
- Ancillary Therapies - 57 hours (including CPR and First Aid).
- Complete a final comprehensive written exam covering essential topics from each course

Class E-esthetician Program

Program Description

Our Class E-esthetician program blends advanced skincare techniques with holistic wellness practices. Students will learn how to provide personalized treatments for various skin concerns, including facials, chemical peels, microdermabrasion, and advanced modalities like dermaplaning, high frequency, and LED therapy. The program also covers anatomy, skincare science, and client care, while emphasizing safety, hygiene, and professional ethics. Graduates will be equipped to offer therapeutic treatments that promote skin health and rejuvenation, preparing them for a successful career in the growing field of esthetics.

Tuition & Fees

- Tuition: \$15,600
- Fees: \$93.50 (Application Fee \$25; Student License Fee \$25; Criminal Background Fingerprint Check Fee (Paid for by the applicant directly to Missouri Automated Criminal History Site (MACHS) \$43.50
- Textbooks & Student kits: \$1,600

Length of Program

26 weeks

Number of Credit/Clock hours Offered

750 Hours

Certificate or Degree Awarded Upon Completion

Certificate of Completion

Program Specific Graduation Requirements

- Achieve a passing score of 75% in all courses, exams, and the final exam of the program
- Complete all clock hours required in each course as follows:
 - Facials, cleansing, toning, massaging - 120 hours
 - Makeup application, all phases - 100 hours
 - Hair removal - 30 hours
 - Body treatments, aromatherapy, wraps - 120 hours
 - Reflexology - 35 hours
 - Cosmetic sciences, structure, condition, disorder - 85 hours
 - Cosmetic chemistry, products and ingredients - 75 hours
 - Salon management and salesmanship - 55 hours
 - Sanitation and sterilization, safety - 45 hours
 - State law - 10 hours
 - Curriculum to be defined by school - not less than 75 hours.
- Complete a final comprehensive written exam covering essential topics from each course

Academic Calendar

- 2026 - First Term
 - Last Day to Enroll: 12/22/2025
 - Classes start: 1/5/2026
 - Classes end: 6/28/2026
 - Campus Holidays (campus closed):
 - Martin Luther King Jr Day - 01/19/2026
 - Memorial Day - 05/25/26
 - Graduation: 7/5/26
- Summer Break - Campus Closed: 6/29/26 - 7/5/26
- 2026 - Second Term
 - Last Day to Enroll: 6/22/2026

- Classes start: 7/6/2026
- Classes end: 1/3/2027
- Campus Holidays (campus closed):
 - Labor Day - 09/7/2026
 - Thanksgiving Day - 11/26/2026
 - Winter Break - Campus Closed: 12/21/2026 - 12/27/2026
 - New Year's Day - 01/01/2026
- Graduation: 1/10/27
- Days/times of instruction - Massage
 - Weeks 1-13 Monday - Thursday 9 a.m. - 12 p.m & 1 p.m. - 4 p.m.
 - Weeks 14-25 Monday - Wednesday 9 a.m. - 12 p.m. & 1 p.m. - 4 p.m., and
 - Students choose one four hour period during weeks 1-13 and two four hour periods during weeks 14-25 from the following:
 - 9 a.m. - 1 p.m. Friday
 - 2 p.m. - 6 p.m. Friday
 - 9 a.m. - 1 p.m. Saturday
 - 2 p.m. - 6 p.m. Saturday
 - 9 a.m. - 1 p.m. Sunday
 - 2 p.m. - 6 p.m. Sunday
- Days/times of instruction - Esthetics
 - Monday - Thursday 9 a.m. - 12 p.m & 1 p.m. - 4 p.m., and
 - Students choose one four hour period during weeks 1-3 and two four hour periods during weeks 4-25 from the following:
 - 9 a.m. - 1 p.m. Friday
 - 2 p.m. - 6 p.m. Friday
 - 9 a.m. - 1 p.m. Saturday
 - 2 p.m. - 6 p.m. Saturday
 - 9 a.m. - 1 p.m. Sunday
 - 2 p.m. - 6 p.m. Sunday

Admissions Requirements

Prospective students to the Academy of Therapeutic Esthetics And Massage (ATEAM) must provide proof of and/or demonstrate the following:

- Complete and submit the ATEAM Application for Enrollment
- Be 18 years of age or older.
- High school graduate or equivalency exam.
- Complete an admissions interview

- Must demonstrate competency in speaking, reading, writing and understanding the English language, as determined by means of the oral interview and a written essay.

Enrollment Procedures

- Prospective students submit the [Application for Enrollment](#) along with a \$25 application fee.
- A representative of the school will conduct an interview.
- Prospective students will be informed of their admission status at least 2 weeks prior to the start of the program.

Policies upon acceptance

- A copy of the student's high school or postsecondary diploma or equivalent certificate must be received by ATEAM at least two weeks before classes begin.
- Tuition must be paid in full two weeks before classes begin.
- Failure to pay tuition by the due date will result in withdrawal from the Program.
- As all tuition and fees must be paid in advance, there are no minimum payment requirements or payment plan options.
- Acceptable methods of payment include cash, check, or credit card.
- Prospective students must have completed a Criminal Background Fingerprint Check through the [Missouri Automated Criminal History Cite \(MACHS\)](#) on or before the first day of the program. This will require a fee, paid for by the applicant for \$43.50
- Prospective students must submit the [Student License Application for Missouri](#) along with a \$25 fee, on or before the first day of school.

Cancellation, Dismissal, Withdrawal & Refunds

Cancellation of Enrollment Prior to Commencement

Students who wish to cancel their enrollment before the program start date must notify ATEAM in person or by electronic means. The following guidelines will apply:

- Notice of Cancellation: Students must submit a written request for cancellation to ATEAM. Failure to notify the school in writing within the below required time frames will result in forfeiture of any refund and/or deposit.

- Refund Policy:
 - Within 3 days of signing the Enrollment Agreement, not including Saturdays, Sundays, and holidays: Students may cancel and receive a full refund of any monies paid for tuition, student licensing fees, application fee and student kit fees. If the student has paid for their criminal background check directly to MACHS, the student must contact that organization directly for any refund request.
 - After 3 days from signing/submitting the Enrollment Agreement and prior to the commencement of classes: Students may cancel and receive a full refund of any monies paid for tuition, student licensing fees and student kit fees. No refunds are given for the application fee.
 - After commencement of classes: Any notice of cancellation will be treated as a Withdrawal and refunds will be determined in accordance with the Withdrawal refund policy.

Dismissal from the Program

Dismissal from the program may occur at the discretion of ATEAM administration for serious violations of school policies, ethical standards, or failure to meet academic and professional expectations. Grounds for dismissal may include but are not limited to:

- Violations of School Policies: Any behavior that violates ATEAM's Code of Conduct, including but not limited to dishonesty, harassment, substance abuse, or disruptive actions.
- Insubordination: Failure to follow instructions from faculty, staff, or administration, or refusal to comply with ATEAM policies and procedures.
- Academic or Clinical Performance: Failure to meet the required academic standards or professional competency in the clinic environment.
- Failure to Meet Attendance Requirements: Absenteeism or tardiness that violates the ATEAM attendance policy.

A student who is dismissed from the program will be treated as having withdrawn for purposes of tuition and fee refunds.

Withdrawal

Students may withdraw from the program at any time and for any reason. To withdraw from the program, a Withdrawal Form must be dated and signed by the student, and delivered in person or by electronic means to the Chief Academic Officer or Campus

Director. The receipt by the CAO or CD will determine the date of withdrawal for refund purposes. A student in good standing may re-apply by completing the Application for Enrollment. Refunds will be made based on the following schedule:

- Tuition
 - After the commencement of classes and before termination of the first week of classes - 75% refund.
 - After completion of the first week of classes and before termination of the second week of classes - 60% refund.
 - After completion of the second week of classes and before termination of the thirteenth week of classes - 10% refund.
 - After the termination of the thirteenth week of classes - no refund will be given.
- Fees
 - Application fees are refundable only during the cancellation period as described above.
 - Student kit & textbook fees are not refundable once the student has received their kit and textbooks or access to online textbooks. Students generally will receive their kits and textbooks on the first day of class. Students may retain their student kits and textbooks/online access upon withdrawal, subject to the online access limitations applicable to all other students in the program.
 - Student licensing fees are non-refundable once submitted to the appropriate licensing body.
 - Criminal background check fees paid directly to MACHS are not refundable.

Instructional Methods Utilized

- Instructional Methods Utilized
 - Lecture-Based Instruction
 - Objective: To provide foundational knowledge and theoretical understanding.
 - Delivery: Theory lectures may be delivered in person, through online platforms, or through hybrid formats. Online platforms will only be used for lectures in circumstances where in-person lecture is not possible because of weather, emergency building closure, etc. Content will include anatomical studies, skincare theory, facial and body massage techniques, business practices, and client care protocols. Virtual educational theory hours will not account for more than half of the theory education hours required.

- Assessment: Quizzes, exams and written assignments
- Hands-On Practical Training
 - Objective: To develop proficiency in practical skills.
 - Delivery: Practical training will occur in a clinical setting with direct supervision by the Clinic Supervisor. Students will practice various therapeutic esthetics and/or massage techniques on mannequins and peers, progressing to real clients under supervision.
 - Assessment: Skills assessments, peer evaluations, instructor evaluations, and client feedback.
- Demonstrations and Modeling
 - Objective: To visually showcase techniques and procedures.
 - Delivery: Instructors will model techniques in real-time for students to observe, followed by guided practice sessions where students replicate the demonstrated skills and pro
 - Assessment: Student participation and instructor feedback on technique accuracy.
- Project-Based Learning (PBL)
 - Objective: To prepare students for real-world situations by encouraging them to take ownership of their learning and develop practical, transferable skills.
 - Delivery: Students work individually or in groups to explore a central question or challenge, applying knowledge and skills from various disciplines to produce tangible, often collaborative outcomes. This hands-on approach promotes critical thinking, creativity, and self-directed learning while fostering communication and teamwork.
 - Assessment: Feedback from instructors and peers, refining their work and enhancing their problem-solving abilities
- Interactive Learning and Group Discussions
 - Objective: To enhance critical thinking and application of knowledge.
 - Delivery: Group discussions, case studies, and problem-solving exercises that focus on real-world scenarios. Students will collaborate on client care plans, explore therapeutic strategies, and discuss the ethical implications of their practice.
 - Assessment: Group projects, participation in discussions, and written reflections.
- Digital Learning and Multimedia Resources
 - Objective: To supplement traditional learning and reach various learning preferences.
 - Delivery: Use of videos, online resources, and virtual simulation tools to enhance understanding of theoretical concepts, massage techniques, and esthetic practices.
 - Assessment: Engagement with online assignments, quizzes, and multimedia activities.
- Cultural Competency and Inclusivity
 - Objective: To ensure students are prepared to serve a diverse clientele and practice inclusivity in their work.

- Delivery: Courses will incorporate training on cultural sensitivity, inclusivity, and the ability to work with clients from various backgrounds and with different needs.
- Assessment: Discussions, role-playing activities, and written assessments.

Technology Requirements

- ATEAM utilizes electronic learning platforms which require all students to have the following:
 - A laptop, cell phone or tablet which can access Google Chrome (version 92 or later), Mozilla Firefox (version 90 or later), Safari for Mac only (version 13 or later) with Internet speed minimums of 6 Mbps Download and 2 Mbps Upload
 - For laptops - Operating system requirements of Windows 10 or later with the latest updates or Mac OS 10.6 or later
 - For cell phones and tablets -
 - For Android Devices - Operating System: Android 12 or later. Memory: A minimum of 8 GB RAM and 32 GB ROM is recommended. Display: A screen size of at least 8 inches is recommended, with a 10-inch display being ideal for features like charting and clinical photography.
 - For iOS Devices - Operating System: iOS 14.0 or later. Operating System (iPad): iPadOS 14.0 or later.
 - Reliable internet access outside of the school to Google Chrome (version 92 or later), Mozilla Firefox (version 90 or later), Safari for Mac only (version 13 or later) with Internet speed minimums of 6 Mbps Download and 2 Mbps Upload
 - A camera that can take photos and videos (can be a feature of a cell phone or tablet or a separate device)
 - Headphones

Academic Evaluation Procedures

Student Monitoring

- In all courses a lead instructor is present during lecture and all in-class activities.
- During CPR & First Aid, in addition to the representative from the American Red Cross, a member of the faculty or administration will also be present.
- During Student Clinic Experience, the instructor will provide guidance before, during and after client sessions to ensure accuracy of treatment plans and

client documentation. The instructor may enter the treatment room during service to observe students' techniques and professionalism or to supervise and step in if problems arise.

Grading Methods

Grading Scale

This grading scale is to be used for written exams, homework, and other in-class activities that are not "practical skills" related; for those activities, a grade will be established using the Practical Skills Evaluation, which is outlined in the Measures of Satisfactory Academic Progress (below).

- Excellent (90-100%): Demonstrates full mastery of subject matter, excellent communication skills, and professional demeanor.
- Good (80-89%): Demonstrates understanding of subject matter well, with minor issues in technique or communication. Shows good understanding and application of the techniques but could refine certain areas.
- Satisfactory (75-79%): Demonstrates adequate understanding of subject matter with room for improvement. The practitioner shows a basic understanding but lacks proficiency in technique, client interaction, or preparation. A few critical errors may be present.
- Needs Improvement (below 75%): Significant issues with technique, client interaction, or professionalism. Student understanding of subject matter is insufficient, and the therapist shows a lack of preparation or proper knowledge.

Pass / No Pass

The massage therapy and Class E-esthetician programs are Pass / No Pass programs. While individual assignments, exams, and evaluations might receive a grade in the form of a percentage score, a "passing score" is defined as receiving 75% or higher. Monthly Progress Reports will display if the student is currently "passing" or "not passing" each course based on the average grades for all written and/or practical examinations, class participation, and homework in that course.

Students must be able to demonstrate competency and understanding of the material within the parameters of the assignments, quizzes, exams and in-class hands-on exercises to pass each course.

Measures of Satisfactory Academic Progress

Students will be evaluated on their proficiency, knowledge, and competency across several key areas to ensure they meet industry standards and can practice safely and

effectively. Each course syllabus will specify the breakdown of how much each of the following contributes to the overall grade: written exams, oral exams, practical skills evaluations, classroom participation, homework assignments. ATEAM uses the following structured approach to determine pass/fail criteria:

1. Comprehensive Assessment of Knowledge

- Written Exams: Courses will utilize written quizzes and exams assessing theoretical knowledge, to ensure students have mastered the program content. Each written quiz or exam will be assigned a percentage score based on the number of answers the student answered correctly out of the total number of answers. A grade of 75% or higher is considered passing for any individual exam or quiz.
- Oral Exams or Presentations: Some courses will utilize an oral exam/presentation. An oral exam/presentation rubric (OEPR) is required for all oral exams and presentations assessing the student's ability to verbally communicate their understanding of key concepts, client care, and techniques. The OEPR will be presented to students prior to the oral exam/presentation, along with the percentage breakdown of assessed skills and minimum required for passing.

2. Practical Skills Evaluation - Massage Program

- An average of 75% or higher is required in all evaluations completed in the Student Clinic Experience during weeks 14-25 to pass the Student Clinic Experience course. (Evaluations completed in the Student Clinic Experience during weeks 1-13 will be used for coaching for performance improvement only).
- Hands-on massage practical exams for each massage course (Swedish, Myofascial/Deep Tissue, Ancillary Therapies): A score of 75% or higher is required. Students may re-attempt the practical exam as needed until a passing score is achieved or until the conclusion of the program.
- Hands-on massage practical exams and services performed on clients during Student Clinic Experience will be assessed for both technical skills and interpersonal qualities to ensure the student can provide effective and safe massage therapy. A breakdown of the key criteria that will be considered in the grading rubric for the massage practical exams and client services in Student Clinic Experience is as follows:
 - A. Preparation and Professionalism (10%)
 - Hygiene & Appearance: Clean attire, appropriate grooming, and proper hygiene.

- Preparation of the Massage Space: Setting up the massage table properly, including linens, music, lighting, and the use of massage oils/lotion if applicable.
- Client Interaction: Introduction to the client, explaining the process, and checking for contraindications or allergies before starting the massage.
- Comfort and Safety: Ensuring the client's comfort, adjusting the table height, and checking for any discomfort throughout the session.
- B. Assessment and Client Care (10%)
 - Client Consultation: Asking relevant questions regarding health history, areas of tension or pain, and preferences for pressure or technique.
 - Assessing Client's Needs: Ability to tailor the massage to meet the client's specific needs based on the consultation and observations.
 - Consent and Boundaries: Clearly obtaining informed consent for the massage, maintaining appropriate boundaries, and respecting the client's comfort level.
- C. Technique and Application (40%)
 - Variety and Proficiency in Techniques: The student should demonstrate knowledge and skill in different types of strokes, such as compression, effleurage, petrissage, tapotement, friction, nerve strokes and vibration. The instructor will observe:
 - Smooth transitions between techniques.
 - Proper pressure application (not too light or too deep).
 - Appropriate hand positioning and body mechanics to avoid injury.
 - Correct Use of the Body: Proper body mechanics by the student (e.g., using forearms, hands, elbows, and legs effectively while minimizing strain).
 - Focused Attention on Problem Areas: Ability to target and address specific areas of tension or discomfort, using appropriate techniques.
 - Flow: The ability to maintain a continuous, consistent flow throughout the massage.
- D. Client Communication and Interaction (10%)
 - Checking in with the Client: Periodically checking in to see if pressure is comfortable, if there is any discomfort, or if the client has any feedback.

- Verbal Communication: Clear and professional communication throughout the session, explaining any techniques being used or asking for client feedback.
 - Non-Verbal Communication: Observing the client's body language for signs of discomfort or relaxation.
- E. Post-Massage Care and Conclusion (15%)
 - Ending the Session: Bringing the session to a calm and respectful close, ensuring the client is comfortable, and avoiding abrupt endings.
 - Post-Treatment Advice: Offering any post-massage recommendations such as hydration, stretching, or home care for muscle soreness, appropriate retail products for home use, and when to return for the next visit.
 - Clean-up: Tidying up the massage space, properly discarding or storing used materials (e.g., paper towels, towels, etc.), and cleaning tools used during the massage.
 - Disinfection: Properly disinfecting the surfaces and equipment as required by State guidelines.
- F. Overall Professionalism and Attitude (10%)
 - Confidence and Calmness: Maintaining a confident and calm demeanor throughout the session, even if faced with unexpected situations or challenges.
 - Time Management: Adhering to the allotted time for the session, without rushing or running over.
 - Respect for Boundaries: Respecting professional boundaries, keeping the interaction focused on the massage therapy process.
- G. Client/Peer Feedback (5%)
 - Students will work with real clients during Student Clinic Experience. Client satisfaction and comment forms will be provided to each client after their student service. Forms will be reviewed for feedback on the client's experience (comfort, communication, and effectiveness of the service) to determine the student's ability to provide effective and safe care.
 - Students will also participate in peer-reviewed sessions, where classmates give feedback on each other's techniques and professional demeanor.

3. Practical Skills Evaluation - Class E-esthetician

- An average of 75% or higher is required in all evaluations completed in the Student Clinic Experience during weeks 14-25 to pass the Student Clinic

Experience course. (Evaluations completed in the Student Clinic Experience during weeks 1-13 will be used for coaching for performance improvement only).

- Hands-on practical exams for each treatment course (Facials, Cleansing, Toning & Massaging; Makeup; Hair Removal; Reflexology; Ancillary Therapies; Body Treatments/Aromatherapy/Wraps; Swedish Massage): A score of 75% or higher is required. Students may re-attempt the practical exam as needed until a passing score is achieved or until the conclusion of the program.
- Practical hands-on exams and Student Clinic Experience: Hands-on practical exams and services performed on clients during Student Clinic Experience will be assessed for both technical skills and interpersonal qualities to ensure the student can provide effective and safe skin care services. A breakdown of the key criteria that will be considered in the grading rubric for the practical exams and client services in Student Clinic Experience is as follows:
 - A. Preparation and Professionalism (10%)
 - Hygiene & Appearance: Clean attire, appropriate grooming, and proper hygiene.
 - Preparation of the Service Area: Setting up the facial table properly, including linens, music, lighting, and the use of appropriate products.
 - Client Interaction: Introduction to the client, explaining the process, and checking for contraindications or allergies before starting the service.
 - Comfort and Safety: Ensuring the client's comfort, adjusting the pressure, checking in and testing towel and steam temperature, and checking for any discomfort throughout the session.
 - B. Assessment and Client Care (10%)
 - Client Consultation: Asking relevant questions regarding health history, areas of concern, and preferences for pressure or technique.
 - Assessing Client's Needs: Ability to tailor the skincare service to meet the client's specific needs based on the consultation and observations.
 - Consent and Boundaries: Clearly obtaining informed consent for the service, maintaining appropriate boundaries, and respecting the client's comfort level.
 - C. Technique and Application (40%)
 - Proficiency in Product Selection and application: The student should demonstrate knowledge in product selection based on skin

concerns and skin types, and demonstrate skill in proper product application and removal. The instructor will observe:

- Proper Product selection based on skin type and reviewed concerns
- Proper application of treatment products
- Proper removal of treatment products
- Observation of all sanitation requirements and Universal Precautions
- Smooth transitions between treatment steps.
- Proper pressure application.
- Appropriate hand positioning and body mechanics to avoid injury.
- Correct Use of the Body during body treatments: Proper body mechanics by the student (e.g., using forearms, hands, elbows, and legs effectively while minimizing strain).
- Focused Attention on Problem Areas: Ability to target and address specific areas of concern, using appropriate products and techniques.
- Flow: The ability to maintain a continuous, consistent flow throughout the service.
- D. Client Communication and Interaction (10%)
 - Checking in with the Client: Periodically checking in to see if the client is comfortable, if there is any discomfort, or if the client has any feedback.
 - Verbal Communication: Clear and professional communication throughout the session, explaining any products or techniques being used or asking for client feedback.
 - Non-Verbal Communication: Observing the client's body language for signs of discomfort or relaxation.
- E. Post-treatment Care and Conclusion (15%)
 - Ending the Session: Bringing the session to a calm and respectful close, ensuring the client is comfortable, and avoiding abrupt endings.
 - Post-Treatment Advice: Offering post-treatment recommendations such as follow-up precautions, home care, appropriate retail products for home use, and when to return for the next visit.
 - Clean-up: Tidying up the treatment space, properly discarding or storing used materials (e.g., cleaning and sanitizing treatment tools and brushes, disposing of single-use supplies, and removing soiled towels, etc.) sweeping, mopping and emptying trash.

- Disinfection: Properly disinfecting the surfaces and equipment as required by State guidelines.
- F. Overall Professionalism and Attitude (10%)
 - Confidence and Calmness: Maintaining a confident and calm demeanor throughout the session, even if faced with unexpected situations or challenges.
 - Time Management: Adhering to the allotted time for the session, without rushing or running over.
 - Respect for Boundaries: Respecting professional boundaries, keeping the interaction focused on the skincare process.
- G. Client/Peer Feedback (5%)
 - Students will work with real clients during Student Clinic Experience. Client satisfaction and comment forms will be provided to each client after their student service. Forms will be reviewed for feedback on the client's experience (comfort, communication, and effectiveness of the service) to determine the student's ability to provide effective and safe care.
 - Students will also participate in peer-reviewed sessions, where classmates give feedback on each other's techniques and professional demeanor.

4. Classroom participation

- Student participation will be assessed by instructor(s) and given a percentage score based on the grading scale above (Excellent, Good, Satisfactory, Needs Improvement). The classroom participation grade will be factored into the overall grade for each course. Each course syllabus will specify the percentage of the overall grade attributed to classroom participation. Student participation includes being engaged and attentive during classroom lectures and hands-on practice. Students will be asked to speak and ask questions to demonstrate clinical reasoning skills. Instructors will ask questions during lecture and tableside during hands-on lessons to evaluate the students' understanding of material.

5. Homework assignments

- Scores for homework assignments will be graded based on whether they are complete, turned in on time, and display an aptitude for the subject matter.

Behavioral and Professional Expectations

- Professionalism: Students will be evaluated on their demeanor, punctuality, attire, and overall professionalism. Students must maintain proper hygiene, ethical behavior, and a respectful attitude toward clients.
- Communication and Empathy: Effective communication is crucial, including explaining the treatment process, checking in with clients, respecting client preferences, and managing any concerns or discomfort. A student's ability to maintain empathy and professionalism in a client-centered approach is key.
- Ethical Standard: The student must demonstrate a strong understanding of ethical practices, including maintaining client confidentiality, proper conduct, and understanding legal boundaries (e.g., informed consent and client rights).
- Health and Safety: The student must demonstrate an understanding of conditions that could be worsened by certain services (e.g., pregnancy, certain injuries, or skin conditions) and the ability to adapt their techniques accordingly.
- Self-care and Body Mechanics: Students must demonstrate an understanding of the importance of self-care, good body mechanics, and injury prevention. This ensures long-term success and the ability to provide care to clients safely.

Barriers to Academic Success

Barriers to academic success are any factors, whether internal (e.g., personal challenges, health issues, etc.) or external (e.g., environmental factors, financial difficulties, etc.), that negatively impact a student's ability to succeed academically.

Identification and Reporting of Barriers

ATEAM encourages students to actively communicate any barriers to their academic success as soon as they are identified. Students are encouraged to reach out to any member of faculty or administration, or specifically to the Student Financial Assistance Officer. Additionally, instructors and staff are trained to recognize signs of academic struggle or personal distress in students and to refer them to appropriate support services.

Early Intervention and Monitoring

ATEAM will implement proactive measures to identify at-risk students early in their program. This includes monitoring attendance, engagement, and academic performance, as well as conducting regular check-ins with students who may be experiencing difficulties. Early intervention can help prevent minor obstacles from becoming significant barriers.

Faculty members are encouraged to:

1. Provide timely feedback on academic progress.
2. Offer support and interventions for students showing signs of struggle.
3. Refer students to relevant support services when necessary.

Confidentiality

All discussions and interactions regarding barriers to academic success will be handled with the utmost confidentiality. Student privacy will be respected, and any information shared will only be used for the purpose of providing appropriate support and services. All students will be informed of their rights to privacy and the limits of confidentiality.

Responsibility of Students

While ATEAM is committed to offering support, students are also responsible for proactively seeking help when they encounter barriers to their success. This includes:

1. Communicating openly about challenges they may be facing.
2. Taking initiative in utilizing available support resources.
3. Committing to their academic and personal growth by following recommended interventions.

General Graduation Requirements

- Achieve a passing score of 75% or higher in all courses of the program and on the Final Comprehensive Exam of the program.
 - The Final Comprehensive Exam may be repeated until a passing score is received.
- Complete all clock hours required in each course as follows:
 - Massage Therapy Program Hour Requirements
 - Complete all clock hours required in each course as follows:
 - Anatomy & Physiology - 200 hours
 - Massage Theory & Practice - 300 hours
 - Biomechanics (45)
 - Myofascial (45)
 - Student Clinic (135)
 - Swedish (55)
 - Student Dynamics (20)
 - Business Practice, Professional Ethics, Hygiene & Law - 68 hours
 - Ancillary Therapies - 57 hours (including CPR and First Aid).

Class E-esthetician Program Hour Requirements

- Facials, cleansing, toning, massaging - 120 hours
- Makeup application, all phases - 100 hours
- Hair removal - 30 hours
- Body treatments, aromatherapy, wraps - 120 hours
- Reflexology - 35 hours
- Cosmetic sciences, structure, condition, disorder - 85 hours
- Cosmetic chemistry, products and ingredients - 75 hours
- Salon management and salesmanship - 55 hours
- Sanitation and sterilization, safety - 45 hours
- State law - 10 hours
- Curriculum to be defined by school - not less than 75 hours.
- Complete a final comprehensive written exam covering essential topics from each course

Academic Reporting and Academic Probation

The academic expectations to receive a passing grade are included on the syllabus for each course.

Students will be kept officially updated on the status of their academic progress via monthly progress reports from the Chief Academic Officer. This report will list each course and whether the student is currently demonstrating a Pass (P) or a No Pass (NP) in each course.

Should a student receive an NP in a course at any time, the following steps will be followed:

1. Verbal Student Improvement Plan: If due to classroom performance or test scores, a student is not meeting course expectations, an instructor or the CAO will meet with the student to offer guidance and determine ways a student can improve before a monthly progress report is sent.
2. Student Improvement Plan: If improvement is not demonstrated after the verbal meeting, the student will meet with the CAO for a written Student Improvement Plan (SIP) which will detail avenues for improvement. These will be documented with “by when” dates so student’s progress on meeting goals can be tracked.
3. Academic Probation: In the event that steps 1 and 2 do not bring the student’s performance to a passing level, the student will be placed on Academic Probation. At

this time, the student will meet with the CAO for a second SIP which will detail additional assignments required to bring the student up from a NP to a P. These assignments are dictated by the instructor and the CAO. A date of completion for each task will be included.

4. Counseling Out: Should the tasks outlined in the second SIP not be completed, the student will be encouraged to withdraw or may be dismissed from the program. Should a student leave the program in good standing, they will be eligible to re-apply, but must begin at the start of the program.

Transfer Credit & Academic Requirement Substitutions

No transfer credits from study at another institution, or work experience or other equivalency, will be accepted for credit earned in the ATEAM program. The curriculum builds upon each course as it works together for a complete, cumulative education. The fellowship of the cohort community builds rapport that supports each student's learning, therefore the program is designed for each cohort to begin and graduate from the program as one unit.

Transcript Procedures

1. Eligibility for Request:

- a. Graduates or former students may request a transcript at any time following their graduation or separation from the ATEAM.
- b. Transcripts will not be issued until all coursework and required documentation for graduation have been completed, or the student has terminated enrollment in the program.

2. Request Process:

- a. Transcript requests must be submitted to ATEAM administration in person, by mail, or by email from the email registered to the student while they attended ATEAM. If the student no longer has access to their email address, ATEAM may request other information sufficient to establish that the request is coming from the former student/graduate. Any requests for transcripts by mail must be notarized.
- b. Graduates or former students will be required to provide the following information for transcript requests:
 - i. Full name (as it appears on academic records).
 - ii. Date of birth (for identity verification purposes).
 - iii. Contact information.
 - iv. Number of copies requested

- v. Recipient details
- 3. **Fees:** Electronic copies of transcripts are generally provided at no charge to the former student or graduate. Paper copies of transcripts will be provided for \$10 to cover the cost of printing and mailing.
- 4. **Processing Time:** Transcript requests may require up to 5 business days for processing from the date of receipt of the request.
- 5. **Method:** Transcripts may be delivered via postal mail, electronically (when available), or in person, depending on the student's or recipient's preference.
- 6. **Accuracy and Integrity of Transcripts:** The Academy is committed to maintaining accurate and secure academic records. Any discrepancies or errors in the transcript must be reported to ATEAM immediately for correction. Transcripts that are found to be inaccurate or incomplete will be reissued at no charge to the student.
- 7. **Transcript Confidentiality and Privacy**
 - a. FERPA Compliance:
ATEAM complies with the Family Educational Rights and Privacy Act (FERPA) of 1974, which protects the privacy of student education records. Transcripts will only be released in accordance with FERPA guidelines.
 - b. Third-Party Requests:
 - a. A signed release form from the student or alumni is required to authorize the release of transcripts to any third party (e.g., employers, educational institutions).
 - b. In cases of legal disputes or subpoenas, ATEAM may release transcripts in accordance with applicable laws.
- 8. **Retention:** ATEAM will retain student academic records and transcripts indefinitely. In the event ATEAM closes, the Board of Directors shall engage another educational institution, a private corporation or the Missouri Department of Higher Education to maintain such records and make them available to former students or graduates upon request. Any such custodian may have other policies regarding the process, fees, processing times and methods for supplying such transcripts.

Operational Policies and Procedures

Non-Discrimination Policy

ATEAM prioritizes diversity and inclusion. We actively promote equality of opportunity for all students with the right mix of talent, skills and potential. We welcome applicants from a wide range of candidates. ATEAM admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. We do not discriminate on the basis of race, color, national and ethnic origin, age, disability, sex, religion or belief, gender, pregnancy/maternity, marriage/civil partnership or

sexual orientation. in administration of our educational policies, admissions policies, scholarship and loan programs, or any other school-administered programs.

Student Attendance Requirements

For a student to complete the program and be eligible for graduation, they must complete 100% of each course's clock hours, either through regularly scheduled class participation or through utilizing the Missed Class Makeup (MCM) Policy.

Any student who has missed more than 5% of regular class hours at any time during the program shall be in violation of the attendance policy and such violation shall be considered a disciplinary infraction, subject to a Behavioral Improvement Plan (BIP). Such BIP will include a provision that if the student falls below 90% of attendance at any time, such student may be subject to dismissal from the program.

Missed Class Makeup Policy

For a student to complete the program and be eligible for graduation, they must complete 100% of each course's clock hours, either through regularly scheduled class participation or through utilizing the MCM policy.

Tardiness: Students who miss less than one-third of any individual class will be considered late and are required to attend a makeup day for the equivalent amount of time missed and will be required to complete any quizzes or in-class assignments missed during the time they were late, as assigned by the class instructor.

Absence:

- Regularly Scheduled Classes - Students who miss more than one-third of any individual class will be considered absent for such class, and are required to:
 - Complete a MCM form;
 - Attend a makeup day assigned by the instructor for the equivalent amount of time missed; and,
 - complete a MCM Assignment for the material covered in the missed class, as assigned by the instructor.
- Student Clinic Experience - The Student Clinic Experience is treated similarly to on the job training, and therefore missing Student Clinic Experience is the equivalent of missing "work". A student who misses any portion of a clinic "shift" will need to arrange to complete a makeup clinic "shift" through the Clinic Supervisor.
- First Aid/CPR - As this class will be taught by an outside instructor from the American Red Cross, any student who misses any portion of this class will be required to complete the certification for First Aid and CPR directly through

the American Red Cross, at their own expense, and provide proof of such certification to the school. The student must also follow the MCM policy to complete any necessary hours.

MCM Assignments must be completed within two weeks of the missed class or classes, unless approved otherwise by the instructor. If not completed within that time period, the student is in danger of being placed on Academic Probation.

A signed MCM form must accompany the assignment when it is turned in to the instructor, who will also sign the form. The MCM Assignment is not considered complete until it is graded by the instructor, receives a passing grade, and is returned to the student.

Code of Conduct

Behavior and Conduct - Students are expected to behave as compassionate, mature professionals. ATEAM prides itself on creating an inclusive, supportive environment for everyone involved with the program. Lawful behavior is expected at all times on ATEAM grounds.

ATEAM students and faculty are expected to be respectful to each other and the learning environment. Infractions of the following policies may result in probation, expulsion or termination.

Health and Safety - Standard safety precautions must be adhered to at all times while on ATEAM property. Students, staff and faculty must immediately wash their hands or use hand sanitizer upon entering the building.

Any behavior that could cause harm or injury to oneself, fellow students, ATEAM staff and faculty or clinic clients could be grounds for immediate expulsion from the program.

Punctuality and Preparedness - Students are expected to arrive at school with enough time to get situated and be in their seats and ready for class at the start time. Students must bring the necessary materials as instructed to class, complete the required readings and homework, and be ready to participate in class. Classroom participation is a valuable component of the learning process at ATEAM.

Privacy and Confidentiality - Respecting the privacy of fellow students and ATEAM faculty and staff is mandatory. Personal information should not be shared without

consent. Academic progress reports and exam results belong to the individual student and should remain confidential. Individual student betterment is the goal. There is no competition among students for the highest grade in a “Pass, No Pass” program.

Scent Neutrality - Students must remain scent neutral, meaning do not smell of perfumes, scented oils, heavily scented laundry detergent, body odors, strongly scented hair products, etc. to prevent affecting fellow students, instructors and clients who are scent sensitive.

Cleanliness - Work study students and ATEAM staff may have assigned duties to help keep the spaces clean, but organization and cleanliness in the ATEAM building is everyone’s responsibility.

Clean up after yourself, especially in the student lounge, which is provided for studying and meal breaks. Food left overnight in the refrigerator must be in a closed container and labeled with the owner’s name or it will be thrown away. The refrigerator is cleared out after the last class of the week; anything left in it will be thrown away.

Cleaning and sanitizing the equipment used in classes must be completed before leaving the building. Specific instructions are listed in the syllabuses and discussed on the first day of each course.

Smoking Policy - Smoking, including nicotine vaping, must occur in designated outdoor areas. Smokers absolutely must not smell of tobacco while in the building. After smoking, you must take proper steps to keep your hair, clothing, hands, fingers, and skin from smelling like cigarettes. Smoking, vaping or possessing any cannabis product at any time while on ATEAM property is not allowed.

Drugs / Alcohol Policy - Alcohol, cannabis, illegal narcotics, and prescription drugs that cause acute intoxication are not allowed to be consumed on school grounds nor before and during classroom time or clinic. Should an instructor, fellow student or client suspect intoxication, an investigation will be conducted by ATEAM administration, and verification will be grounds for expulsion. Alcohol may be consumed by students and staff who are of legal drinking age from time-to-time at special events planned by the school, outside of the normal class schedule.

Weapons - Firearms and any knife not intended for cutting food for consumption (generally knives with blades longer than 3 inches) are not allowed on ATEAM property.

Sexual Misconduct - Absolutely no sexual behavior, innuendos or jokes directed toward students, instructors, ATEAM staff and clinic clients is tolerated.

Personal Relationships - Public displays of affection between individuals who are in private relationships are not allowed on ATEAM property. ATEAM staff may not begin a personal or intimate relationship with a student while the student is enrolled in an ATEAM program. This includes personal relationships online and through social media.

Bullying - Bullying of any form is not tolerated at ATEAM, whether carried out by a student, instructor or staff member. This includes online and social media harassment.

Profanity - Professional communication is always encouraged. Profanity directed toward another person is not allowed.

Side Talking - Conversations during classroom lectures, small group activities and hands-on practice must be kept to a minimum and limited to content topics. Both the Class E-esthetician and massage therapy programs share space; excessive talking is distracting for other students and instructors. "Spa voices" must be used while in the clinic space while clients are in service.

Devices in the Classroom - Silence or turn off phones during class. Electronic devices, such as laptops or smartphones, may be used during class when appropriate, with the permission of the instructor.

The instructor may observe the use of devices during class to determine whether they are being used to access relevant materials. Absolutely no photography or video recordings may be made during classroom lectures or hands-on practice, without the express consent and direction of the instructor.

Smartphones and bluetooth devices, including headphones and ear buds, are not allowed in the classroom without express permission from the instructor, and are not permitted at all in treatment rooms during the Student Clinic Experience.

Dress Code

Students must be in uniform for all ATEAM activities within the classrooms and clinic environment. Uniforms include the following:

Name Tags - Name tags are considered the students' ID and are required to be worn while in the building. If lost, name tags must be replaced at cost, paid for by the student. Name tags are provided by the school at no cost to the student.

Classroom Uniform - Tops: Two branded ATEAM shirts and one branded ATEAM scrub set will be provided by the school. Additional shirts and scrub tops are available for purchase in the retail shop at approximately \$20 each. Branded ATEAM shirts and/or scrub tops must be worn in the classroom. Nothing may be worn over the uniform top, with the exception of a solid black cardigan-style sweater or professional scrub smock (not provided) or apron (provided by the school). **Bottoms** (students must supply their own bottoms): Solid black pants, solid black scrub pants or solid color scrub pants which match the clinic uniform top. Capri style pants are acceptable if they completely cover the entirety of the students' knees at all times, including while seated. No jeans, shorts or visible logos, patterns, images or designs are allowed. Undergarments must be worn during hands-on classes.

Clinic Uniform (provided by the school) - One branded set of ATEAM scrubs will be provided by the school and students must wear their clinic uniform during all clinic shifts. Additional scrubs sets are available for purchase in the clinic retail area for approximately \$50. Estheticians may also wear the smock or apron included in their kits.

Shoes (not provided) - Shoes must be worn while in ATEAM environments. Closed toe shoes are recommended. There will be specific occasions when students can perform massage sessions barefoot. Shoes must be worn when visiting restrooms for sanitation purposes or while in common areas of the building.

Nails - Nails must be cut short enough not to be felt when fists are closed. If nail polish is worn, it must not be chipped.

Hair - Hair must be clean, off of the face and neatly secured out of possible obstruction to the client or their service.

Beards - Beards must be clean, well-groomed and either cut short or secured out of possible obstruction to the client or their service.

Jewelry - Rings, watches, bracelets, and necklaces longer than collar length are not allowed while working in hands-on environments.

Progressive Discipline Procedures

Violations of any Code of Conduct, Dress Code, Attendance or any other operational policy will be considered a disciplinary infraction. Depending on the severity of the policy violation, students may be given a verbal warning, a BIP, or subject immediate expulsion for significant incidents, at the discretion of ATEAM Administration.

The process for a BIP is as follows:

1. Verbal Notification: When an instructor observes a disciplinary infraction, they will immediately notify the student verbally, in a respectful manner, referencing the corresponding policy. Should the infraction be observed by a fellow student, refer to the Grievance Policy below.
2. If the infraction continues or is repeated, the student will be placed on Behavioral Probation. The student will meet with ATEAM Administration to develop a written BIP which will detail avenues for improvement. These will be documented with “by when” dates so student’s progress on meeting goals can be tracked.
3. Should the conditions of the BIP not be met within the deadline specified in the BIP, the student may be expelled from the program or subject to other disciplinary action as determined by ATEAM Administration.

Grievance Procedures

The purpose of this Grievance Policy is to provide students and staff with a formal process to address and resolve concerns, complaints, or grievances in a timely, fair, and consistent manner. The policy aims to ensure that all parties involved are treated with respect and fairness throughout the resolution process.

Scope: This policy applies to all students, staff, and faculty of ATEAM. It covers grievances related to academic, administrative, or interpersonal issues that may arise within the school setting.

Types of Grievances: Grievances may relate, but are not limited to, the following areas:

- Academic matters (e.g., grading, course content, teaching methods)
- Administrative matters (e.g., scheduling, policies, procedures)
- Discrimination or harassment (e.g., based on race, gender, sexual orientation, disability, etc.)
- Staff or faculty conduct (e.g., professionalism, inappropriate behavior)
- Client or customer conduct (e.g., inappropriate behavior)

- Other complaints that affect the student's learning experience or well-being

Procedure:

1. Informal Resolution

Before filing a formal grievance, students are encouraged to attempt to resolve the issue informally. This may involve speaking directly with the individual(s) involved, such as a faculty member, administrator, or fellow student. In many cases, open communication can resolve misunderstandings or conflicts. At ATEAM we talk to others, not about them!

2. Formal Grievance Submission

If the issue cannot be resolved informally, the student should submit a formal grievance in writing to the Chief Administrator. Formal grievances will be accepted only from the affected student. The grievance should include the following information:

- A detailed description of the issue or complaint
- The name(s) of the individual(s) involved
- Relevant dates, times, and locations related to the grievance
- Any efforts made to resolve the issue informally
- Desired outcome or resolution

3. Acknowledgment of Grievance

The school will acknowledge receipt of the grievance within 5 business days and provide the student with an overview of the grievance procedure.

4. Investigation

The appropriate administrator or staff member will conduct an impartial investigation into the grievance. This may involve meeting with the individual(s) involved, reviewing relevant documentation, and gathering additional information if necessary. The investigation will be conducted in a timely manner, generally within 10 business days.

5. Resolution

After completing the investigation, the school will notify the student of the outcome and any action to be taken. In cases where the grievance is substantiated, appropriate corrective or disciplinary action will be taken. If the grievance is not upheld, the student will be informed of the reasons for this decision.

6. Appeal

If the student is not satisfied with the outcome of the grievance process, they may appeal the decision. The appeal should be submitted in writing to the Chief Administrator within 10 business days of receiving the final decision. The appeal should outline the reasons for dissatisfaction with the outcome and any new information that may affect the decision. The appeal will be reviewed by

the Board of Directors of ATEAM, and a final decision will be made within 30 days.

7. Escalation

Should the student be dissatisfied with the final resolution offered by the school, the student may contact the Missouri Department of Higher Education and Workforce Development at (800) 473-6757 and select Option 1 to request information on filing a formal grievance against the school.

Confidentiality

All grievances will be handled with the utmost confidentiality. Information about the grievance will only be shared with those directly involved in the investigation and resolution process.

No Retaliation - The school is committed to maintaining a safe and supportive environment for all students and staff. Any form of retaliation, intimidation, or discrimination against a student who files a grievance or participates in an investigation is prohibited and will not be tolerated.

Record Keeping - The school will maintain a confidential record of all grievances filed, the outcomes of investigations, and any actions taken. These records will be retained for a period of at least three years.

Application for Enrollment

The Academy of Therapeutic Esthetics and Massage (ATEAM) prioritizes diversity and inclusion. We actively promote equality of opportunity for all students with the right mix of talent, skills and potential. We welcome applicants from a wide range of candidates. We do not discriminate on the basis of age, disability, sex, race, religion or belief, gender, pregnancy/maternity, marriage/civil partnership or sexual orientation.

Please understand the answers to the following questions will not necessarily exclude you from admission to ATEAM. All responses listed will be kept confidential and discussed during your admission interview.

Legal name as it appears on your driver's license:

Name you prefer to be called:

For which program(s) are you applying?

Massage Therapy

Class E-esthetician

Address:

Cell Phone:

Do we have permission to text you on this number?

Email:

What is the highest level of education you have completed?

HS/HSE (ie: GED, HiSET)

Some College, No Degree

Associates Degree

Undergraduate Degree

Postgraduate Degree

If you completed a degree program(s), please list it(them) here:

Are you currently employed?

If yes, what is your profession?

Do you have any physical/mental/psychological limitations or medical conditions that might impact your ability to regularly attend class in person or perform massage/skincare services on the public?

If yes, please describe:

Do you require reasonable accommodations for a medical or mental health condition?

If yes, please describe:

Do you currently have an uncontrolled substance abuse problem or other behaviors that might impact your ability to perform as a massage therapy/skincare student or a professional massage therapist/ Class E-esthetician?

If yes, please describe:

Have you ever been convicted of a crime that is sexual in nature or involving violence against a person?

If yes, please describe:

Special Notes:

Pursuant to Missouri State Board of Cosmetology and Barber Examiners rules, 750 hours are required for a Class E-esthetician student to be eligible to sit for the board examination.

Under the Missouri Division of Professional Registration and the Missouri Boards that govern massage therapy and esthetics, all applicants for licensure must submit to a criminal background fingerprint check.

Individuals with criminal records can petition the licensing authority to determine if their record disqualifies them from licensure. This is possible through the Fresh Start Act, which is found in section 324.012 of the Revised Statutes of Missouri. For more information or to determine if a specific conviction is a disqualifier for the State of Missouri Division of Professional Registration, go to <https://pr.mo.gov/boards/375-1097.pdf>

For those wishing to practice massage therapy or esthetics services in states other than Missouri, the applicant is encouraged to conduct additional research on other state board requirements. ATEAM cannot guarantee licensure by this or any other State.

Initial here to confirm that you have read and understood the above statements, and that ATEAM discourages anyone from pursuing an education program for which one would be disqualified for by the state licensing board.

For the purposes of record-keeping compliance required by the IRS to maintain our 501c3 status, please indicate your race/ethnicity (you may select more than one if you identify as mutiracial and/or ethnicity): American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, White

Have you ever received a professional massage?

Have you ever received a professional facial?

Please provide the names and contact information for two professional or educational references who can speak to your character, work ethic, or qualifications for this program.

In 200-250 of your own words, answer the following question - Why do you want to be a massage therapist or Class E-esthetician (what led you to the career, what are your motivations for wanting to attend this school, where do you see yourself in five years as a massage therapist or Class E-esthetician)?

By signing and dating below, you are affirming that the information noted is accurate and true. False information could lead to a suspension or expulsion from ATEAM.

For Office Use Only:

- **Application Received By:** _____
- **Date:** _____
- **Reviewed By:** _____
- **Decision:** [] Approved [] Denied

Withdrawal Form

Academy of Therapeutic Esthetics And Massage

Student Information

- Full Name: _____
- Phone Number: _____
- Email Address: _____
- Program/Course Name: _____
- Enrollment Date: _____

Reason for Withdrawal (Please check the appropriate box)

- ☐ Personal reasons
- ☐ Health-related issues
- ☐ Financial reasons
- ☐ Relocation
- ☐ Academic challenges
- ☐ Schedule conflict
- ☐ Family or life circumstances
- ☐ Other (please specify): _____

Acknowledgment of Financial Responsibility

I acknowledge that I am aware of any applicable refund policies, including the retention by ATEAM of fees, and charges for textbooks and student kits.

_____ Initials

Signature

I understand that by submitting this form, I am formally requesting to withdraw from the Academy of Therapeutic Esthetics And Massage and agree to the terms listed above.

- Student Signature: _____
- Date: _____

For Office Use Only

- Date Withdrawal Processed: _____
- Processed By: _____
- Final Balance (if applicable): _____