



Policy Manual

May 2026

Our Mission

As your school, our mission is to provide the best massage therapy education money can buy—without the burden of long-term debt. *We help students from all walks of life achieve their dreams, build life-long careers, and create positive change that lifts themselves and the world around them.*

Our Values

Here are the foundational pillars that we encourage all students and staff alike to really try their best to embody;

- **Kindness-** *to both yourself and those around you can make a world of a difference. The more compassion this world has, the better.*
- **Feedback and Improvement-** *You can expect feedback to go both ways here! We have been around long enough to know just how powerful the feedback - adjustment - improvement loop is! Always given kindly and with success in mind, of course.*
- **Positivity-** *We do understand that life is not without its challenges. We also understand how choosing to have a positive mindset or a negative one can drastically change the course of things. So let's choose to look toward success and lift each other up!*
- **Helpfulness and Teamwork-** *With the other pillars in place, this one should flow quite naturally~ We should all have the successes of our peers in mind as well as our own, and do our best to lend each other a hand when it's needed.*
- **Stewardship and Care-** *This is an attitude that is rooted in gratitude and humility, and that is so important to have on this shared planet we all call home. When you take responsibility and compassion for the environments you are in, you will find yourself naturally wanting to care for them- and environment can mean your ecosystem, your city, your classroom, even your own body! Stewarding these spaces can look like: making sure to leave the classrooms looking neat and orderly, picking up some stray litter in the courtyard, and making sure you are caring for yourself and your own body with healthful foods, rest, and plenty of stretching!*

Each subject is listed alphabetically

Accessibility & Special Needs

Massage Life is committed to creating a learning environment that meets the needs of its diverse student body. If you anticipate or experience any barriers to learning, or have any physical, mental/emotional challenges or disabilities, *it is important that you disclose them along with your application*. Students will never be discriminated against on the basis of disability or special needs, and we will provide reasonable accommodation to help our students succeed. It is important to note for students to be fully aware of the physical, mental, and emotional capacity that completing this program takes, and so we will require any prospective students with special needs to meet with student services privately to discuss if this is the right program for them before admittance.

Admission Requirements

To be accepted in our program:

- You must be 18 years of age or older when you enroll.
- You must have a high school diploma or GED certificate/equivalent.
- You must have a clean record with no serious offenses (minor traffic violations okay).
- You must have the ability to pay fees and tuition.
- You must have dedication and drive to finish the program.

Appeals Process

Students always have the right to appeal disciplinary action. To ensure fairness and complete objectivity, our appeals board is made up of two administrators from our school and two third party representatives from another school or administrative body. To request a hearing, contact the Director of Education.

Attendance Policy

Because Massage Life Academy is a clock hour program, every minute counts toward your education. The industry standard for Licensed Massage Therapists (LMTs) requires punctuality to ensure clinical preparedness and respect for the client's healing time.

- ***The Professional Grace Period:*** A 5-minute window is provided at the start of each session for transition.

- **The Tardy Threshold (6–14 Minutes):** Arrival during this window is recorded as a tardy. To maintain the integrity of state-mandated clock hours, any time missed beyond the grace period must be reconciled through the school's makeup protocols.
- **The Clinical Absence (15+ Minutes):** To ensure every student receives the full breadth of their education, arrival after the 15-minute mark is recorded as an absence. We welcome and invite you to stay for the remainder of the lecture or lab to ensure you don't fall behind on the material; however, because the full session hours cannot be officially credited, a makeup session will be required to satisfy graduation requirements.

Standards: Professionalism in the massage industry begins with presence. Reliability is a core competency; therefore, the following limits are in place for the duration of the program:

- **Excused Absences:** Defined as an anticipated absence that was communicated to instructors and supervisors beforehand. We ask that if you anticipate not being able to attend class for any reason (including illness), that you contact your instructors with as much notice as possible. This allows them to make adjustments to their class as needed, and for a plan to be created to make up your time and get you back on track ASAP.
- **Unexcused Absences:** Students are permitted a maximum of three (3) unexcused absences for the entire duration of the program. Unexcused absences are defined as “no call, no show”, or situations in which the student did not communicate the anticipated absence to their instructor or supervisor.
- **Tardiness:** To respect the learning environment and clinical sanctuary, students are permitted a maximum of three (3) tardies per module block.

Cancellation

See Refund Policy

Clinics

Once you get to the point where you are able to safely perform massage on the public (typically about 15 weeks into your program), you will be completing 100 hours of clinic. This is required by the state in order for you to graduate. As it stands, students are not allowed to take pay for these hours of any kind including tips, nor are they allowed to present as a licensed massage therapist. These hours will be scheduled in shifts *outside of regular class hours* and will depend on supervisor and room availability. So please be aware of this and ensure you are able to accommodate these shifts when the time comes to begin clinics. When exactly each student will begin clinic is variable and depends on multiple factors. You will receive a general estimate of the timeframe to expect, then a target date about a month out, then your actual start dates will be refined and confirmed from there.

Code of Ethics & Conduct

While enrolled, students are expected to maintain the same high standards expected of professional licensed massage therapists. Students are expected to:

- Maintain optimal health and well-being through adequate diet, sleep, exercise, recreation, and effective planning of time and energy.
- Uphold the highest standards of academic integrity by not cheating, stealing, or being dishonest; this includes doing your own homework and not copying classmate assignments.
- Be honest in their communications, maintain confidentiality of personal information shared at school, and respect personal property of others and the school.
- Work and communicate with everyone in a respectful, professional manner.
- Respect others and do no harm to the physical, mental, emotional, or spiritual well-being of themselves, classmates, clients, etc. Discrimination and harassment are grounds for immediate dismissal.
- Maintain high standards of personal hygiene and appropriate dress.
- Being under the influence of or possessing alcohol or illicit drugs is strictly prohibited and grounds for immediate dismissal.
- Dating and intimate relationships (between students and faculty members, other students, or professional affiliates, while the student is enrolled at Massage Life Academy) are strictly prohibited, and grounds for immediate dismissal.
- Massage therapists are ethically and professionally obligated to hold client information in confidence (i.e., limited to discussions only within the school-to-school members). Everything discussed and deemed personal in the classroom or clinic must not be shared with others but appropriate school personnel. Clinic clients should always be interviewed in private.
- Proper draping techniques and individual modesty are to always be respected. Genital areas and breasts are to always be covered and never massaged. Proper draping protocol as taught and demonstrated at school is to be observed. Also, the entire buttocks including the gluteal cleft and fold are to always remain covered unless partially exposed and worked only with the classmate's verbal or client's verbal and written consent.

Fresh Start

See Readmittance Policy

Grading System

We use the following standard grading system:

Grade	Percent	GPA
A	94-100%	4.0
A-	90-93%	3.7
B+	87-89%	3.3
B	84-86%	3.0
B-	80-83%	2.7
C+	77-79%	2.3
C	74-76%	2.0
C-	70-73%	1.7
F	Below 70%	0.0

Grading Policy

MLA has the following grading policy:

- Withdrawals are marked as 'W' for withdrawal. See our Withdrawals policy for more details on withdrawing voluntarily.
- Courses that are not completed within regularly scheduled course time (due to incomplete attendance or extenuating circumstances) are marked as 'I' for incomplete. See our Leave of Absence policy for more details on extended leave.
- All of the courses outlined in our curriculum are currently required for completion of the program. Therefore, credits from outside institutions are currently non-transferable. See our Transfer of Credit Policy for more details.
- 'F' is the grade given for a failed class. Any classes in which an F is received as the final letter grade must be paid for, retaken, and passed (grade C or above) by the student to academically qualify for graduation.
- Students who repeat a course (either after having received an F as a final letter grade, or for any other reason) may receive full credit for the course, and the school will accept the highest final letter grade that the student achieved of any repeated courses taken.

Graduation Requirements

For students to receive a 644-hour certificate in massage therapy, and/or transcripts from the school, they must:

- Complete the entire classroom education portion of their enrolled program (544 hours).
- Complete the entire clinical internship portion of their enrolled program (100 hours).
- Pay all tuition and fees.
- Successfully pass all courses with a 2.0 GPA minimum.
- Satisfy 100% attendance requirements (or complete all makeups for class absences).
- Return all loaner equipment and books borrowed from the school.

Upon successful completion of all requirements, Massage Life Academy provides a graduation certificate (Diploma of Massage Therapy), and two sets of transcripts (one set is mailed directly to the state massage licensing agency for application of the graduate's massage license and one set is provided to the student). Additional certificates and transcripts are available through the school for the cost of

\$20 per copy.

Leave of Absence (LOA)

Illness, health problems, family crisis, or financial issues may impact your ability to continue as planned. We understand that unexpected problems arise. If this is the case, we can provide a LOA for the period set forth in the LOA. LOA's are approved on a case-by-case basis and may require written documents such as a doctor's note, etc. Students on an LOA are expected to return and finish within 150% of their current program. Students are also required to continue making tuition payments during their LOA because they are still actively enrolled in the program. Failure to return and finish as outlined in the LOA or to continue making payments as they are due will result in Dismissal. If you need to take a leave of absence (or extend an existing LOA), contact the Admissions Office as soon as possible. Timing is important, so don't wait!

Licensure Requirements

Before you can work in the state of Utah, you must become fully licensed. This requires you to:

- Pass the MBLEX exam.
- Provide a Verification of Education from an authorized school (with curriculum breakdown).
- Get your fingerprint cards taken at DOPL or local police station.

For more information, contact the Utah Division of Occupational and Professional Licensing at 801-530-6628.

Makeups

See Attendance and/or Office hours for student use.

Maximum Timeframe for Program Completion

If a student cannot complete their courses in the standard amount of time due to a Leave of Absence, retaking courses, or other circumstances, they will need to complete the program in no more than 150% of the regular program length. The timeline for our massage therapy program is 8 months (34 weeks) with a maximum timeline of 12 months (51 weeks). A student who does not meet all the requirements to graduate within the maximum timeline will not be eligible for graduation and will have failed the program. In certain circumstances, however, a student may re-enter the program again as a new student, as described in our “Fresh Start” program above.

A Cumulative attendance rate of 70% is required to graduate. (This is referring to original attendance of scheduled class time; however, 100% of missed required course hours must be made up. See Attendance Policy above for more details.)

Non-Discrimination

Massage Life Academy welcomes students of all races, religions, nationalities, genders and gender identities, sexual orientations, and ethnic origins and does not discriminate on any basis. We actively protect the rights of students, faculty, and clientele and ensure that everyone’s experience is 100% free of discrimination or harassment. If you feel discrimination or harassment has occurred, contact student services. Your grievance will be addressed by management immediately and confidentially

Office Hours for Student Use

Open office hours where an instructor is on site and available to students for tutoring, makeups, retakes, etc.. are currently available on Fridays and Saturdays from 9am- 12pm. *These hours are subject to change based on instructor availability.* Office hours are currently run by Nora; make sure to schedule with her ahead of time (the Wednesday before). If you are needing to make up

bodywork hours, we ask that you please arrange for “a body” (a person willing to let you practice on them) to come in with you during that time.

Pink Slip Policy

At Massage Life Academy, we believe that clear communication is the foundation of a professional relationship. To ensure our students always know where they stand in relation to their milestones and state-mandated requirements, we utilize Pink Slips for real-time documentation.

➤ ***What is a Pink Slip?***

A Pink Slip is a professional record-keeping tool used to document any deviation from the Academy’s standards, such as tardiness, absences, or classroom policy updates. Think of it as a "check-in" rather than a disciplinary action.

The Pink Slip serves two vital functions:

- ***For the Student:*** It provides immediate clarity. There is never a "guess" as to how many tardies or absences you have accrued. It allows you to see patterns early so you can adjust before they impact your success.
- ***For the Academy:*** It creates an objective paper trail. This ensures that the administration has the data needed to "show up" for you. If a pattern emerges, these slips act as the signal for the Director to reach out and offer a Student Success Plan.

How the Process Works:

1. ***Observation:*** If a policy deviation occurs (for example, arriving 6 minutes after class begins), the instructor will fill out a Pink Slip.
2. ***Notification:*** The instructor will provide you with the slip as a respectful notification of the record. This is a moment to acknowledge the standard and move forward with your day of learning.
3. ***Support Trigger:*** After the first Pink Slip, or if a pattern is identified, the Director of Education will schedule a private meeting to initiate a Student Success Plan.

Our Commitment to You: Because we take your education and your future license seriously. By documenting these moments, we ensure that every student is treated fairly and that no one falls through the cracks. We are here to support you in maintaining the high standards that will make you a sought-after professional in the massage industry.

Probation & Administrative Dismissal

Probation: Probation is a formal status that occurs only if a student is unable to abide by the commitments outlined in the Student Success Plan they helped create. Probation serves as a serious signal that the student's path to graduation is at risk, necessitating immediate and consistent alignment with Academy standards to avoid further consequences.

Administrative Dismissal: Dismissal is the most extreme measure and represents a significant loss of credit and tuition. At Massage Life Academy, our goal is to do everything in our power to prevent this outcome. However, to maintain the high degree of integrity our industry partners expect, we must ensure that every graduate we produce is ready to represent the profession with excellence.

See Appeals Process.

Readmittance Policy/Fresh Start

If you withdraw or are dismissed, we are willing to give students the opportunity to start over depending on the situation—especially if there were extenuating circumstances involved. If this is the case, contact Admissions and ask for a “Fresh Start.” If you're approved, we will issue you a *full credit* for any tuition you paid during your prior enrollment (subject to Maximum Time Frame Policy below). This means you get a 100% credit on all tuition paid and a complete do over! This is our way of helping everyone achieve their goals—even when plans get derailed.

Record-keeping Statement

For the purpose of maintaining adequate student files in accordance with the enclosed Utah Postsecondary Proprietary School Act and Rules, Section 109, pp. 16-17, the following documents, including a grade transcript, must be placed in every student's file whether or not that student completes the training:

1. School records consist of the following permanent scholastic records for all students who are admitted, even though withdrawn or terminated:
 - a. Appropriate entrance and admission acceptance information;
 - b. Attendance and performance information, including grade transcripts which consist of no less than the program for which he enrolled, each course attempted, and the final grade earned
 - c. Graduation or termination dates of students; and
 - d. Enrollment agreements, tuition payments, refunds, and any other financial transactions

Refund Policy

Massage Life Academy is committed to fairness, transparency, and ethical business practices. Students are responsible only for the portion of tuition corresponding to instruction already received. If a student withdraws from the program voluntarily or is dismissed for any reason, the student may receive a refund for the unused portion of tuition paid, as described in this policy.

All cancellation requests must be submitted to the school in writing by email or letter.

Right to Cancel (Three-Business-Day Cancellation Period): A student has the right to cancel the enrollment agreement within three (3) business days after signing the agreement. If cancellation occurs within this period:

- The student is entitled to a full refund of all monies paid, including registration fees.
- Any books, equipment, or supplies issued must be returned in unused condition or the money will not be refunded.
- This right to cancel applies regardless of whether instruction has begun.

Cancellation After the Three-Day Period but Before the First Week of Instruction: After the three-business-day cancellation period but before completion of the first week of instruction, a student may cancel enrollment and receive:

- A full refund of tuition paid, excluding the \$150 registration fee.
- Any textbooks, kits, or supplies that were issued must be returned in good condition. If materials are not returned or have been used, the replacement cost may be deducted from the refund.

Withdrawal After Instruction Has Begun: If a student withdraws voluntarily or is dismissed from the program after the first week of instruction, the student may receive a refund for the unused portion of tuition paid. Refunds will be calculated using a prorated method based on hours of instruction completed (see example below).

Students are responsible only for tuition corresponding to actual instruction received. Any prepaid tuition exceeding the earned amount will be refunded.

Completion Threshold: If a student has completed eighty percent (80%) or more of the total program hours, the tuition will be considered fully earned and no refund will be issued. This provision prevents abuse of the refund policy while maintaining fairness for students who withdraw earlier in the program.

Determination of Withdrawal Date: The official withdrawal date used to determine refunds

will be the date written notice of withdrawal is received by the school or the date the school administratively withdraws the student. Students who stop attending without formally withdrawing may be administratively withdrawn.

Refund Processing: If a refund is due:

- Refunds will be issued to the party who originally paid the tuition, unless otherwise required by law.
- Refunds will be processed within thirty (30) business days of the student's official withdrawal or dismissal date.

Example of Refund Calculation: If the total program tuition is \$8,500 for a 644-hour program, each hour of instruction equals approximately \$13.20 of tuition.

Example 1: If a student withdraws after completing 322 hours of instruction (50% of the program), the school has earned approximately \$4,250 of tuition. If the student paid the full \$8,500, the student would receive a refund of approximately \$4,250, less any non-refundable fees or costs.

Example 2: If a student paid \$1,200 toward tuition and withdrew after completing just 100 hours, the school would have earned approximately \$1,320, and the student would owe approximately \$120, plus any non-refundable fees or costs.

Institutional Commitment: Massage Life Academy believes students should pay only for the education they actually receive. This refund policy reflects the school's commitment to ethical treatment of students, financial transparency, and responsible educational practices.

Retake Policy

You have resources available to maximize learning and meet satisfactory academic progress (SAP). Retakes are one of them. You may retake a quiz or exam as many times as you wish. Each time you retake, your score is averaged with all prior scores. All retakes must be scheduled outside of regular class time. Above all, we want you to learn! (*See also; Office Hours for Student Use.*)

Satisfactory Academic Policy (SAP)

Massage Life Academy maintains high standards to ensure every graduate enters the profession with the competence and reliability expected of a healthcare professional. To remain in good standing, students must meet both Academic and Attendance benchmarks:

- **Satisfactory Academic Progress:** Students are expected to maintain a grade of C (2.0 GPA) or above in all coursework. If a student's GPA falls below this level, the Director of Education will initiate a *Student Success Plan* to provide academic recommendations, tutoring resources, and a strategy to return the student to satisfactory standing.

- **Remain within Attendance Standards:** Students are allowed no more than 3 unexcused absences for the duration of the entire program, and 3 tardies per module block. (See Attendance section for definitions and more detail)
 - **Supportive Intervention:** Exceeding these limits is an indicator that a student may need additional institutional support. If a student nears or exceeds these thresholds, a mandatory meeting with the Director of Education will be scheduled to implement a Student Success Plan. Our goal is to identify these patterns early so we can advocate for your success before your graduation path is compromised. We are committed to your growth, and this partnership ensures that no student has to navigate their challenges alone.

The Student Success Plan (SSP)

The Student Success Plan is a proactive partnership between the student and the Director of Education. It is designed to identify obstacles early and provide a clear path forward for students to regain their momentum toward graduation and licensure.

An SSP is initiated if a student's academic or attendance progress falls below the Academy's professional standards (e.g., reaching attendance thresholds, falling below a 2.0 GPA, or classroom policy deviations).

The Collaborative Process

The Director and student meet privately to:

- Identify Barriers: Discuss any personal or logistical challenges impacting performance.
- Deploy Support: Coordinate Academy resources, such as free Friday/Saturday tutoring or individualized academic advocacy.
- Set Goals: Co-create specific action items to return the student to good standing.

Documentation & Accountability

Every SSP results in a formal written agreement that outlines:

- The specific area for improvement.
- The support provided by the Academy.
- The student's commitment to professional growth.

Outcomes

The SSP is a "support-first" intervention. Successful completion of the plan ensures the student remains in good standing. Because the SSP is a collaborative agreement, failure to meet the plan's commitments may lead to Professional Probation.

Transfer of Credit Policy

At Massage Life Academy, we take great pride in our curated, proprietary curriculum. To ensure that every graduate possesses specific clinical skills, bodywork flow, and professional ethics that define our "Gold Standard" reputation, Massage Life Academy does not accept transfer credits from other institutions.

Tutoring

(See Office Hours for Student Use)

Withdrawal

If you withdraw voluntarily, without arranging for a leave of absence, you will be expelled, lose credit you have earned, and void tuition you have paid. If you are experiencing problems, contact student services or talk to a teacher, counselor, or mentor. We understand that unexpected problems arise. We are here to help. Dropping out is never a good option!