INDIANA WELLNESS COLLEGE

Student Handbook

Nationally Accredited by ACCET
Accrediting Council for Continuing Education & Training

This institution is regulated by:
Indiana Department of Workforce Development
Office for Career and Technical Schools
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Indianapolis, IN 46204
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http://www.in.gov/dwd/2731.htm

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TABLE OF CONTENTS

Mission Statement	4
Course Scheduling	5
Facilities	6
Self-motivated Students	6
Non-discrimination Policy	6
Small Class Sizes	6
Challenged Students	6
Career Guidance	7
Career Services	7
Personal Guidance	7
Orientation	7
Clinic	7
Scope of Practice	7
Disclaimer Regarding Licensure	8
Academic Reference Resources	8
Bulletin Boards	8
Grading Standards	8
Testing Assessment	8
Senior Administration	9
Grading System	9
Repeat Course	9
Incomplete Course	9
Student Readmission	9
Graduation Requirements	10
Insurance	10
Complaint & Dispute Resolution Procedure	10
Contact Information	11
Attendance Tracking	11
Code of Ethics & Honor Agreement	12
Professional Conduct Policy	12
Uniform Appearance & Hygiene Policy	13
Massage Clinic Grading Policy	13
Academic Guidance	15
Gossip & Positive Speech / Client Confidentiality Policy	15
Cheating	16
Harassment	16
Sexual Harassment	16
Drugs	16
Smoking	16

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Visitors	17
Phones	17
Weather	17
Awards and Honors	17
Transcripts	17
Administrative Record Keeping Policy	17
Handbook Updates	17
Open Communication	18
Copyright / Intellectual Property Rights	18
IWC Advisory Board Members	19
IWC Faculty	19
Instructors and Staff	19
Program Outline: Diploma of Sports & Medical Massage : 900 Hours	20
MT 900 Course Descriptions	21
Program Outline: Diploma of Clinical Esthetics : 700 Hours	28
EST 700 Course Descriptions	30
Catalog Addendums (If Any)	34
Glossary	35
Testimonials	37

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The Mission of **Indiana Wellness College** is to Pursue Excellence in the Training of Compassionate, Clinical, and Client – focused Leaders in integrated wellness careers.

Excellence:
Staff, Faculty, & Student Therapists consistently pursue Excellence through practice of self-evaluation and improvement as demonstrated by outstanding work ethic and client outcomes.

Leadership:
Staff, Faculty, & Students consistently work to model positive attitude, and inspire people to make positive changes that will impact their health and community for the better.

Compassionate:
Wellness professionals genuinely care about the pain of others and prioritize listening to the needs and concerns of their clients. Care is driven by the desire to produce the best possible outcomes for their clients.

Clinical:
Wellness professionals integrate eclectic assessment and treatment protocols with the confidence to identify and assist the client in resolving the root cause of dysfunction.

Client-Focused:
Wellness professionals, recognizing the individuality of each client, develop health promotion plans informed by client's goals and requests while maintaining the highest ethical standards.

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COURSE SCHEDULING

Courses are set every quarter as outlined in the program completion calendar found in this catalog. Materials and resources for courses are provided to students upon arrangement of payment obligations and completion of required new student orientation. Registration will not be extended to students until previous financial obligations are met.

Students repeating courses must arrange their schedule individually with administration and may be required to attend an additional or alternative course day. IWC administration has not found it to aid students in successfully completing the program by taking on additional courses in order to catch up with his or her original class schedule. To comply with ACCET and Federal Aid standards of the 150% rule of program completion, students repeating a course will fall back to the next enrollment class and will graduate with that subsequent class.

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FACILITIES

IWC is conveniently located off Meridian and 106th Street, in a newly remodeled 8800 square foot world-class facility. IWC has added a beautiful student union area containing a reception and waiting area, power hubs for student technology, 2 refrigerators, 2 microwaves, a dishwasher, and plenty of seating for students and clinic clients. The exploration room (for admissions tours) and administrative offices, student resource library, and a bank vault are all located on the north end of the building. Our classrooms (1 massage, and 2 esthetics classrooms) are located on the south end of the facility and are fully equipped with professional therapeutic equipment and presentation technology. On the east side of our facility, we have a large conference room, as well as a utility & laundry area, focus rooms, and storage. 4 restroom facilities are located at the south end of the unit along with academic's offices and storage.

Courses and the Public Clinics are held at our facilities located at 10585 North Meridian, Suite 102, Carmel, IN 46290. The nearest major intersection is US 31 North (Meridian Street) and 106th Street.

SELF-MOTIVATED STUDENTS

Because IWC employs a proven model of integrative learning allowing maximum flexibility to students by assigning review of material, a student is required to actively participate in scheduling and fulfilling academic activities during his or her own time in much the same way any successful therapist in private practice will be required to schedule and perform business duties. IWC's curriculum aims to create real world career training and, likewise, all students get out what they put in. IWC is dedicated to helping all of its students succeed; furthermore, we value our field and seek to graduate individuals dedicated to their success as well as high industry standards.

NON-DISCRIMINATION POLICY

IWC does not permit discrimination against any federally protected group but reminds students and applicants that the program and career fields for which we train require certain physical, mental and educational standards in order to perform successfully and safely.

SMALL CLASS SIZES

IWC believes that small class sizes are imperative to the proper instruction in the field of massage and body work. Maximum student-teacher ratio is 13 students to 1 for Massage Therapy and 20 to 1 for Esthetics teacher/teaching assistant or classroom coach for all hands-on modality classes.

CHALLENGED STUDENTS

All applicants are offered equal opportunity to apply in IWC programs. If students choose to self-disclose disabilities or challenges, the program applicant must submit written documentation from a qualified medical doctor, mental health professional, or government agency explaining any limitation and suggested accommodation. Self-disclosing students must do so during the time of application, and not after beginning any program. No accommodations will be made if deemed by IWC senior administration to compromise the integrity of academic and/or skills performance, or would be considered an unreasonable accommodation.

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CAREER GUIDANCE

Admissions interviews include discussion of career goals and pathways within the applicant's chosen career field. As the student reaches mid-term and end of quarter academic goals, guidance includes current academic and attendance status, as well as implications upon the program's timely completion. IWC provides career advising for students, and maintains a revolving list of job and private practice contacts available to students and graduates via telephone, e-mail, or in-person. IWC hosts quarterly career fairs for all students and graduates to attend facilitating employment.

CAREER SERVICES

At IWC, we believe that empowering students with the knowledge and tools to organize and execute an employment search will be more valuable to students in the long term than placing students in a job. These tools, provided by IWC Trainers, and Career Services Representative include assistance with resume preparation, access to current job listings posted on the online and physical Job Board as well as hosting quarterly career fairs open to all students and graduates. While many IWC graduates have obtained employment in training related fields, **we do not guarantee employment as a result of training or Career Services at IWC.** Long term employment in the wellness profession takes commitment to personal excellence, strong work ethic, ongoing development of skills, and is aided by the distinguished training graduates received at IWC.

PERSONAL GUIDANCE

IWC understands that personal conflicts and difficulties can add challenges to completion of course work and program requirements. Students are encouraged to keep IWC informed of developing and/or ongoing challenges. IWC encourages students to seek qualified and/or licensed professional help with significant mental, emotional, and/or environmental challenges to their success.

ORIENTATION

To ensure the success of all students, a mandatory orientation is required before accepted into the program. Orientation will include an introduction to facilities, policies, introduction to the academic program and course work scheduling, as well as what to expect in your chosen field.

CLINIC: Applies to All Programs with a Clinic

In order to offer students a forum for strengthening hands-on and developing soft skills working with the public as well as documentation and knowledge of facilities operations in a wellness setting, IWC includes a public student clinic offering discounted services from all IWC students and programs. Clinic is designed to enhance the student's education by allowing them to incorporate weekly learning while developing on the job experience. In accordance with state legislation, students are not permitted to receive payment for any course activities including clinic services. Students of all programs must complete 100% of assigned clinic shifts to graduate.

SCOPE OF PRACTICE

IWC graduates are not legally allowed to diagnose, prescribe or cure defects, injury, or disease without advanced education and licensing in the medical field. As licensed therapists, esthetician and massage graduates are trained to asses and provide therapy for various systems dysfunctions, primarily in the musculoskeletal system or skin care.
Any questions regarding legislation in this area should be directed to the Indiana Department of Professional Licensing (www.in.gov/pla).

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DISCLAIMER REGARDING LICENSURE

Indiana State certifications and licenses are issued by the Indiana Department of Licensing according to current legislation. IWC prepares students for Indiana approved licensure examinations as approved by the Indiana State Department of Professional Licensing. Because certification/licensure is granted by the Indiana Department of Professional Licensing and not by individual schools, **IWC is not able to guarantee state licensure**.

Any questions regarding legislation in this area should be directed to the Indiana Department of Professional Licensing (www.in.gov/pla).

Certification and licensing in other states, territories, and countries is subject to local legislation and rules. Current standards can best be attained by contacting those offices directly.

ACADEMIC REFERENCE RESOURCES

IWC provides printed & video resources for reference to students and faculty. Resources are available at the front office and may be checked out with the receptionist.

BULLETIN BOARDS

Boards are provided and will include information regarding school activities, events, public services, job postings clinic trades and other information as approved by administration. ALL postings must be pre-approved and initialed by IWC administration.

GRADING STANDARDS

Grading in each course is detailed in the individual course syllabi and will include, but is not limited to, assessment based upon quizzing, testing, forum entries, hands-on course performance and participation, workbook or documentation completion and other projects as assigned.

DESCRIPTION OF CREDIT HOUR

Based upon a standard 50 minute class period, one credit hour is defined as ten lecture hours, twenty lab hours, and thirty class hours. IWC class periods are 55 minutes in length.

TESTING & ASSESSMENT

The purpose of assessments at IWC is not to acquire a grade. Testing and assessment solely for the purpose of acquiring a grade leads to poor study habits including “cramming” or even cheating. We encourage students to keep in mind that assessments are designed to provide only a sample of the major concepts presented in each course module as a way of determining overall material mastery. The primary goal of each student should be mastery of material and skills in the interest of career application, not to focus upon any one or limited series of assessment results.

Students are encouraged to show responsibility and professionalism by attending all course sessions and planning to complete assessments in advance if it is impossible to avoid an absence. In the event of emergencies resulting in missed assessments, students may be permitted to make up (at their next class session) assessments as required by state rules or IWC policy for a maximum score of 75%. Any unexcused or undocumented absences and missed assessments will result in zero points for that assessment. Midterm and Final assessments cannot be dropped but must be scheduled for retake for a maximum score of 75%. Failure to attend a scheduled retake will result in failure of that assessment and possible action as outlined in the Satisfactory Academic Progress Policy. This policy applies to each course individually and independently.

Exposure of client’s genitalia during hands-on skills testing will result in point deduction and a maximum score of 75% for that assessment. If failure of final examination results in a failing grade for a course, then the student is

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permitted to attempt one retake of that examination material. Failed exams which are eligible for retake will not result in a score on that assessment of more than 75%.

SENIOR ADMINISTRATION

Senior administration includes Majority Members of IWC llc, Dainah R Craft (Chief Executive Officer) and Jason R Craft (Director of Education, Director of Financial Aid, and Director of Admissions and Marketing.

GRADING SYSTEM

Students must complete all courses with a minimum score of 75%. Grades are determined as follows:

GPA Calculation				
A	4	90%	to	100%
B	3	80%	to	89%
C	2	75%	to	79%
F	0	0%	to	74%
I	0			

Solely for the purpose of easing transcript conversion, IWC calculates GPA on a 4-point scale quarterly and cumulatively as follows. Grades are determined by dividing the total quality points by the total number of completed credits. Quality Points are determined by multiplying the number of course credits by the numerical value of the assigned grade, and apply to all IWC programs and students.

REPEAT COURSE

Students failing any course may repeat once and will only attempt any course a total of two times. Any repeated course is charged to the student in excess of the initial tuition and fees amount; the repeat course fee is determined by the current price per clock hour for new students that quarter. The highest grade for all attempts will be recorded in calculation of cumulative GPA.

Inability to successfully complete clinic demonstrates an inability to be successful in the field of massage therapy. Students who fail any level of clinic are only eligible for one retake. E.g. failing Clinic 2 twice will result in dismissal from school; failing clinic one and two will result in dismissal from school. Eligibility to retake a clinic course due to course failure is determined at the sole discretion of the DOE; IWC does not guarantee students will be permitted to retake clinic in event that course failure was due to attendance or professional conduct violations.

INCOMPLETE COURSE

A student failing to complete course work may submit a written appeal to complete satisfactory work in order to pass a course. At full discretion of IWC administration, incomplete status will be extended to students suffering extreme hardship which temporarily prevents course work completion. Students failing to complete and submit course work by the agreed extension date will fail the course, and may retake the course per course retake policy.

STUDENT READMISSION

Students who have previously withdrawn or been dismissed from a program may apply for readmission. Applicants for readmission are required to meet all current admissions standards and fees, as well as be in good

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standing with academics and financial aid. No readmission applications will be considered until previous balances are paid in full, and re-application fee is paid.

GRADUATION REQUIREMENTS

Completion of the program and qualification for graduation requires passing each course with a 75% minimum grade in each course, completion of 100% of assigned clinic shifts, a minimum 100% cumulative programmatic attendance, and taking the appropriate certification or licensing exam.

- Massage students take the MBLEX exam.
- Massage Therapy student must complete 100% of the 900 clock hours
- Esthetics students take the PSI exam, as well as an on-site final practicum exam.
- Esthetics students must complete 100% of the 700 clock hours

In addition, all school property (rented, borrowed, or damaged) must be returned or paid for before a diploma and transcripts will be issued.

After graduation, an official diploma showing program completion will be mailed with a student transcript detailing hour completed within 14 days of graduation.

In order to qualify for graduation, students must meet the following criteria:

- Passed each course per the syllabi designated grade requirement (75%)
- Complete graduate exit interview
- Maintained adequate attendance in accordance with the attendance policy 100% of hours
- Be in Good Financial Standing
- Take the aforementioned licensing/certification examination for their program

INSURANCE

IWC requires students to have student liability insurance which will protect them in any sessions done while in school, and at school functions. **Students that drop will NOT have their insurance fee refunded to them.**

- IWC includes any cost of AMTA student liability insurance in student fees for massage therapy students.
- IWC includes any cost of ASPC student liability insurance in student fees for esthetics students.

COMPLAINT & DISPUTE RESOLUTION PROCEDURE

IWC realizes the value of constructive feedback from all levels of our organization including students, faculty and administration. As such, we seek mutually beneficial resolution to any disputes or complaints and have established this system for collecting, considering and acting upon concerns. It is important for all members of the IWC organization to realize that any decision has far-reaching effects across multiple departments and systems and that, keeping the foundational guidelines in this catalog in mind, compromise may be required on one or all sides of any conflict in order to maintain the integrity of the educational programs we deliver.

All students, faculty, administrators or other organization members are required to follow this complaint and dispute resolution procedure:

1. Students and/or staff needing to resolve problems or complaints should first contact the person whom the complaint or dispute involves in order to seek resolution.
2. If resolution is not found with the involved person or persons, senior administration will then accept student's formal complaint in writing by personal or postal delivery stating he or she is filing an "Official Dispute". IWC will investigate complaints thoroughly, interview those concerned, and review all documents related to the complaint. IWC administration has full authority to determine if a

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complaint is valid and to take all steps necessary to resolve it. The school will provide the student with a written response within 10 business days of receiving the complaint in writing.

3. All members of the IWC organization are encouraged to address concerns quickly and using the appropriate procedure; however, less immediate concerns will be presented and are encourage during regular survey of students and staff. Detail of feedback on these surveys is optional; however, self-identification is encouraged to aid in the resolution of any concerns and/or adoption of any suggestions. It is our intention to use these ongoing systems in order to continually strive for increasing effectiveness and value in our organization.
4. All concerns must be addressed using the above outlined process, and decisions made by senior administration of IWC are final.
5. Complaints not resolved to student satisfaction may be addressed to Office for Career and Technical School OCTS@dwd.in.gov
6. Complaints not resolved to student satisfaction may be addressed to our Accrediting Agency:

ACCET CHAIR, COMPLAINT REVIEW COMMITTEE 1722 N Street, NW Washington, DC 20036 Telephone: (202) 955-1113 Fax: (202) 955-1118 or (202) 955-5306 Email: complaints@accet.org Website: www.accet.org

CONTACT INFORMATION

Students are required to alert IWC Front Desk and Classroom Coach of any changes in contact information. Contact information includes the current, legal full name, phone number, address, and email address. If student information changes during the program, it is his or her responsibility to complete a change of information form.

ATTENDANCE POLICY

If a student is not in his/her seat ready for instructors by 8:00, following breaks, or after lunch, he/she will be considered tardy. How late the student is will determine how many professional participation points the student will lose. Each student starts each day with a bank of points. It is your responsibility to be on time and maintain good attendance.

The Participation Tracker, Hour Tracking, and Attendance run in conjunction with this policy but each is maintained separately.

Professional participation points may not be made up. There is no need for any documentation; if a student is not present, he/she loses participation points.

If a student is absent for 14 calendar days, then that student will be dismissed from the program. Administrative staff will discuss this beginning Day 10.

In addition to completing 100% of 900 hours, massage students are required to complete 100% of assigned clinic shifts (the 900 hours includes time to complete all assigned clinic shifts). . As such, it is the student's responsibility to contact clinic scheduling staff electronically as soon as possible and/or the next day on campus to select an appropriate make-up shift date and time. Failure to complete the make-up shift in a timely manner may delay the release of graduation documents and/or prevent the student from walking at graduation with their cohort.

In addition to completing 100% of 700 hours, esthetics students are required to complete 100% of state-mandated hands-on progress (the 700 hours includes time to complete all progress). Progress may be completed with a combination of classmate clients and/or public clinic lab clients. Failure to complete the state-required progress in a timely manner may delay the release of graduation documents and/or prevent the student from walking at graduation with their cohort.

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CODE OF ETHICS & HONOR AGREEMENT

This Code of Ethics is a summary statement of the standards of conduct that define ethical behavior for the professional therapist. Adherence to the Code is a prerequisite for admission to and continued membership in the Indiana Wellness College.

The Principles of Ethics form the first part of the Code of Ethics. They are aspirational and inspirational model standards of exemplary professional conduct for all members of the association. These Principles should not be regarded as limitations or restrictions, but as goals for which members should constantly strive.

Wellness Practitioners Will:

- Demonstrate commitment to provide the highest quality of services to those who seek their professional service.
- Acknowledge the inherent worth and individuality of each person by not discriminating or behaving in any prejudicial manner with clients and/or colleagues.
- Demonstrate professional excellence through regular self-assessment of strengths, limitations, and effectiveness by continued education and training.
- Acknowledge the confidential nature of the professional relationship with clients and respect each client's right to privacy within the constraints of the law.
- Project a professional image and uphold the highest standards of professionalism.
- Accept responsibility to do no harm to the physical, mental and emotional well-being of self, clients, and associates.

The Rules of Ethics are mandatory and direct specific standards of minimally-acceptable professional conduct for all students of the Indiana Wellness College. The Rules of Ethics are enforceable for all students, and any students who violate this Code shall be subject to disciplinary action.

Wellness Practitioners /practitioners shall:

- Conduct all business and professional activities within their scope of practice and all applicable legal and regulatory requirements.
- Not engage in any sexual conduct or sexual activities involving clients.
- Be truthful in advertising and marketing, and refrain from misrepresenting his or her services, charges for services, credentials, training, experience, ability or results.
- In accordance with Indiana State law, student therapists will not provide services in exchange for payment until attaining state licensure following graduation and examination.

PROFESSIONAL CONDUCT POLICY

A career in the wellness industry can be both rewarding and challenging, but it is not for everyone. In addition to providing goal-oriented therapeutic massage or esthetics services, wellness professionals must consistently demonstrate a strong commitment to client welfare as demonstrated by honesty, integrity, a positive mental attitude, and accountability. To put it bluntly, a wellness practitioner who cannot consistently show up for work or scheduled appointments and be on time with a positive attitude while interacting with staff and clients will be a failure in his or her chosen career.

IWC graduates effective, well-rounded professionals with the ability to behave in a manner that will lead to success in the professional setting be they an employee or private practitioner. For this reason, IWC reserves the right to provide guidance, reduce grades, or dismiss a student that does not demonstrate performance necessary to be successful in the field of their chosen training program. IWC will take punitive action up to dismissal for performance including but not limited to:

- Not adhering to uniform policy
- Using inappropriate and offensive language
- Using obscene or threatening body language or gestures

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- Failure to Keep conversation clean and professional, in line with a professional work setting
- Cheating
- Plagiarism (using source information without proper citation)
- Not showing & expressing respect towards themselves, classmates, and staff at all times
- Appearing under the influence of drugs and/or alcohol
- Failure to obey all federal and state laws
- Failure to obey all school policies
- Failure to adhere to IWC's gossip policy and Health Laws including confidentiality per HIPAA
- Failure to adhere to the ethical standards set by the professional code of ethics of the chosen careers
- Appearing physically or mentally unable to perform at a level required of wellness professionals
- Consistently being a poor representative of IWC brand and their field of their training
- Any other behavior that is deemed inappropriate, or incompatible by IWC senior administration with success in the field of chosen training.

UNIFORM APPEARANCE & HYGIENE POLICY

Students will receive a uniform and description of appearance standards with materials upon their new student orientation. Their uniform must be worn at all times including course time, clinic, and all IWC events unless pre-approved by administration. Uniform and appearance standards are essential to maintaining professional integrity and standards in preparation for entering the workforce. Uniform appearance and hygiene standards are based upon standards in the field for premier healthcare and bodywork providers. Standards include:

- Clean scrubs or school-issued clothing issued with student materials
- If any, a solid colored undershirt (no designs or prints showing)
- Undershirts must remain above the elbow during all hands-on practice including clinic
- Clean footwear
- Pants hanging upon the hips
- Hair pulled up or back out of the face during hands-on practice including clinic
- Nails clipped short (showing no white along the free edge) and natural
- IWC branded merchandise as approved
- No rings, bracelets, or piercings other than small studs
- No necklaces longer than two inches below the neck
- No tattoos that are deemed by IWC administration to be derogatory or offensive. Efforts should be made to cover tattoos by appropriate uniform.
- No headphones are allowed during course periods, clinic, or events unless recommended by instructors for group video access
- No hats, or head coverings outside of religious requirement as disclosed at time of enrollment
- No visible undergarments
- No perfume, cologne, or any other fragrance enhancing sprays due to allergies and unknown sensitivities among students, staff & visitors

Hygiene is paramount both as a safety precaution in preventing the spread of disease and in positive social relations. As such, all students are expected to bathe daily. Unpleasant body odor, and or body soils are grounds for dismissal from program activities. Continued violations are grounds for dismissal from the program.

MASSAGE CLINIC GRADING POLICY

Clinic is a hands–on course, and professional participation is graded as follows:

1. Arrive on time for your scheduled shift
    a. 8:45 am for the morning shift
    b. 1:45 pm for the afternoon shift
    c. ANY Tardiness will result in immediate escalating point deductions
2. Complete all assigned Bodywork sessions, forms and forums during your shift

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   a. Mismanagement of time or scheduled duties resulting in paperwork or duties not completed in a timely manner will result in point reduction for that day as determined by staff relative to severity and regularity.
      i. Clinic Forms with “NA,” “None,” or answers lacking complete thoughts are not complete
3. Students must complete 100% of their assigned clinic shifts to pass each clinic course and graduate.
4. Clinic Makeup
   a. Students are expected to pre-arrange with another student to cover any shifts as needed and will result in no point loss for doing so. Students may trade shifts (with staff approval) for 100% of their clinic participation points.
   b. Students may ‘Call Off’ up to 2 shifts per quarter. That shift will need to be made up later for a maximum score of 75% in all grade areas for the shift. Calling off is meant for emergencies as it negatively impacts the student’s grade and may delay graduation.
   c. Students are responsible to complete/repeat any clinic shift missed, traded, and/or previously partially attended.
      i. As it is important for a student to show steady progress, accumulating multiple missed shifts across quarters is highly discouraged as multiple make-ups in the end of the program can effect student funding, distract from preparations for licensure testing, and/or delay graduation for him or her. It is highly preferred for a student to make up a clinic shift before the end of the same quarter. As such, students are expected to schedule their make-up date, via electronic communication or in person the next time on campus.
         1. Shifts not completed in the orignal quarter will receive 0 points in all grade areas for that shift. The make-up shift in a subsequent quarter will count towards 100% assigned clinic shift completion but not retroactively effect the grade of the previous clinic quarter.
            a. If 0 points for missed clinic shifts combined with poor scores on attended shifts brings the final quarterly average below 75%, then the student has failed that quarter clinic and should refer to the course repeat process including arrangements with the IWC financial aid staff.
      ii. Students who have missed clinic shifts and require a makeup shift will be offered shifts according to space availability and may be inconvenient. Students are encouraged to monitor classroom discussion and online clinic forum for school-mates needing coverage. Students that do not take advantage of makeup opportunities as offered by staff and fellow students may fail to complete with their cohort, delaying his or her graduation.
   d. Missing a scheduled make-up day and/or official trade shift counts as an additional Call-Off or No-Call / No Show as applicable and is penalized as such
5. A ‘No Call/No Show’ for a shift will result in a <u>Clinic Course FAILURE</u>.
   a. Sudden Emergencies (such as hospitalization or death of immediate family) may justify a student Appealing a clinic fail due to ‘No Show’ which will be reviewed by academics supervisors under oversight by the DOE. Even in extreme sudden circumstances, documentation will be required for Appeal and calling, if only to leave a short message, is preferable to ‘No Showing’ whenever possible.
6. Students may <u>appeal a clinic fail</u> to IWC senior staff. A granted Appeal will result in a maximum grade of 75% for that quarter clinic.
7. Accumulation of missed clinic shifts is detrimental to both student learning, and the reputation of the IWC student clinic. For this reason, students will only miss 2 consecutive clinic shifts. If it is necessary to miss more, the student must make arrangements with clinic supervisors to be removed from the clinic

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schedule until projected date of adequate performance. Students must provide evidence for need of leave, and is only extended at the discretion of IWC administration.

8. Students must be clean, odor free, with hair tidy & pulled back from face, nails clipped & filed, and in their IWC uniform (scrub top, bottoms and appropriate footwear). Failure to comply with policy standards will result in consequences up to but not limited to point loss, and dismissal from shift without credit.
9. In the event that a student has a time slot open, the following activities are acceptable uses of time...
   Practicing on another student if they have an opening as well
   Cleaning duties
   Updating clinic paperwork and clinic forum
   Studying with IWCLearning
10. Students are not permitted to loiter in the reception area, or hallways. No non-career socializing, texting, phone calls, social media, or napping is permitted. Please do not distract staff from his or her work.
11. As regular and varied feedback helps students improve, it is the student's responsibility to get client feedback by directing clients to the feedback forms available in the lobby.
12. IWC is accountable to accrediting bodies for reporting completion of total program hours & learning objectives. Clinic time is meant to be productive learning time and ends at set times as noted:
    a. 2:15 pm for the morning shift
    b. 7:15 pm for the afternoon shift
    c. Students should not ask to leave early (Refer to #9 above for appropriate clinic activities)

ACADEMIC GUIDANCE

Students that have failed any course, fail to maintain 80% of hours (DSMM & DEs), are not in compliance with IWC Timely Payment Policy, or have been counseled a total of 2 times for professional conduct violations will be subject to Academic Guidance. Academic Guidance is monitored weekly and status reassessed at Midterm and Final. Academic Guidance will be for no less than 10 weeks and will not exceed 14 weeks per cause.

Students' status will be assessed at the midterm and end of the quarter; any student that has not resolved Academic Guidance issues or shown marked improvement in areas of professional conduct will not be permitted to progress to the following quarter. Students will be dismissed from the program for a minimum of 1 quarter and may re-apply in writing for admission the following quarter.

Students on Academic Guidance during their final quarter that have not resolved Academic Guidance cause by the end of the quarter will not be permitted to graduate until resolution is attained.

GOSSIP / POSITIVE SPEECH / CLIENT CONFIDENTIALITY POLICY

At IWC, you are not required to like everyone or agree with what other people may think, but you are required to treat all students, staff and clients with dignity and respect. If you have a legitimate dispute, please refer to the IWC Dispute Policy. If you are in doubt as to whether you should say something, don't say it. Gossip (including bad mouthing another student, voicing unbalanced opinions on highly volatile political or ethical topics, or violating client confidentiality) will not be tolerated at any time. Violations will result in grade penalties and/or dismissal from the program.

IWC has defined Gossip as any comment which is of a negative nature to ANY individual other than a direct supervisor (Clinic Coach, Trainer, Director of Education). Coworkers and fellow students have no capacity to correct third-party action; therefore, it would only propagate negativity. Concerns or potential concerns should always be directed Up-line, never Cross-line or Down-line.
Student Therapist concerns, experiences and clinic incidents (both Positive and negative) are commonly

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reviewed in a supervised way by instructors and staff to facilitate all students learning and professional progress. Efforts must always be taken to limit identifying individuals while encouraging learning in the areas of pathologies, treatment procedures, and improving interpersonal interaction.

This policy/procedure is required to maintain professional confidentiality, a positive learning environment and to grow constructively from negative circumstances.

CHEATING

Cheating of any type is indicative of a lack of ethical boundaries essential in the delicate social and physical situations in which professionals perform. In accordance, cheating of any type including but not limited to copying homework and projects, and sharing or copying assessment questions is, solely at the discretion of senior administration, grounds for failure of the assignment, assessment, course and/or dismissal from the program.

HARASSMENT

Harassment (behavior which is found threatening or disturbing) of others by students, staff or any persons associated with IWC will not be tolerated and is cause for disciplinary action and/or dismissal.

SEXUAL HARASSMENT

Sexual harassment (persistent and unwanted sexual advances) of others by students, staff or any persons associated with IWC will not be tolerated and is cause for disciplinary action and/or dismissal.

Given the vulnerability of clients in addition to occasional and unfortunate stigmas upon the massage profession, IWC holds all students of all programs and associates to the highest standards regarding sexual references, jokes, and/or other forms of communication that so associates bodywork and/or IWC with sex.

Similarly, it is of utmost importance that IWC maintain the safety and integrity of its students and program. As such, severe action will be taken by IWC against clinic clients and campus visitors who violate this policy including but not limited to refusal of future service, and/or notification of local authorities.

DRUGS

All illegal drugs are forbidden for students and staff of IWC. In addition, some prescribed and over the counter medications may disqualify students from participation in hands-on activities depending upon side effects and the student's mental/physical state. In accordance with legal standards outlined at new student orientation, and for the safety of all students, staff and visitors, violation of this policy will result in disciplinary action up to immediate dismissal and/or reporting to policing authorities. IWC included drug & alcohol prevention program materials are provided electronically to students with their orientation materials.

SMOKING / VAPING

All IWC facilities are smoke free and vape free; parking lot included. Designated smoking/vaping areas are provided on campus. In the interest of student health and image as a reputable wellness professional, all students are encouraged not to smoke or vape. Furthermore, failure of any smoking/vaping student to take appropriate hygienic steps by de-fumigating skin, breath, hair, and clothes before course activities and client lab course shifts will result in disciplinary action up to immediate dismissal. Please note that even if you cannot smell smoke on you, other people can. Please be respectful to your classmates, staff, and clients. When in doubt, de-fumigate.

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VISITORS

Family, children, and other visitors are not allowed in class without preapproval. Students with children and other commitments are required to make secondary plans for care of dependents in cases of emergency.

PHONES

Cellular phones and portable electronic devices are **not** allowed in classrooms unless specifically directed by instructors. Students are NOT permitted to have cell phones on their person during scheduled clinic time. All personal items must be stored in your vehicle or under your table. Phones and photographic devices are dis-allowed during hands-on settings at all times unless requested by the instructor. They are not to be used or seen. In case of emergencies, students may be contacted by calling the school directly at 317.376.8640; messages will be forwarded to the student.

WEATHER

In the event of bad weather, administration will determine if it is necessary to interrupt normal course schedules. An attempt will be made to contact students and faculty as soon as possible via electronic notification platform.

AWARDS AND HONORS

IWC recognizes the hard work, dedication, and achievements of our students by offering awards as follows:

- Academic Honors Award – awarded to students earning a GPA of 3.5 -3.74
- Highest Academic Honors Award – awarded to students earning a GPA of 3.75 – 4.0

TRANSCRIPTS

A printed transcript will be provided upon graduation to the graduate, and a second one to the state certification/licensing board of the student's choice. Additional transcripts may be requested from IWC upon completing a written request for the transcript and paying a $20.00 fee.

ADMINISTRATIVE RECORD KEEPING POLICY

Student records are retained for at least ten (10) years. Student and staff records are confidential and used solely for the purpose of conducting business with IWC. Student's information is available upon administrative petition and is protected by the Family Educational Rights and Privacy Act (FERPA) as outlined by the Federal government of the United States and viewable at www.ed.gov

HANDBOOK UPDATES

All information contained in this HB is for informational purposes only and is subject to change without prior notice. This catalog does not constitute an irrevocable contract on the part of IWC or any of its members and is subject to revision at IWC administrative discretion in the form of official catalog addendums and/or revisions. The most recent policies including addendums and revisions to these policies are available by contacting IWC directly by phone or in person.

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OPEN COMMUNICATION

IWC realizes the value of constructive communication at all levels of our organization including students, faculty and administration. A school is a living being made of many moving pieces and it's hard sometimes for any one person or small group to see all the relevant pieces. Please help us help you resolve concerns and help us to continuously improve the quality of education we provide by contacting us with comments.

It may not be possible to achieve each individual's original goal when coming forward with a concern or suggestion but IWC staff will seek to convey our appreciation for your openness and interest in helping IWC be the best it can be. It is very important that you start with assuming good intent. Staff are expected to listen to concerns, encourage their input and seek resolution.

Students and staff should share concerns, seek information, provide input and resolve school related issues by discussing them with staff until they are resolved.

Please share in the following ways:

By speaking to your Trainer or Classroom Coach during breaks,
By e-mailing your classroom coach or appropriate academics supervisory staff
Speak first, to the person you have a conflict with.
Then, if no resolution is found, contact a supervisor. Another staff member will meet with both of you in the near future.
Bring up your concerns in your IWC student surveys

When Possible, write and speak in actionable steps (Perhaps, we can salt the walkways) instead of complaints (It's too cold and icy to be out at clinic). Be a source of positive suggestions for improvement, not a source of critical, un-actionable commentary.

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Intellectual property includes patents, copyrights, trade secrets, and trademarks. New ideas or inventions may be protected through a formal patent or as trade secrets. A trade secret is any information that is sufficiently valuable and secret that it gives us an actual or potential advantage over others. A copyright is a right that prevents others from copying artistic, literary, and other works such as photographs, music, articles, and computer programs. It is the policy of the Company to secure and protect its intellectual property rights and to take appropriate action against any individual or group making unauthorized use of our rights.

Core Requirements

- Promptly submit invention disclosures on innovations in areas such as product or process improvements, business methods, manufacturing, designs, and software applications.
- Do not publish or disclose your invention to anyone outside the Company
- Promptly report any unauthorized use of the Company's intellectual property.
- If you wish to use a copyrighted work, (for example, by adding music to presentations)

check to determine whether a copyright license is necessary.
- Do not load software that is not business-related onto Company computers.
- Do not disable antivirus & antipiracy or other protective computer services/mechanisms/software

IWC ADVISORY BOARD MEMBERS

IWC values the feedback and contributions of employers, professional bodyworkers, and advisors in education and business operations. As such, IWC consults with several non-contracted outside consultants as needed to ensure we maintain the highest standards of career education.

- Foster Results: Financial planning advisor to IWC
- Financial Aid Services (FAS): Title IV & student financial planning advisors
- Werworski & Associates: Financial planning and forecasting
- Industry Leading & Local Employers
- Jeff Saunders: Provides legal and HR advise
- Mark Tyburski MD: Advises in the areas of Human Sciences Curriculum & Education Methodology

IWC FACULTY

At IWC, all Trainers are state-certified/licensed professionals with years of experience in their respective fields of training, and/or another specialist in the healthcare industry. Trainers bring various specialties in luxury and medical related therapies as well as in private practice, spas and education to the classroom and clinic. Faculty participate in on-going training in their profession and cutting-edge teaching applications to best serve all types of students.

INSTRUCTORS & STAFF

Learn More about IWC Staff and Faculty by checking the Faculty And Staff | Indiana Wellness College

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PROGRAM OUTLINE: Diploma of Sports & Medical Massage: 900 Hours

IWC Hours Grid MT900

Quarter 1 (12 Weeks)	Clock Hrs	Pre-Requisites
Swedish Massage	41	No Pre-Requisite
Pregnancy/Side Lying Massage	16	No Pre-Requisite
Bus Ethics & Soft Skills	10	No Pre-Requisite
Career Success Lab	6	No Pre-Requisite
Clinic Talk	3	No Pre-Requisite
Integrated A&P(K)&MdT 1	53	No Pre-Requisite
Pathology 1	24	No Pre-Requisite
Career Success	10	No Pre-Requisite
	163	

Quarter 2 (13 Weeks)	Clock Hrs	Pre-Requisites
CPR, First Aid & AED	4	No Pre-Requisite
MediSPA Techniques	5	No Pre-Requisite
Asian Modalities	20	No Pre-Requisite
Seated, Event & Corp Chair M.	6	No Pre-Requisite
Deep Tissue Massage	33	Q1 Hands-On Final
Kinesiotherapy	10	Q1 Hands-On Final
Career Success Lab	6	No Pre-Requisite
Clinic Talk	3.25	No Pre-Requisite
Integrated A&P(K)&MdT 2	57	Q1 Didactic Course
Pathology 2	24	Q1 Didactic Course
Career Success	6	No Pre-Requisite
Clinic 1	71.5	Q1 Hands-On Final
	245.75	

Quarter 3 (12 Weeks)	Clock Hrs	Pre-Requisites
Deep Tissue Massage	57	Q2 Class Lab
Kinesiotherapy	15	Q2 Class Lab
Career Success Lab	6	No Pre-Requisite
Clinic Talk	3	No Pre-Requisite
Integrated A&P(K)&MdT 3	57	Q2 Didactic Course
Pathology 3	24	Q2 Didactic Course
Career Success	6	No Pre-Requisite
Clinic 2	66	Clinic 1
	234	

Quarter 4 (13 Weeks)	Clock Hrs	Pre-Requisites
Sports, Stretch, & K-taping & Cupping	20	Q2 & Q3 Lab Course
Lymph Drainage Massage	15	No Pre-Requisite
Medical Modalities	14	Q2 & Q3 Lab Course
Craniosacral Therapy	15	No Pre-Requisite

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Career Success Lab	3	No Pre-Requisite
Clinic Talk	3	No Pre-Requisite
Community Leadership	3.5	No Pre-Requisite
Practice Mngt & Marketing	61	No Pre-Requisite
Massage Certification Prep	22	Q3 Didactic & Class Lab Courses
Health Psychology	5	No Pre-Requisite
Therapist Nutrition	5	No Pre-Requisite
Career Success	3	No Pre-Requisite
Keystone Project	16	Q3 Didactic & Class Lab Courses
Clinic 3	71.5	Clinic 2
	257.25	
Total Program Clock Hours	900	

900	Total Hrs.
625	Sup.Cl-Hrs
517.5	Hands-On
167	A&P Hrs
72	Patho Hrs
137.5	Bus Hrs
209	Clinic Hrs

Graduation Requirement

Massage Therapy students must meet all IWC standard graduation requirements and pass all classes with a 75% minimum score or higher. Additionally, students must complete 100% of 900 hours.

MT 900 COURSE DESCRIPTIONS

Diploma of Sports & Medical Massage (DSMM)

The IWC DSMM Program is divided into 4 Quarters, each quarter containing 2 or 3 Courses: Lecture, Hands-On, & Clinic
Lecture and Hands-On courses are divided into course topics/descriptions (below) to align with the Program Outline (Above)

Ongoing Course Components

The **Integrative** portion of each course serves students as a reflection period to review and integrate previous learning. Regular self-analysis is recognized as a valuable step in successful integration of material into new approaches and increased understanding of material as inter-material connections and new questions are realized. Integrative components are included in both didactic and lab courses throughout the program.

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Career Success & Lab Curriculum is a practical application of techniques to prepare students for success in a rigorous academic setting as well as providing skills applicable to career longevity and expansion. Topics addressed, among others, include study and test taking skills, anxiety management, and self-care. Career success curriculum and lab components are included in both lecture and hands-on courses throughout the program.

Clinic Talk allocates time each week during class day to review events, session adaptations per client need and other learning opportunities arising in an operational therapeutic facility in order to prepare new students for successful clinic participation as well as habituating practices in industry operations. As students attend clinic each week, discussion material is gathered for class-wide learning. Care is taken to maximize client confidentiality and uphold Gossip Policy guidelines. This component is included in the hands-on/lab courses throughout the program.

Quarter 1: Hands-On Course

Swedish Massage is the foundation course for all massage techniques and preparation for Massage Clinic. Students will be instructed in massage theory including hygiene (standard precautions), customer service, informed consent, confidentiality, emotional release, equipment selection & use, proper body mechanics, draping techniques, Swedish massage strokes and the neurophysiological effects of strokes. Students will receive instruction on integrating the concepts into a basic massage routine that addresses front, and back positions as well as an introduction to basic 'deep tissue' techniques.

This course includes instruction in the proper care and maintenance of the therapists own bodies to prevent physical and mental burnout. Topics covered include: proper eating, hydration, PRICE therapy, the importance of rest, exercise and receiving bodywork on a regular basis and self-stretching.

Pregnancy/Side Lying Massage is instructional in applying Swedish massage techniques to the pregnant woman. Students will become acquainted with the special needs and contraindications of this population, and will learn to apply side draping and body mechanics suitable to the lateral recumbent position.

Massage Business Laws, Ethics & Soft Skills guide students in basic interpersonal (soft) skills necessary to succeed in the professional working world. Topics covered include state law, client communications, boundaries & roles, confidentiality, defining and exemplifying professionalism, and generally accepted professional standards of ethical behavior in a health care field and for massage professionals.

Quarter 1: Lecture Course

Human Sciences 1: Anatomy, Physiology (Kinesiology), Pathology & Medical Terminology introduces a systemic approach to the study of human anatomy & physiology for the massage therapist. Topics include an introduction and ongoing exposure to medical terminology, with emphasis on the basic structure and function of the skeletal system and the major bony landmarks.

This course continues with study of the structure and function of the remaining organ systems of the human body. Some body systems covered include the respiratory, cardiovascular, digestive, urinary, reproductive, lymph, and immune systems. This course is a foundation for Human Sciences 2, and is preparatory for the National Certification examinations following graduation and leading to State Licensure.

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Students will be instructed in basic progression of disease and the massage therapist's roles and limitations in addressing pathologies of the body organ systems. Common pathologies of body structures introduced in each body system will be discussed with emphasis on indications, contraindications, & disorders commonly addressed by massage therapists. This course includes 8 hours in Virology including 4 hours of HIV & AIDS hazard content.

Quarter 2: Hands-On Course

Asian Modalities begins with an introduction to stretching clients through the observation and practice of Thai Yoga massage techniques. Didactic components instruct students in the foundations of Eastern medicine, including the Chinese five element theory, yin yang, Ayurvedic constitutions, energetic pathways and imbalances, and additional eastern therapies. The student will come to understand Chi and its effect on the health of the human body.

The **Seated/ Event/ Corporate Chair Massage** portion of this course is a practical application of manual massage techniques as applied to clients in a seated position. Special attention will be given to adjusting body mechanics, as well as using the chair for special populations including the elderly and pregnant. The course includes an introduction to chair massage as an effective marketing tool and as a separate modality.

Advancing quarter 1 Swedish techniques, **Deep Tissue Massage and KinesioTherapy (Active Muscle Therapy)** integrates the principles of muscular Anatomy, Kinesiology and Pathology. Students are instructed in the detailed palpation & treatment of individual muscles addressing bio-mechanical dysfunction by manual manipulation of attachment sites, Trigger Points, and Myofascial layers.

Integral to this course is the development of KinesioTherapy massage techniques which address muscle tissues three dimensionally (3-D) along multiple fascial planes within normal range of joint motion throughout the body by integrating Compressive and Friction techniques with both Passive and Active muscle movements. The result is a more thorough treatment of muscular tissues, and greater intensity in therapeutic session with decreased physical effort from therapists.

Flex Week (Occurs the 1st or last week of the Quarter depending upon the academic calendar)

This **CPR and First Aid** course provides basic knowledge for students in the recognition and response to aid clients in distress. Topics include recognition and treatment of hypothermia, hyperthermia, lesions, respiratory and cardiac arrest as well as other basic first-aid techniques.

SpaMod introduces students to therapeutic techniques commonly used in spas, and medical spa settings. Skills include an introduction to hydrotherapy, aromatherapy, reflexology and spa technique terminology. Emphasis includes contraindications and indications for spa therapies including special safety and sanitation guidelines.

Quarter 2: Lecture Course

Human Sciences 2: Anatomy, Physiology (Kinesiology), Pathology & Medical Terminology continues with study of the structure and function of the remaining organ systems of the human body. Some body systems covered include Nervous, Endocrine, Skeletal, Articular, Fascial (tensegrity) and Muscular.

This course continues with an in-depth study of the muscular kinesiology of the human body. Students will study the body in a way that is unique to body-work professionals by emphasizing attachment points,

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actions, muscle-fiber directions, innervations and muscular relationships (antagonists & agonists) for each muscle in relation to their functional movements. Palpation skills and viewing of the muscular system in various positions common in a therapy session will be essential to mastery of the material.

Topics include ongoing exposure to medical terminology. Common injuries/pathologies of body structures introduced in each body system and muscular region will be discussed with emphasis on indications, contraindications, & disorders commonly addressed by massage therapists.

This course is preparatory for the National Certification examinations following graduation and leading to State Licensure.

Quarter 2: Clinic Course

Massage Clinic 1 provides massage students real-world experience working with the public. Student clinic will provide opportunities to utilize and develop their new hands-on, interpersonal and documentation skills on a weekly basis. Student duties will include providing student massage to the public, maintaining facilities, and assisting with linens. Students will complete documentation of clinic clients to familiarize students with proper therapeutic documentation. Student documentation progresses with SOAP noting and medical document correction. The course will instruct students in requirements as a professional therapist, whether they seek job employment immediately after school, or choose to go into private practice. Students will have one 5 ½ hour clinic each week starting week 1 of second quarter.

Quarter 3: Hands-On Course

Deep Tissue Massage, and KinesioTherapy (Active Muscle Therapy) continues integration of the principles of muscular Anatomy, Kinesiology and Pathology. Students are instructed in the detailed palpation & treatment of individual muscles addressing bio-mechanical dysfunction by manual manipulation of attachment sites, Trigger Points, and Myofascial layers.

Quarter 3: Lecture Course

Human Sciences 3: Anatomy, Physiology (Kinesiology), Pathology & Medical Terminology continues with an in-depth study of the muscular kinesiology of the human body. Students will study the body in a way that is unique to body-work professionals by emphasizing attachment points, actions, muscle-fiber directions, innervations and muscular relationships (antagonists & agonists) for each muscle in relation to their functional movements. Palpation skills and viewing of the muscular system in various positions common in a therapy session will be essential to mastery of the material.

Topics include ongoing exposure to medical terminology. Common injuries/pathologies of body structures introduced in each body system and muscular region will be discussed with emphasis on indications, contraindications, & disorders commonly addressed by massage therapists.

This course is preparatory for the National Certification examinations following graduation and leading to State Licensure.

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Quarter 3: Clinic Course

Massage Clinic 2 provides massage students real-world experience working with the public. Student clinic will provide opportunities to utilize and develop their new hands-on, interpersonal and documentation skills on a weekly basis. Student duties will include providing student massage to the public, maintaining facilities, and assisting with linens. Students will complete documentation of clinic clients to familiarize students with proper therapeutic documentation. Student documentation progresses with SOAP noting and medical document correction. The course will instruct students in requirements as a professional therapist, whether they seek job employment immediately after school, or choose to go into private practice. Students will have one 5 ½ hour clinic each week.

Quarter 4: Hands-On Course

The **Sports Massage, & PNF Stretching** segment of this course focuses on therapies and modification of massage techniques vital to working with athletes. Students will gain a comprehensive, hands-on instruction in the use of pre-event applications as well as learning necessary modifications of Swedish and Deep Tissue skills for inter-event and post-event sessions. Building on previously learned principles of kinesiology for each muscle, students are instructed in the proper application of Proprioceptive Neuromuscular Facilitation (PNF) to accelerate the effective stretching of myofascial tissues by integrating the proprioceptive nervous system controls.

Students of **Lymph Drainage Massage** review the anatomy and physiology of the human lymph system as well as common pathologies followed by instruction in basic techniques to move toxins through the lymph system facilitating proper lymph drainage for relief of swelling (Edema), toxicity, exhaustion, a weakened immune system, post-surgical recovery, and beauty care.

The **Medical Modalities** course materials instruct students in bodywork techniques designed to break down scar tissue and speed recovery time. Clinical modalities and techniques including ice massage, TENS, STIM, Ultrasound, Laser Puncture, multiple forms of heat application and more are discussed and applied. Students are instructed in the special needs of surgical patients including restorative sessions to shorten hospitalization. Experiential learning includes introduction to muscle testing, gait and visual assessment (postural analysis) as well as neuromuscular re-patterning exercises.

In **Craniosacral Therapy,** students review the anatomy of the craniosacral system, and the concepts behind Dr. Upledger's revolutionary techniques. Students also study basic holds of craniosacral therapy at the head, body-bands & sacrum designed to relieve restrictions in the membranes (meninges) surrounding the brain and spinal cord.

Community Leadership involves awareness and activity in wellness industry and community events. Multiple times each year, students have the opportunity to participate in a supervised outreach activity of their choosing including but limited to AMTA chapter meetings, PLA state board meetings, local sporting/community events, massage conventions, and others.

Flex Week (Occurs the 1st or last week of the Quarter depending upon the academic calendar)

Students are instructed in the proper application of **Kinesiotape** to support muscular & skeletal structures after a manual therapy has been applied. They will be instructed in the use of Kinesiotaping for athletes, and to use the tape as a tool for post event/injury recovery. This course builds upon concepts in Kinesiotherapy.

Cupping is a bodywork tool and modality capable of mimicking multiple techniques including myofascial

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stretching, lymph drainage therapy and others while less taxing to the therapists' body. This is an introductory cupping course only; advanced training is necessary for safe and effective practice of this modality unsupervised on the public.

Quarter 4: Lecture Course

In addition to **Practice Management & Marketing** guiding students in the varied preparation for massage interviewing, this course introduces the management of private practice including business financial analysis, incorporating your business, tax deductions, and realistic expectations of building your own business. Topics include online scheduling software, key terms and concepts related to career planning, marketing/ branding a business, appropriately leveraging discounts and promotions, the importance of good record keeping practices, and the process of sales & networking skills, and an introduction to insurance billing for the massage therapist.

Students are introduced to key advantages and disadvantages in business structures (llc, partnership etc.) and employment agreements (employee, independent contractor).

This course includes the IWC quarterly job fair during which students interview a variety of representatives from various employment sites.

The **Keystone project** is designed to assist students in getting a head start in their specific career objectives prior to graduation. Students are guided through the process of obtaining employment in the massage industry, as well as laying foundational components in preparation for a career in private practice.

The **Massage Certification** course assists students in preparation for Certification and/or licensing examinations. Topics include introduction and assessment of academic material necessary to qualification for state licensure as a competent and professional massage therapist, as well as licensing test preparation and test taking tips.

Health Psychology introduces students to knowledge, and skills involved in motivating clients to help change health related behaviors. Topics include identifying motivational triggers and barriers to change, applying appropriate interpersonal techniques and providing appropriate resources to match each clients' needs, assisting the client in making and maintaining lifestyle change they desire for themselves.

The **Therapist Nutrition** curriculum introduces concepts of personal nutrition for gaining and maintaining eating habits optimal for recovery, maintenance, and improvement of physical performance necessary in the hands-on service based massage industry. The therapists' body is a machine capable of helping many others improve quality of life through performance of bodywork; it is important to properly fuel and maintain this body in the pursuit of a long and rewarding career.

Quarter 4: Clinic Course

Massage Clinic 3 provides massage students real-world experience working with the public. Student clinic will provide opportunities to utilize and develop their new hands-on, interpersonal and documentation skills on a weekly basis. Student duties will include providing student massage to the public, maintaining facilities, and assisting with linens. Students will complete documentation of clinic clients to familiarize students with proper therapeutic documentation. Student documentation progresses with SOAP noting and medical document correction. The course will instruct students in requirements as a professional therapist, whether they seek job employment immediately after school, or choose to go into private practice. Students will have one 5 ½ hour clinic each week.

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Pursue Excellence

PROGRAM OUTLINE: Diploma of Esthetics: 700 Hours

IWC Hours Grid DEs700

Quarter 1 (12 Weeks)	Clock Hrs	Pre-Requisites
Soft Skills	24	No Pre-Requisite
Anatomy, Skin Physiology and Histology	30	No Pre-Requisite
Skin Analysis and Client Consultation	6	No Pre-Requisite
Product Knowledge and Retailing	12	No Pre-Requisite
Treatment Room	6	No Pre-Requisite
Facial Treatments	12	No Pre-Requisite
Electricity, Electrical Safety and Modalities	6	No Pre-Requisite
Hair Removal	12	No Pre-Requisite
Advanced Treatments	6	No Pre-Requisite
Infection Control	6	No Pre-Requisite
Clinic Talk	12	No Pre-Requisite
Skin Diseases and Disorders	12	No Pre-Requisite
Skin Analysis and Client Consultation	6	No Pre-Requisite
Treatment Room	6	No Pre-Requisite
Facial Treatments	37	No Pre-Requisite
Soft Skills	6	No Pre-Requisite
Advanced Treatments	15	No Pre-Requisite
Intro to Waxing and Hair Removal	10	No Pre-Requisite
Infection Control	8	No Pre-Requisite
Electrotherapy Modalities	8	No Pre-Requisite
Total Quarter 1 Clock Hours	240	

Quarter 2 (13 Weeks)	Clock Hrs	Pre-Requisites
Advanced Treatments	20	Q1 Didactic
Electrotherapy Modalities	4	Q1 Didactic
Business Skills	23	Q1 Didactic
Product Ingredients	10	Q1 Didactic
Makeup and Lash Application	12	Q1 Didactic
State Laws	8	Q1 Didactic

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Infection Control	8	Q1 Didactic
Clinic Talk	6	Q1 Didactic
Esthetics Client Lab	121	Q1 Class Lab
Waxing and Hair Removal	4	Q1 Class Lab
Makeup application	14	Q1 Class Lab
Electrotherapy Modalities	7	Q1 Class Lab
Advanced Treatments	11	Q1 Class Lab
Infection Control	12	Q1 Class Lab
Total Quarter 2 Clock Hours	260	

Quarter 3 (12 Weeks)	Clock Hrs	Pre-Requisites
Skin Care Treatments	10	Q2 Didactic
Business Skills	52	Q2 Didactic
State Law and Exam Prep	10	Q2 Didactic
Clinic Talk	8	Q2 Didactic
Esthetics Class and Client Lab	106	Q2 Class & Client Lab
Advanced Waxing Procedures	8	Q2 Class & Client Lab
Advanced Exfoliation	6	Q2 Class & Client Lab
Total Quarter 3 Clock Hours	200	
Total Supervised Program Hours	700	

Graduation Requirement

Diploma of Esthetics students must meet all IWC standard graduation requirements and pass all classes with a 75% minimum score or higher. Additionally, students must complete 100% of 700 hours.

Diploma of Esthetics (DEs)

The IWC DEs Program is divided into 3 Quarters, each quarter containing 2 Courses.
Courses are divided into course topics/descriptions (below) to align with the Program Outline (Above)

Ongoing Course Components

The **Integrative** portion of each course serves students as a reflection period to review and integrate previous learning. Regular self-analysis is recognized as a valuable step in successful integration of material into new approaches and increased understanding of material as inter-material connections and new questions are realized. Integrative components are included in both didactic and lab courses throughout the program.

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Career Success & Lab Curriculum is a practical application of techniques to prepare students for success in a rigorous academic setting as well as providing skills applicable to career longevity and expansion. Topics addressed, among others, include study and test taking skills, anxiety management, and self-care. Career success curriculum and lab components are included in both lecture and hands-on courses throughout the program.

Clinic Talk allocates time each week during class day to review events, session adaptations per client need and other learning opportunities arising in an operational therapeutic facility in order to prepare new students for successful clinic participation as well as habituating practices in industry operations. As students attend clinic each week, discussion material is gathered for class-wide learning. Care is taken to maximize client confidentiality and uphold Gossip Policy guidelines. This component is included in the hands-on/lab courses throughout the program.

Quarter 1-3 Class Lab Courses

Advanced Exfoliation, such as dermaplaning, is an in-demand service in the esthetic industry. Students will spend one full day learning how to preform this advanced certification technique wherein the vellus hair and dead skin cells from the surface of the face are removed with a surgical blade.

Advanced Treatments such as Microdermabrasion, Acne Treatments and Modalities, Back Treatments, Hand and Foot Treatments, Brow Tinting, and Lash Tinting help to grow an esthetician's scope, and make a well-rounded practitioner.

Electrotherapy Modalities to enhance the estheticians' services will be integrated into existing facial treatments. Students will learn about each machine or device and how it has a specific benefit for the skin. Students will learn which contraindications to look for prior to performing these treatments, and best practices to follow to prevent harming the client. Electrical safety and maintenance for each machine will also be covered.

Esthetics Class and Client Lab provides esthetics students real-world experience working with the public. This Lab will provide opportunities to utilize and develop their new hands-on, interpersonal and documentation skills on a weekly basis. Student duties will include providing student skin care to the public, maintaining facilities, and assisting with linens. Students will complete documentation on lab clients to familiarize students with proper treatment based documentation. Student documentation progresses with full SOAP noting and client consultation/skin analysis. Students will begin introducing new steps and changes in facial routine based on the client's individual skin needs with an emphasis on client education leading to successful sales techniques and confidence. The course will instruct students in requirements as a professional esthetician, whether they seek job employment immediately after school, or choose to go into private practice.

Facial Treatments are the foundation of the professional Esthetician's career. Students will be introduced to the benefits of facial treatments, and what is needed to successfully perform a facial. The key steps to a facial will be explained, and demonstrated. Treatment goals for each skin type will be outlined.

Infection Control methods will be explained, demonstrated, and practiced for the duration of the program. Safe work practices and safety precautions will also be demonstrated for use in the clinic and on the job. Federal and State regulatory agencies will be described concerning how they impact the Esthetics professional.

Makeup Application portion of this course will teach students proper selection and application of makeup products and lashes.

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Skin Analysis and Client Consultation is the starting point for all skin care treatments. Students will be instructed on the skin types and conditions and how to analyze correctly to determine the appropriate treatments and products.

Soft Skills component guides students in basic interpersonal (soft) skills necessary to succeed in the professional working world. Topics covered include client communication, boundaries and roles, confidentiality, defining and exemplifying professionalism, and generally accepting professional standards of ethical behavior in a health care field and for esthetician professionals.

Treatment Room preparation is an integral part of giving treatments. Students will learn appropriate draping methods, and how to select the proper tools for each treatment. Education about facial machinery, such as the towel warmer, facial steamer, and magnification lamp will be introduced.

Intro to Waxing and Hair Removal portion of this course is a practical application of wax or the use of tweezers in order to remove unwanted hair. Students will be trained on the structure of the hair, the hair growth cycle, and proper application techniques. Contraindications will be studied to avoid potential damage to the skin. We begin by introducing sugar wax, which is a sugar-based method of depilation that is gentler on the skin, and more forgiving than a traditional wax.

Waxing and Hair Removal allow students to build on prior knowledge of hair removal. Students will learn how to effectively utilize both hard and soft waxes for the full body.

Advanced Waxing Procedures allow students to build upon prior knowledge of hair removal. Students will learn how to effectively utilize wax rollers and advanced sugaring to maximize their time and earning potential through speed waxing.

Quarter 1-3 Didactic Courses

Advanced Treatments have expanded the esthetician's repertoire to include more results-driven treatments such as chemical exfoliation, microdermabrasion, ultrasound, and LED. Understanding the foundations of the equipment, indications, and contraindications will enable students to employ combination therapies that will yield greater results and client satisfaction.

Business Skills are incorporated into this course via the Keystone Project, which covers topics such as business goals, demographics, interviews, resumes, biographies, mission and vision statements, look books, finances, continuing education, and retailing via student research which will be presented at the end of the course.

Clinic Talk allocates time each week during class day to review events, session adaptations per client need and other learning opportunities arising in an operational esthetics /spa facility in order to prepare new students for successful Externship participation as well as habituating practices in industry operations. As students attend Client Lab each week, discussion material is gathered for class-wide learning. Care is taken to maximize client confidentiality and uphold Gossip Policy guidelines per the IWC student handbook. This component is included in the hands-on courses throughout the program.

Electricity, Electrical Safety and Modalities will identify electrical theory and electrotherapy modalities by practicing equipment safety practices. This includes discussing light energy, application, and safety towards clients.

Electrotherapy Modalities to enhance the estheticians' services will be integrated into existing facial treatments. Students will learn about each machine or device and how it has a specific benefit for the skin. Students will learn which contraindications to look for prior to performing these treatments, and

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best practices to follow to prevent harming the client. Electrical safety and maintenance for each machine will also be covered.

Facial Treatments are the foundation of the professional Esthetician's career. Students will be introduced to the benefits of facial treatments, and what is needed to successfully perform a facial. The key steps to a facial will be explained, and demonstrated. Treatment goals for each skin type will be outlined, and students will complete practice time under instruction supervision.

Hair Removal portion of this course is a practical application of wax or the use of tweezers in order to remove unwanted hair. Students will be trained on the structure of the hair, the hair growth cycle, and proper application techniques. Contraindications will be re-affirmed as instructor demonstrates hair removal techniques and students practice on each other under instructor supervision.

Infection Control methods will be explained, demonstrated, and practiced for the duration of the program. Safe work practices and safety precautions will also be demonstrated for use in the clinic and on the job. Federal and State regulatory agencies will be described concerning how they impact the Esthetics professional.

Makeup and Lash Application portion of this course will teach students proper selection and application of makeup products and lashes**.** Color theory, skin tone, product knowledge, and tools will be covered.

Product Ingredients and how they affect specific skin concerns will be studied and applied.

Product Knowledge and Retailing is one of the keys to success as an esthetician. As future esthetic professionals, students will be provided with the tools necessary to confidently educate clients and prescribe effective homecare, which can be transformative to successes in the treatment room and beyond.

Skin Analysis and Client Consultation is the starting point for all skin care treatments. Students will be instructed on the skin types and conditions and how to analyze correctly to determine the appropriate treatments and products. Though instructor demonstration and supervised student practice on each other.

Skin Diseases and Disorders can be fascinating and complex. An esthetician must possess knowledge of this topic in order to recognize common medical conditions so they may work with clients more effectively and safely.

Skin Physiology and Histology is foundational to understanding the skin. Students will learn how to identify the functions of the skin and it's layers, identify the anatomy of the hair follicle and the functions of the nerves in the body, understand the glands of the skin, and distinguish intrinsic and extrinsic factors that may influence the skin. **Anatomy** is an important piece in an esthetic professional's understanding of the human body as it relates to the ability to preform services knowledgeably, safely, and effectively. Students will study the functions of cells, tissues, body systems, including the skin, muscles and hormones, which play a large role in esthetic practices.

Skin Care Treatments such as dermaplaning, Lymphatic drainage, and esthetics in Oncology will be studied in class to prepare for the practical application of these skills in client clinic and in students' future careers.

Soft Skills component guides students in basic interpersonal (soft) skills necessary to succeed in the professional working world. Topics covered include client communication, boundaries & roles, confidentiality, defining and exemplifying professionalism, and generally accepting professional standards of ethical behavior in a health care field and for massage professionals. Students will practice through assigned group case studies and role-playing activities.

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State Laws govern an esthetician's practice, therefore, it is imperative that students understand the ins and outs of the State Laws surrounding estheticians.

State Law and Exam Prep will ensure each student's competency in both practical skills and successful testing for licensure. Students will complete weekly exam prep quizzes that cover all potential state licensure test topics.

Treatment Room preparation is an integral part of giving treatments. Students will learn appropriate draping methods, and how to select the proper tools for each treatment. Education about facial machinery, such as the towel warmer, facial steamer, and magnification lamp will be demonstrated by instructor and practiced in a supervised setting.

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HANDBOOK ADDENDUMS (IF ANY)

IWC Make Up Hours Policy

Students are required to make up any hours missed on campus in accordance with legislation.

I _____ understand and agree with the following for any hours missed while in IWC's Massage or Esthetics program:

- I will miss class participation points that cannot be made up for any day missed.
- I will have to identify a day and time when I can make up the hours missed. The day and hours **MUST** be approved by a Coach due to space constraints.
    - Make-up shifts are scheduled for a full AM and/or PM class period.
- Missing class is to be reserved for emergency purposes only as the student misses the information covered in class and misses interaction with classmates; this material and interaction cannot be made-up
- All hours are to be made-up **before** the last day of class; which is stated on the enrollment agreement I have signed.
- I will maintain satisfactory attendance during all quarters.
- I will make up the class I missed (example): if a student missed 4 hours of Didactic, the Coach will schedule me for Didactic hours.
- If I am signed up for a make-up class, I am expected to be present. In the event of an emergency, I am to contact my coach at least 24 hours in advance.
- If I fail to call at least 24 hours in advance or call the morning of my shift, I will be put on the Waitlist. If I no call/ no show, I will be put on the Waitlist.
    - (Special circumstances will be taken into consideration).
- Students placed on the Waitlist will remain there for 14 days. If I am scheduled for make-up hours during the 14-day period, I will be removed so the spot is opened for other students.
- Students on the Waitlist, may sign up for make-up shifts beyond the 14 days.
- If students perpetually miss make-up shifts, the ability to sign up for make-up shifts will be limited to 2 shifts at a time.
- If I am unable to complete all hours or progress before the last day of class (as indicated on Enrollment Agreement), I will sign up for make-up shifts. If I have all make-up hours completed by graduation, I may walk in the ceremony. If shifts go beyond this date, I will not have the opportunity to walk until the next graduation date.
- When I know I am going to miss a class, I may sign up for a make-up shift after the expected absence. Hours cannot be banked or earned ahead of time.

During Make Up Hours:

- Students acquire clock hours
- Students are required to participate fully including written assignments, activities, and/or client documentation. As these assessments are being completed behind schedule, tardy penalties will apply during grading.

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- Students must remain with their assigned class while making up hours; if a student missed didactic and is scheduled to be in the didactic classroom for that day, they must remain there. Students can be assigned tasks by coaches and it is expected they complete these tasks professionally.
- Student who need Make Up hours are on campus as IWC students. They are expected to follow all policies and procedures regardless of what they need Make Up hours for (progress vs. hours). Until Progress is finished according to state requirements, they are expected to be professional, participate, be in the assigned class, and follow directions. If there is an issue with this, students will be sent home.

Financial Responsibilities for Make Up Hours

- If students find it necessary to attend Make Up hours after their class has ended, per the Enrollment Agreement, they will be charged an upfront fee for each day they need to attend.
- The fee for this is $100 per day (regardless of time made up).
- This fee must be paid to the Front Desk before the student will be allowed to reserve a space for Make Up hours.
- If the student cannot pay the fee, the student cannot sign up for hours.
- The Waitlist procedure applies.
- If students show for Make Up hours and are unprepared or not in uniform, the student will be sent to retrieve the missing items.
- When students arrive fully prepared, they will be allowed to clock in and go to class.
- If the student misses part of the Make Up hours, the charge is still $100.
- If students forget their uniforms and do not want to retrieve them, they may rent loaner IWC scrubs from the front desk.
- The rental charge is $5 for a top and $5 for a bottom.
- The student must provide a driver's license or keys to secure the scrubs.
- Scrubs are due back to the front desk before the student leaves for the day. If they take scrubs with them, they will be charged $5 per item, per day until returned. This fee will

Students may file an appeal for special circumstances and the Academic Team will review the appeal to determine a direction going forward. Filing an appeal does not automatically negate any of the above procedures.

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GLOSSARY

Academic Guidance	Student Status per policy by Same Name Assisting Students in Overcoming Non-Probation Concerns
ASAP	As Soon As Possible
ATB	Ability to Benefit
CCDC	Class Coach Daily Check
CEO	Chief Executive Officer
Class	Group of Students
Class Coach	Primary Support person Assigned to Attend all Course Sessions with a Class & Support Trainers
Clinic Call Off	Calling clinic staff to notify them that the students will not be attending a scheduled clinic shift
Clinic NoCall/NoShow	FAILing to notify staff that a student will not be attending a scheduled clinic shift initiating a Clinic Course Fail
Course	Course of Study e.g. Swedish Massage, A&P
Course Block	AM: Human Sciences, PM: Lab
Course Session	Class Day: Q3 W2 AM
CSR	Career Services Representative
CTA	Clinic Teaching Assistant
DEs	Diploma of Esthetics
DoD	Date of Determination
DOE	Director of Education
DPP	Daily Progress Planner
DSMM	Diploma of Sports & Medical Massage Therapy
Education	Education is all about gaining theoretical knowledge; IMC objectives require Both theory and application
ELAP	Entry Level Analysis Project
EOD	End of Day
Esti	Esthetics
Evaluation	Supervisor determination of work performance including data from a combination of Student Surveys, Self-Evaluation, Observation, Peer and/or Supervisor Feedback.
FAR	Financial Aid Representative
FIF	Facial Intake Form
FO	Foundations
FU	Fundamentals
HRIP	Hair Removal Intake Form
ICSMM	Indiana College of Sports and Medical Massage llc
IDL	Interactive Distance Learning
IIF	Initial Intake Form
IMC	Indiana Massage College llc (A legal DBA of ICSMM)
IWC	Indiana Wellness College llc (A legal DBA of ICSMM)
IWC_Learning	IWC's internally built and maintained, independently hosted, IDL system built on a Moodle platform
KP	Keystone Project
LDA	Last Date of Attendance
Massage Athletes	Massage Therapists
MB	MindBody
MIT	Massage therapist In Training
MMOT	Managerial Moment of Truth
MRR	Memory Retention Routine from ABMP's Teaching Massage textbook: Navigate Slide, Introduce & Define Key Term, Support with Facts, Examples & Details, Relate the fact to the career field, and Personalize with Instructor Experience and/or known student goals/career vision
Observation	Supervisor Observes Work performance and take note in areas of compliance, excellence and/or weakness

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Probation	A Process and Student Status Related to Student Government Aid per SAP Policy
SA	Senior Administration : Big Chief Administrative Officer (CEO) & Po Lil Assistant Administrator (DOE)
SAP	Satisfactory Academic Progress referencing official policy by the same name
SS	Session Summary
ST	Service Ticket
Success	"To Cut Off From" Some Goals Require calculated sacrifice (time, effort, hobbies)
TBD	To Be Determined
Trainer	Subject Specialist Presenting Academic and/or Hands-On Skills Training and Assessment : Instructor
Training	Training refers to an act of instilling specific skills; IMC objectives require Both theory and application
Warning	One Potential Student Status in the Probation Process

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Graduate Testimonials

Authentic reflections from Massage Therapy and Esthetics graduates

Massage Therapy Graduate Testimonials

Garrett | Massage Therapy Graduate

"IWC gave me valuable information about starting my own business—education I had never received before. The curriculum was useful, the career fair showed me different job opportunities, and the investment was totally worth it. I am no longer stuck in a 9-to-5 job."

Claire | Massage Therapy Graduate

"IWC helped me build confidence in my skills and with clients. The school was patient and provided many ways to learn, especially hands-on activities that helped everything make sense. The program introduced us to many modalities and helped me identify the direction that fits me best. It was absolutely worth every penny."

Leah | Massage Therapy Graduate

"I learned that I can endure and follow through. After brain surgery and gallbladder surgery, I was able to take a leave and received support when I returned to class. My advice to new students is simple: do not give up, and do not be afraid to ask for help."

Peyton | Massage Therapy Graduate

"Learning together as a class made the experience enjoyable. The staff helped me understand difficult concepts, and the program taught me how important healthy habits are. My advice is to buy into the program and work to truly understand the material—not just memorize it."

Bradley | Massage Therapy Graduate

"I had a great class to learn with, and I learned the value of consistency in both studying and practice. The curriculum introduced me to deep tissue work, which really resonated with me. IWC gave us more than what was needed to pass the MBLEx, and the information was useful. I feel like we were set up to succeed."

Daniel | Massage Therapy Graduate

"IWC showed me that massage and bodywork can take many forms, all with the goal of improving a client's health and quality of life. Weekly clinic discussions and instructor feedback helped me become more confident working with clients. Exploring different modalities helped me identify what best aligns with my goals. I knew early on that I had made the right choice coming to IWC."

Esthetics Graduate Testimonials

Kirsten | Esthetics Graduate

"The most valuable thing I learned at IWC was self-confidence. The makeup curriculum was in-depth and made me fall even more in love with film makeup. One of my favorite memories was being contacted for an on-set makeup job. Looking back, it was all worth it."

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Anye | Esthetics Graduate

"IWC shaped my understanding of esthetics in a whole new way. My product knowledge grew, and the Career Services connections were phenomenal. FX Zombie Day was one of my favorite memories—the energy, the knowledge, and the experience made it such a good day."

Anonymous | Esthetics Graduate

"My instructors helped me prepare for anatomy when our class was nervous about the test. The program helped me see myself in the industry and confirmed that this was the right path for me. I learned a lot, made meaningful connections, and left wanting to continue learning in esthetics."

Imani | Esthetics Graduate

"I did not expect to build such meaningful friendships or become so excited to work in this field. My instructors helped me overcome my fear of testing, and the curriculum confirmed that I was making the right career decision. I have no regrets."

Hattie | Esthetics Graduate

"IWC taught me that I could successfully return to school later in life and handle studying, tests, hands-on evaluations, friendships, and challenges. We learned advanced techniques while building confidence in the fundamentals. I feel prepared and excited for my new career."

Anonymous | Esthetics Graduate

"I loved being part of my class and the friendships I made at IWC. The program taught me what goes into running a business and introduced me to career options I had not considered. I came in interested in waxing and discovered that I enjoyed facials more than I expected. I am so happy with my choice to attend IWC."

Ava V. | Esthetics Graduate

"Anatomy had been difficult for me in the past, but the way it was taught at IWC—and the in-class study support—made it my highest-scoring test. The curriculum introduced different career niches and emphasized continuing education after graduation. I am glad I chose IWC; it was well worth my time and money."

Bailey | Esthetics Graduate

"I learned that I can do whatever I put my mind to, no matter the circumstances. When I had difficult days, my classmates and instructors were supportive and caring. Choosing IWC was a great investment in my future."

Ellie | Esthetics Graduate

"I learned to believe in myself, have confidence, and stop second-guessing my abilities. My teachers encouraged me to keep going. I believe IWC is the best school I could have chosen."

Ben A. | Esthetics Graduate

"The class demonstrations were some of my favorite experiences. I learned to keep pushing, use my resources, and find time to succeed while balancing work and school six days a week. The curriculum helped me discover what I am most passionate about."

Christina | Esthetics Graduate

"Our class was cohesive and supportive, and I learned to trust the relationships I built with other women. IWC had fantastic teachers and strong academics. If I had the choice, I would do it all over again."

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