

# QC Massage Education Centers “QCM ED”

# 2025-2026

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1927 S. Western Ave #3  
Los Angeles, CA 90018  
213.444.6978  
[www.qcedcenters.com](http://www.qcedcenters.com)  
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## General Information

### Mission and Vision Statement

The mission of QC Massage Education Centers, ("QCM ED"), To promote physical and mental health through holistic healing while creating an avenue for personal and professional growth and livelihood. Our vision is to create an environment of respect where learning and growth is continuous, and where deep-rooted connections are built.

### Institutional Objectives

QCM ED is committed to educating and preparing students with program specific training and technical skills, that is delivered by lecture and laboratory simulation assignments. We provide students with the tools needed for a successful career as a Massage Therapist.

### Educational Objectives

QCM ED's educational objective is to provide students with basic, entry level knowledge and skills required by companies and agencies within healthcare industries. The education is intended for adults with high school diplomas. The "ability to benefit" exam is not available.

All programs of study consist of a combination of theoretical and practical training, which include "hands on" lab with materials where we introduce students to various modalities, educate students on anatomy and physiology and provides students with a foundation in becoming an independent contractor.

### Statement of Non-Discrimination

QCM ED does not deny admission or discriminate against students currently enrolled on the basis of Race, Color, Religion, Sex, Age, Handicap, Financial Status, Area of Origin, Residence, Sexual Orientation, from participation in any of the school's activities. QCM ED will reasonably accommodate applicants and students with disabilities to the extent required by applicable law.

### Description of Instructional Facilities

QCM ED's is located at 1927 S. Western Ave #3, Los Angeles, CA 90018.

Located just outside the heart of downtown Los Angeles in the West Adams District the campus is ideally situated to foster sustainable growth and mutual beneficial relationship with the community and local agencies.

The main campus is approximately 1900 sq ft with 1800 sq ft space dedicated to class training. The classrooms are equipped with full-sized massage tables, lotions, anatomical models, and audiovisual equipment. Lecture and laboratory classrooms will accommodate a maximum of 20 students.

The main education within the campus is approximately 650 sq ft. Advanced education space is approximately 400 sq. ft. Physical massage training rooms are approximately 400 sq. ft.

### Approval Disclosure Statement (pending approval)

QCM ED is a private institution, that it is approved to operate by the bureau, and that approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. QCM ED may not imply that the Bureau endorses programs, or that Bureau approval means QCM ED exceeds minimum state standards.

QCM ED does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding 5 years, and has not had a petition filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Proof of institutional eligibility, licenses and accreditation may be reviewed in the office of the school Administrator during normal business hour.

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd, Suite 225, Sacramento, CA 95834, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll Free Number: 1-888-370-7589/1-916-431-6959 or by fax 1-916-263-1897.

QCM ED is currently provisionally approved school by the CAMTC.

Attendance and/or graduation from a California Massage Therapy Council approved school does not guarantee certification by CAMTC. Applicants for certification shall meet all requirements as listed in California Business and Professions Code sections 4600 et. seq. <https://www.camtc.org/requirements-to-certify/>

A student or any member of the public with questions that have not been satisfactorily answered by the school or who would like to file a complaint about this school may contact the California Massage Therapy Council at: One Capitol Mall, Suite 800, Sacramento, CA 95814, [www.camtc.org](http://www.camtc.org), phone (916) 669-5336, or fax (916) 669-5337.

California Business and Professions Code Section 4611

It is an unfair business practice for a person to do any of the following:

- (1) To hold himself or herself out or to use the title of “certified massage therapist” or “certified massage practitioner,” or any other term, such as “licensed,” “certified,” “CMT,” or “CMP,” in any manner whatsoever that implies or suggests that the person is certified as a massage therapist or massage practitioner, unless that person currently holds an active and valid certificate issued by the council pursuant to this chapter.
  - (2) To falsely state or advertise or put out any sign or card or other device, or to falsely represent to the public through any print or electronic media, that he or she or any other individual is licensed, certified, or registered by a governmental agency as a massage therapist or massage practitioner.
- (b) In addition to any other available remedies, engaging in any of the prohibited behaviors described in subdivision (a) constitutes unfair competition under Section 17200.

## Campus and Contact Information

Instruction and learning will occur at the following campuses:

QCM ED- Main Campus  
1927 S. Western Ave #3  
Los Angeles, CA 90018  
CAMTC Code SCH0190

## Admissions Information

### Admissions Requirements

The following minimum requirements the Massage Therapy Programs must be met by all candidates prior to being admitted into QCM ED:

- Provide proof of high school diploma or a high school diploma equivalence, and sealed transcripts or passing score on entrance exam.
- Students whose primary language is not English must provide evidence of a TOEFL with a minimum score of 15.
- Instruction is only provided in English.
- Must be at least 18 years old,
- Provide a valid photo ID,
- Interview with a school representative,
- Review College Performance Fact Sheet and School Catalog, and
- Attend orientation.

## Ability to Benefit

QCM does not implement the Ability to Benefit Exam.

QCM Education Centers has not entered into an articulation or transfer agreement with any other college or university.

## Enrollment Policy and Procedures

All prospective students must make an appointment to interview with a school representative. Upon arrival at the school, the applicant will complete an application covering their personal, educational, and employment history, and also indicate their program of interest. During the interview, they will discuss the program of study, the candidates' level of motivation and determination, and the process of enrollment. The school representative will also determine if the program of study meets the personal goals and career objectives of the candidate.

The candidate will then be given a tour of the campus and shown the facilities and equipment. The tour also includes an explanation of classroom instruction and a review of coursework and materials. The candidate will also be given a brochure that is specific to their program of interest and "School Performance Fact Sheet", and if the candidate determines that they wish to enroll, the representative will continue with the enrollment process, and will also ensure that the candidate meets all other admissions criteria.

The school representative will also help the candidate determine how they may be able to afford their tuition and fees. Presuming all requirements and standards of admissions are met, and the applicant is motivated and prepared to make the financial and personal commitment toward their chosen training program, an enrollment agreement between the school and the applicant is then completed and signed, and the registration fee is paid to the education center.

When accepted into the education center, each prospective new student must arrange their schedule to be at the campus to attend a "new student orientation" conducted by the education center staff and faculty; they will be instructed as to the date and time of their orientation by their school representative. QCM ED will inform candidates of their acceptance or denial status after the entire admissions process has been completed. QCM ED retains the right to accept or reject an applicant based on the candidate's character reference, scholastic record and/or school financial record. QCM ED has not entered into any articulation agreement or transfer agreement with any other college or university.

## Re-Enrollment Policy

Students who wish to re-enroll in the same or another program, should first submit in writing a letter to the school administrator, noting the reason for initial withdrawal and reasons for desire to re-enroll. Any student who re-enrolls (same program previously canceled or terminated from) must sign a new Enrollment Agreement at the current tuition rate. This procedure is for a "Seven Day Cancellation" as well as program cancellations or terminations. The Registration Fee must be paid prior to an applicant re-enrolling, unless other approved arrangement has been made. All outstanding balance due to program cancellations/terminations must be paid in full, unless approved arrangements are made before they can re-enroll. The student will be credited for any books and/or supplies that they have previously received and paid for. If an updated textbook is required, the student will incur the new textbook cost.

Any student, who re-enrolls from their last date of attendance, must sign a new enrollment agreement.

Students re-entering may receive a partial or full credit for any prior QCM ED. School payments received

will be credited to the applicable program. The remaining credit balances will be transferred to the new program. Any increase in the books and/or supplies will be included on the enrollment agreement. The school at its sole discretion will determine the student's re-enrollment. Changes from one program to another are not considered re-enrollment and students must sign a new enrollment contract. Additional information on course changes can be found in this catalog under "Changing or Switching Programs". Student's individual tuition and finance matters may differ; therefore, it is important that all financial obligations are discussed prior to re-enrolling.

## **Credit Evaluation Policy - Acceptance of Credit for Prior Education or Experience**

A maximum of 50% of credit may be transferred from another institution for each educational program offered, and students who have previously attended another school or college (within the past 5 years) may receive credit for such attendance when proof of said attendance and transcript is presented at time of enrollment. There are no fees for credit evaluation and all appeals shall be directed to the school administrator. Procedures for credit evaluation and the basis for granting credit are as follows

(1) QCM ED may grant credit to a student for prior education only if:

- The prior education is equivalent to the courses in the program of study in which the student will enroll,
- The prior education demonstrates a balance between theory and practical learning, and
- The credit awarded for the prior education directly relates to the student's study program and is applied in satisfaction of some of the program requirements.

(2) All previous education for which credit is sought shall be documented by the student in writing.

(3) All learning experience shall be evaluated by faculty qualified in that specific subject area who shall ascertain (1) if the student's prior education is equivalent to classes currently offered and (2) how many credits may be granted for that experience.

This institution will inquire about a person's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated, and credit will be granted, as appropriate.

Work experience does not qualify for evaluation of credit.

## **English as a Second Language (ESL)**

QCM ED does not offer ESL Classes. Classes are only provided in English and are not offered in any other language.

## **Foreign Students**

QCM ED does not admit foreign students and does not offer student visas.

## **Full Time Student Status**

Programs offered by QCM ED, are considered as full-time programs, therefore, students enrolled in any programs offered by QCM ED, are considered full time students.

## **Hours of Operation, Schedule and Holiday**

QCM ED' hours of operation are as follows:

Monday – Friday: Vary based on enrollment  
Saturday & Sunday: Closed

The programs are structured modules, which include courses or sections of instruction. Subject matter is based on solid educational principles to assure that high standards are maintained. The design is flexible to provide for the integration of new technologies and techniques as they are developed. The teaching,



learning methods and materials are competency based and allow an individual to progress as they gain competency in specific subjects. Instructional techniques are employed so that students receive the attention required to reach their objective. This combination of technique and scheduling assures that diligent participants can attain their goal in an efficient and effective manner. Using this scheduling method and curriculum structure, along with competency-based learning and teaching methods, allows a student to commence classes every four (4) weeks on a space availability basis and progress through their program to graduation.

## Holiday Schedule

The following holidays are observed by QCM ED:

<b>Holiday</b>	<b>2025</b>	<b>2026</b>
New Year's Day	January 1	January 1
Martin Luther King Day	January 20	January 19
Presidents Day	February 17	February 16
Memorial Day	May 26	
Juneteenth	June 19	
Independence Day	July 4	
Labor Day	September 1	
Veterans Day	November 11	
Thanksgiving	November 27	
Winter Break	Dec. 22- Jan. 2	
	<i>Class resumes Jan. 5</i>	

## Student Services

### Student Parking

Free student parking is available in a parking facility and/or adjacent street parking to the school building. QCM ED is not responsible for parking violations, property theft, property damage, etc. Please always keep your vehicle locked.

### Student Transportation

QCM ED does not offer student transportation.

### Student Advising

The staff of the school makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for academic, financial assistance, vocational and academic advising. Students experiencing personal problems which require professional counseling will be referred to the appropriate agencies, at the request of the student.

### Housing

Dormitory housing is not offered, owned or maintained by QCM ED and the school has no responsibility to find or assist a student in finding housing. Apartment rentals exist within a one-mile radius of the school at the approximate cost range of nine hundred dollars, however, availability of a rental is never guaranteed.

### Refresher Training

Graduates who desire refresher training within 2 years of graduation, in any of the courses, may be admitted to retake a desired module. The charge for such training, if any, will be determined at the time of enrollment. Admittance is based on space availability.

### Career Development and Employment Assistance

QCM ED offers employment preparation and job placement assistance to all graduates who are in good standing with the Student Accounts office regarding their tuition payments. The process may be on-going throughout training and included in each subject or modules. QCM ED maintains a Placement Department to assist graduates in contacting companies in order to secure employment. Information on job search

techniques will be provided to soon-to-graduate students and graduates based on current needs of local businesses and industries.

Instruction may include areas such as: dress attire for successful interviews, resume development, successful interviewing techniques and mock interviews.

QCM ED does not guarantee employment upon completion of studies. QCM provides direct assistance as students near their completion date and beyond graduation. Delays in course completion may result in delaying employment assistance activity. All students will be required to meet with the school administrator to ensure personal attention to the student's job seeking needs.

NOTE: All graduates will be considered in need of placement assistance unless a signed waiver of placement assistance, with a written explanation, is in the student file. Graduates waiving placement assistance may still receive placement assistance by notifying the Job placement Department that they wish to be placed in an active, placement seeking status. A successful job search is dependent upon a self-confident, well-prepared applicant with a pre-planned strategy. While employment is not guaranteed, assuming cooperation on the part of the graduate, QCM ED will make every effort to assist a graduate with their job seeking tasks.

The Job Placement Assistance provides help to graduates that allows them to develop and/or locate positions which best match the student's capabilities and experiences. Job Placement Assistance is always available to assist in future years when a QCM ED Alumni contemplates a change in employment. Only graduates of QCM ED are eligible for job placement assistance from QCM ED.

In order to effectively utilize the services of the Job Placement Department, the student must agree to the following policies regarding placement assistance:

- An initial meeting with the school administrator.
- Completion and submission of the Employment Questionnaire to the school administrator.
- Completion and submission of a typed resume to the school administrator in an acceptable format.
- Weekly communication with the school administrator. If an appointment with an employer or with the school administrator cannot be kept, prior to the appointment, a call must be made to QCM ED and/or employer to reschedule.
- Notify QCM ED immediately of the results of each interview and when a job is offered and/or accepted.
- Graduates must keep QCM ED advised on any changes in name (in case of marriage), address, telephone number, temporary absence from the area, and of course, employment status.
- Adhere to dress standards when meeting with a prospective employer.
- Full completion of program (required for graduation).

QCM ED's primary objective is to provide its students with adequate training and assistance with employment in their chosen field and cooperation in the employment assistance process may assure a positive result.

## Retention of Student Records

All student records are retained by the institution for a minimum of five years and are maintained in fire retardant storage files.

Permanent transcripts of the student's progress record are maintained by the school and are available upon written request by the student. There is a \$5.00 charge for education transcripts. A fee of \$10.00 will be charged if the last day of attendance was more than three years from the date of the request. Under state regulations, the education center is required to maintain a student's educational record for a period of not less than 5 years from the students last date of attendance; all transcripts are permanently kept on campus.

## Disclosure of Education Records

The Family Right and Privacy Act of 1974 prohibit an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. QCM ED protects the privacy and confidentiality of all student records. Students are guaranteed the right to access their own files, and inspect, review, and challenge information contained in their education records. Students under the compulsory age may not review the tax information of the parents. Parents of students

or parents of tax dependent students, with the student's written approval, may inspect, review and challenge information contained in the students records.

Education records are defined as files, materials, and documents which contain information directly related to the student and are maintained by the Institution. Written consent is required before education records may be disclosed to third parties with the exception of regulatory education agencies. Student's wishing to review their file must make an appointment with the Admissions Office or Education center Registrar. All appointments must be made during regular business hours. At no time may the student remove, destroy and or damage any documents or contents in the file. Certain documents may be photocopied, and a fee may be charged, depending on the specific documents to be photocopied.

Students are not entitled to inspect the financial records of their parents. A school official must be in the office at all times during the examination of the student files. Student records are retained by this institution for a period of not less than five years from the date the student graduates, withdraws or otherwise ceases to be enrolled.

## Notice Concerning Transferability of Credits And Credentials Earned At Our Education Center

The transferability of credits you earn at QCM Education Centers is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in the Massage Therapy Program is also at the complete discretion of the institution to which you may seek to transfer. If the diploma that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at that institution. For this reason you should make certain that your attendance at this institution will meet your education goals. This may include contacting an institution to which you may seek to transfer after attending QCM Education Centers to determine if your diploma will transfer.

## Financial Assistance

QCM ED is an unaccredited institution; a student enrolled in an unaccredited institution is not eligible for federal financial aid. QCM ED does not participate in financial aid programs. At the student's option, QCM ED may accept payment in full for tuition and fees; including funds received from a third party, after the student has been accepted and enrolled, and has an enrollment agreement that states the first date of the class session. To assist students with their educational costs, the school provides a student the opportunity to make monthly tuition payments while attending school. Students may also apply for financial assistance through private lending institutions. In order for a student to remain eligible for financial assistance, the student must maintain satisfactory academic and attendance progress. Prior to graduation, each student must complete an "exit interview", so that they may review any remaining obligations and have the opportunity to discuss them with education center administration.

Note: If you obtain a loan to pay for an education program, you will have to repay the full amount of the loan plus interest, less the amount of any refund. If you receive federal financial aid funds, you will be entitled to a refund of the money not paid from the federal financial aid funds.

## Student Learning Resource Center

QCM ED does not have a library located on campus; however, a Student Resource Center is located right next to the massage Lab and is available to all students, Monday through Friday 8:00 a.m. – 6:00 p.m. to help provide information which may aid them in their program of study. Students may check out reference books by completing a "check-out form" and submitting it to the Administrative/Student Services Office. The Learning Resource Center consists of research books and DVD videos. These research materials pertain to the Massage Therapy program. Students are able to use the research materials at anytime of their study program, during normal business hours of the campus. Students are also able to take the material off the campus for homework assignments by completing a check-out form. There are no fees for using the Learning Resource Center, and material that is checked out must be returned within 7 days. If a student wishes to gain access to a library, the Administrative/Student Services Office will provide them with the addresses and hours of operation of public libraries near the school or by their home. Access to any of the public library's services shall be at the expense of the student.

## Student Lounge

The student lounge is available for the convenience of all students. Students are asked to use care when using the lounge facilities and to also practice cleanliness by disposing of all trash in the appropriate container located in the student lounge.

## Classroom Temperatures

Classroom temperatures may fluctuate slightly. It is impossible to accommodate every individual's comfort zone. However, the school will do its best to maintain a moderate/average temperature throughout all areas of the campus. It is recommended that students dress appropriately to accommodate outside temperatures.

## Academic Policies

### Attendance Policy

It is important that the school have a record of attendance for each student. Instructors will take daily attendance/roll call at any time during class hours. Five hundred (500) hours of attendance are part of graduation requirements. Failure to meet the required hours of training will result in denial of graduation status.

### Excused Absences

Students are expected to be on time to class every day and complete the required work to the best of their ability. When students must be absent from class, the student should call the school prior to the start of class, noting the class they are in, an explanation of why they will not be in class that day, and when can we expect their return. Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the school director. **All other absences will be considered unexcused.**

Regulations will permit excused absences of up to 10% (clock hours) of a program. **Note: Massage Therapy students must make up 100% of clock hours as 500 hours are the minimum required by the CAMTC.** The 10% allowed is the total amount allowed throughout the entire program of study. The following maximum excused absences are:

500 clock hours program= 50 hours

Communication must be made with your instructor or education center administration for an absence to be considered "excused". This information will be provided to the Administrative Office, which will then be documented as excused. Leave of absences are not considered excused but are deemed a temporary leave. The excused absence policy was implemented for students who may experience unexpected or unforeseen problems. This time is not required to be made-up; however, you must still maintain the minimum cumulative grade point average for completion of your studies.

### Unsatisfactory Attendance and Unexcused Absences

Re-occurring absences could result in disciplinary action, just as it would on a job. It may also lead to dismissal. Students must maintain a 70% attendance performance or better (Maximum program length) in order to be considered doing

"Satisfactory Attendance Progress" and/or to prevent their training from possibly being interrupted. Due to the nature and scope of the training, the school does differentiate between an excused and a non-excused absence in computing the maximum number of allowable absences. Unsatisfactory attendance occurs when a student is absent more than 10% of the maximum time frame of the program. Excessive unsatisfactory attendance will lead to "probation" status and could lead to more severe attendance matters. A student is removed off probation status whenever they have brought his/her attendance to the required 90%, this would include any make-up hours and or make up assignments and any tests. Continuous excessive absences may also result in suspension or termination of classes.

## Tardiness

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to be on time for each class session. A student is considered tardy for class if he/she arrives later than 15 minutes after the scheduled start of class. A tardy student will be marked daily as being tardy. Any combination of four documented events of unexcused tardiness will be considered as one (1) absence. Students will be required to make-up all tardiness and absences in order to maintain the required attendance to complete their program.

## Cutting Classes – Leaving Early

The institution places upon its students the same demands that an employer will place upon them as employees. Students are expected to remain in class for the entire session. A student is considered leaving early from class if he/she leaves earlier than 30 minutes prior to the close of class. The Instructor should be notified prior for an early departure to be approved and considered an excused absence. Deliberate acts of cutting classes will be considered as unexcused absences.

## Make-Up Work and Hours

requested from and scheduled with your instructor to assure proper credit. Students must make up work/hours for proper credit towards graduation. All work and hours must be completed on the school premises. Make-up assignments and/or tests will be administered by a qualified instructor for those who need to make up for academic grades, hours and credit/ units.

## Leave of Absence Policy

All "Leave of Absence" (LOA), requests must be submitted in writing to the Admission's Office. The request must include the reason for the leave of absence (in general), the expected return date and the student's signature. Submission of a LOA request does not automatically reflect the school's approval. A LOA may be limited to a specific amount of days (NOT TO EXCEED 7 DAYS for MT program). Only one LOA will be granted for a student during any enrollment period for either of the programs. If the student's leave of absence is not approved, the student should then discuss remaining options with the education center's administration. If the LOA is approved, the student may return prior to or at the end of the LOA and resume training without paying any additional tuition. During the approved LOA period, no student tuitions payments will be required to be paid. Students requesting LOA's must understand that upon return, a revised course completion date will be established, which will delay their graduation date. At no time can the school back date a leave of absence. Therefore, it is important that you carefully plan any LOA prior to taking time off from instruction. Time taken on a leave of absence does not count in the satisfactory academic and attendance formula; unexcused absences do.

## Maximum Time Frame for Course Completion

A student must satisfactorily complete his/her program of training within a maximum time frame, defined as within 150% of the published program length, as illustrated below. Leave of Absences, holidays, excused non-attendance, winter break, in-service days, and school closed due to extenuating circumstances and terminations are not computed in the maximum time frame. If the student does not complete his/her program of study within the maximum time frame, the student must be dropped from their training program.

## Incomplete Policy

A grade of incomplete will only be awarded to students who cannot physically complete their course work by the last day of the semester due to an avoidable situation such as a serious illness. In such cases, students must provide valid evidence of their condition. After the course has ended it is no longer possible to request an incomplete. Incompletes will not be granted simply because of poor time management. To apply for an incomplete, students must fill out an incomplete-grade-request form and submit it to the office by the last day of the course.

## Unsatisfactory Progress and Dismissal Policy

Any student failing to maintain a minimum 70%, or "D" within any time of an evaluation period of the program hours shall be, at a minimum, placed on "Academic Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of grade of 70%, or "D" however, in no event shall exceed one evaluation period. Also, any student failing to maintain a minimum of 70% attendance at any time of an evaluation period shall be, at a minimum, placed on "Attendance Probation" (unless extenuating circumstances are established). The length of probation shall be for the period of time required for the student to reach a minimum of 70% of the scheduled class hours however, in no event shall exceed one evaluation period. The probation period may be lengthened to provide assurance that the student achieves and maintains satisfactory progress. The student will be allowed to make up hours, assignments and or exams if space is available, and be removed from probation. No more than two probationary terms will be allowed per student.

QCM ED reserves the right to suspend or dismiss any student whose attendance, professional conduct, or academic performance does not meet the school's standards, and/or, one who fails to abide by the rules and regulations. Also, if a student does not improve the attendance average to the required minimum by the end of their probationary period, the student will be terminated from the training program and all appropriate agencies will be notified accordingly. Any student who has been suspended or dismissed may appeal the action by following the student appeal procedures outlined in this catalog.

## Student Conduct Policy

An important part of the training at QCM ED includes the development of professional attitudes and behaviors. Therefore, QCM ED has created a professional "work-like" environment in which students can grow and develop according to their professional expectations.

Students are expected to conduct themselves in a professional businesslike manner. Normal standards of professional business attire apply to all students and unconventional clothing cannot be permitted at school. Students arriving for class directly from work may be permitted to wear their work clothes to evening classes unless uniforms are required. Students who are dressed inappropriately may be subject to disciplinary action. The effectiveness of any training program is dependent upon the full cooperation between students and school staff. Consequently, all students will be expected to extend their best efforts to work harmoniously and conscientiously with instructors and administrators to further their training program. Students must adhere to high standards of academics, attendance, and conduct. Students are also encouraged to pursue the development of their personal characters and behaviors as it may serve in their best interest when seeking employment. Those whose conduct reflects discredit upon themselves or the school may be subject to dismissal. The administration of the school reserves the right to dismiss a student on any of the following grounds, but not limited to:

- Unsatisfactory Academic performance.
- Unsatisfactory Attendance.
- Unprofessional Behavior and/or conduct that reflects unfavorably upon the school and/or its students.
- Use of Drugs, Narcotics, Alcohol (or under the influence), Gambling, profanity.
- Failure to meet Financial Assistance Department requirements.
- Inappropriate professional clothing worn during training.
- Failure to abide by the Rules and Regulations of the school.
- Failure to pay tuition (or any other charges) when due.
- Breach of school enrollment agreement.
- Deliberate plagiarism and/or cheating.
- Falsifying school records.
- Carrying a canceled or potentially dangerous weapon.
- Disorderly conduct which interferes with the learning process of any other student, instructor, or the general progress of the class.
- Instigation and/or participation in rebellious activities against the school and/or its student(s).



- Solicitation which reflects unfavorably upon the school and/or its students.
- Vandalism of school property.
- Any form of gang related activity including but not limited to: flashing of gang signs, wearing of gang colors/attire, etc.
- Fighting (physical or verbal)
- Verbal confrontation with any education center staff and/or student

Disciplinary action may include, but not be limited to, a verbal or written warning, probation, suspension, or dismissal.

A student dismissed for unsatisfactory or unprofessional behavior or conduct may request re-admittance into their program by following the procedure set forth under "Reentrance and Reenrollment Policy" as noted in this catalog.

## Student Grievance Procedures

Students who encounter difficulties, problems, or have complaints should first bring the matter to the attention of their instructor. If the instructor is unable to resolve the situation, the student is to meet with the Program Director for resolution.

## Complaint Procedure

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. A written grievance letter, addressed to the Program Director, must be received from the student within 48 hours after the incident occurs.

The procedure is as follows: The written grievance must be submitted to the Program Director within 48 hours of the incident. The Program Director will verify that the student has made a verbal attempt to resolve the concern with the instructor or other staff member. If the student has followed the above steps, the Program Director will call a Grievance Committee Hearing within 72 hours of receipt of the report.

All documentation must be submitted with the report which is to be signed and dated by the student. The Program Director will chair a committee meeting with the Office Administrator.

In addition, all persons involved with the incident must be present at the time of the hearing. The committee shall hear all sides, and will immediately meet in the absence of those involved to review the information and evidence, and vote on a decision. The decision of the committee will be communicated immediately. If the decision is unacceptable to the student, the student must, within 24 hours, send copies of all documents and a cover letter explaining why the decision is unacceptable. All complaint decision appeals will be resolved within 30 days from the receipt date of the incident report.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free, or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

## Satisfactory Academic Policy for Continued Enrollment and Graduation

In addition to completion of time frames to be making satisfactory academic progress, each student must maintain a cumulative minimum grade point average of 70% = C or better. For determining satisfactory progress, students will be evaluated at week 2 of each course to determine satisfactory academic progress. A student achieving a cumulative grade point average below 69% or a "D" at the time of evaluation will be advised of their unsatisfactory academic progress and placed on academic probation until such time as their cumulative grade point average reaches a minimum 70% or "C"; however, may not exceed two evaluations (unless extenuating circumstances is established). At the end of this period of probation, the student must maintain, at a minimum, an academic grade point average of 70% or "C" or better.

If the student is unable to bring his or her grade up to 70% or "C" or better during the probation period, the Dismissal Policy will be in effect. Any student dismissed for failure to meet the academic requirements of

the institution, may appeal the dismissal by following the student appeals procedure outlined in this catalog.

## Grading System

All classes are graded based on the grading format noted below reflecting the performance evaluation by QCM ED. It is recommended that if a student receives an "I" (Incomplete), they complete the make-up coursework prior to completion of their program. Students should check with their instructor to arrange any/or all make-up course work. Incomplete (I) grades are used in calculating the cumulative grade point average and carry a value of zero (0). If the incomplete grade is made up, the two grades will be averaged for a final grade. This grade will be used in calculating the cumulative grade point average. Weekly grades reflect attendance, class participation, quizzes, and tests. Students must complete, at a minimum, 70% of the program and their cumulative grade point average must be at a minimum 70% or "C". The overall grading system is as follows:

Grade	Description	Score
A	Excellent	90-100
B	Above Average	80-89
C	Average	70-79
D	Below Average	60-69
F	Unsatisfactory	< 59
I	Incomplete	
W	Withdrawal	

If a student withdraws from a course before the completion of a module, the student will receive a "W" for the module. If the student returns to school, all course work graded "I" (Incomplete) may be successfully completed within 7 days period for NA program or training may be interrupted. If the student returns to school, all course work graded "W" must be completed. Any grade of "Incomplete" and "Withdrawal" will be counted as 0 in the overall cumulative grade point average. It is important that the student makes up an Incomplete or Withdrawal as soon as possible so that it does not affect their graduation status.

Students will be allowed to repeat a module once at no additional charge. The time needed to repeat the module must be within the maximum time frame for that course. The student will be given this opportunity at the discretion of the Education center, and is subject to the availability of space, to repeat, remediate or make up lost work. This work shall be given full credit with respect to the student maintaining of satisfactory progress.

Students, who have been dismissed for lack of satisfactory academic progress from any program, may apply to the School Director, in writing, to be re-admitted to the school by following the "Reentrance and Reenrollment Policy" outlined in this catalog.

A student may appeal the determination of unsatisfactory academic progress and/or their dismissal based upon extenuating circumstances by following the "Student Appeals Procedure" outlined in this catalog.

## Academic Probation Policy

As indicated under the section pertaining to "Unsatisfactory Progress and Dismissal Policy", if a student fails to achieve a cumulative grade point average of 70% or "C", the student will be placed on academic probation until such time as their cumulative grade point average reaches 70% or "C". At the end of the probationary period, the student must continue to maintain a minimum cumulative grade point average of 70% or "C" for completion of the program.

If a student maintains a grade point average of 70% or "C" and/or achieves a cumulative grade point average of 70% or "C", probation will be removed. However, if the student has failed to maintain a 70% or "C" grade point average and/or will be unable to achieve a cumulative grade point average within one evaluation period, the student will be dismissed from their program (unless extenuating circumstances are established) and all appropriate agencies will be notified accordingly.



## Student Appeal Procedures

A student, who wishes to appeal any disciplinary action and/or decision made by the education center, must submit a written letter to the Program Director to be reviewed by an Appeals Board. Students must provide supportive documentation along with their letter in order to support his/her position and any extenuating circumstances that may have existed. The Appeals Board shall be chaired by a Program Director and the Office Administrator. The student will be notified of the Appeals Board decision within 48 hours following the receipt of the student's appeal. The decision of the school shall be final.

## Re-entrance and Re-Enrollment Policy

A prior student requesting to be reinstated as an active student should do so in writing. The request should be addressed to Program Director and all supportive documentation and/or information concerning any extenuating circumstances should be noted in the request. The Program Director will then chair a meeting with an Appeals Board which shall consist of Office Administrator. The student will be notified of the board's decision within 48 hours following the meeting. The decision of the school shall be final.

## Graduation Requirements

- Completion of 500-hour program; and
- A minimum program grade point average (GPS) of 2.0; and
- A settlement of all financial obligations with the institution.

Only 10% (clock hours) of excused absences of the total scheduled program hours will be accepted, in order to be considered for graduation.

California statute requires that a student, who successfully completes a course of study, be awarded an appropriate diploma verifying the fact. QCM ED awards its' graduates a certificate as an acknowledgment of their successful accomplishment and graduation from their program of study. Certificates will be made available to graduates not later than 30 days from last day of attendance unless Student Services receives a written request for an earlier availability.

## Changing or Switching Programs

At times, a student may wish to change their career goals. The institution reserves the right to allow or disallow a transfer from one program to another offered at this institution. In the event that a change of programs is permitted, the student will re-sign a new enrollment agreement and an addendum may be added to their financial assistance contract. The student will still be obligated to pay for any balance remaining from the prior program and will incur the total charges for the new program. The student must first notify the Admissions office or Student Services of their request to change programs and await a determination from the education center. Education center Instructors, alone, are not allowed to authorize such a transfer as these changes will affect the student's academic status, financial balances and graduation dates.

## Maximum Enrollment and Classroom Size

Each course has a maximum class size of 15 students per classroom or laboratory study.

## Distant Learning Option

Students enrolled in a hybrid or distant learning program will receive their first lesson and any materials within seven days after acceptance to the institution. Hybrid or distant learning will only be an option if approved by the CAMTC.

- All distant learning lessons will be live via MS365 Teams. QCM ED will respond to student assignments, correspondence and evaluations within seven calendar days of receipt.

# SCHOOL POLICIES AND REGULATIONS

## Professional Dress Policy

Professional dress is always recommended, and for some programs, specific uniforms are required. QCM ED's "Professional Dress Policy" was established to enable our students to become comfortable with the type of apparel expected by industry and employers who hire our graduates. In all Allied Health programs, students are required by local and state ordinances to wear uniforms; failure to adhere to these regulations may result in dismissal or suspension from class or clinical externship studies.

Students should have discussions with their instructor and/or the Job Placement Office, to understand the typical type of clothing they should expect to wear in their proposed line of work. Also, QCM ED will occasionally hold a prospective employers day, where companies will visit the campus and speak with students provide them with an outlook on current industry trends and expectations.

QCM ED reserves the right to interpret this policy and enforce it based upon the professional expectations of administration, staff, faculty and employers who hire our graduates.

Students who are not dressed appropriately may be sent home and counted absent for the day and incur a reduction in their required attendance hours. QCM ED will not allow any students to wear attire which is considered to be known as gang attire, gang colors or gang related clothing. Any student who is considered to be dressed in such attire will be excused from their class; continuous disobedience of the dress code may result in suspension and/or expulsion from education center.

Students should not use cell phones or electronic devices during class or on school property, where it could interfere with the learning process and safety of others. Anyone in violation may have their property confiscated by a school official until class is over or the student leaves the class. The school is not responsible for any personal property that is lost, stolen or damaged.

## Draping Policy

Students will cover clients/students with sheets, towels, and blankets to provide warmth, comfort, and modesty. Genital areas and female breasts are to be covered at all times. Communicate with the clients/students if you are uncomfortable with the draping procedure, or temperature.

## Eating, Drinking and Smoking

Eating or drinking beverages is strictly prohibited in any classrooms. Smoking is not permitted anywhere inside the school facilities or building and is only allowed outside the premises in designated areas. Students must use the appropriate disposal containers for all used cigarettes.

## Telephones

The Receptionist Desk will only take emergency calls for students. School phones are not intended for personal use by students.

## Office Equipment

Students are not permitted to use any office telephones, copy machines, or other office equipment.

## Drug Free School and Community Statement - Controlled Substance, Alcohol and Drug Abuse Policy

QCM ED complies with the Drug Free Schools and Communities Act Amendment of 1989, of section 1213, of the Higher Education Act of 1965, which states the following;

- Any unlawful possession, use or distribution of non-prescription or illicit drugs or alcohol on school property or in connection with any school activity is strictly prohibited. This applies to all students and employees of the institution.

- Any employee or student who is a drug or alcohol offender will have disciplinary action imposed by the school; refer to the student or employee handbook for specific disciplinary guidelines. The disciplinary action may include discharge from employment or expulsion from the school.
- The following legal sanctions are applicable for the unlawful possession and distribution of illicit drugs and alcohol:

**LOCAL** – Penalties vary based on the severity of the offence and the number of offenses committed. Sanctions for possession of an illegal substance for the first time range from a fine of up to \$70.00, and up to one year in State Prison (Health and Safety Code 11350). For further offenses and/or larger quantities of illegal substances, penalties may include up to life imprisonment.

**STATE** – Penalties vary based on the nature of the illegal substance, the offense and whether there is a prior offense. First time offenders may receive up to life imprisonment while repeat offenders could receive life imprisonment without the possibility of parole.

**FEDERAL** – Penalties for unlawful manufacturing, distribution and dispensing of a controlled substance are provided under the Federal Controlled Substance Act. The penalties are determined by the nature of the drug or substance, the amount of drug or substance involved, and the number of offenses committed.

All students and employees are informed that the unlawful manufacture, distribution, dispersion, possession, or use of a controlled substance or alcohol within the premises of the school is strictly prohibited. Employees and students violating this rule will be subject to immediate termination of employment or school attendance.

There are local agencies that provide assistance to our employees, students, and their families.

Drug Information Hot Lines	(800) 662-HELP
National Institute on Drug Abuse	(800) 843-4971
National Clearinghouse for Drug Information	(800) 729-6686
U.S. Dept. of Education, South West Regional	(213) 598-7661
U.S. Dept. of Education Task Force	(202) 7089069

As stated above, students and employees are subject to termination for violation of this policy. In addition, anyone distributing drugs to employees or students will be referred to the local authorities and risk legal action. All schools are required to have a program or plan of drug prevention in effect. This program must be available to students as well as to staff members.

## Programs

### Massage Therapy Program

The program is composed of 500 clock hours composed of lecture/lab (440 hours.) and clinic (60 hours of Clinic). Students must complete their study within 12 months, beginning on the date of their first registration for the program.

### Program Description

This program is designed for students who seek to work as massage therapists. It provides a well-rounded education with focus on holistic and practical training, producing qualified, professional massage therapists.

### Class Descriptions

#### MTD 100: Fundamentals of Massage (Lecture, 40 hrs. and Lab, 40 hrs. / Clinic 4 hrs.)

This course is designed to provide the basics needed to prepare the student for advanced modalities in the program. The topics covered in this course are Health and Hygiene, the Benefits of Massage Therapy on the Body Systems, Classification of Massage Movements, Draping Procedures, The Client Consultation, Procedures for a Complete Body Massage, Physiological Effects of Techniques, The Skeletal System, The Muscular System, General Structural Plan of the Body, Movement and Directional Terms, and Indications/Contraindications for Massage Therapy.

At the completion of this course, students will be able to:

- To articulate the concept of anatomy and physiology.
- To relate the concepts of anatomy and physiology to massage and bodywork
- To define Swedish massage technique
- To sanitize and sterilize implements and other items used in massage procedures
- To apply the appropriate techniques for disease of the musculoskeletal system
- To explain the general effects of massage
- To explain the terms for kinesiology of the body
- To articulate the physiological effects of massage therapy
- To identify origin, insertion and action of individual muscles.

### MTD 110: History of Massage (Lecture, 40 hrs. and Lab, 40 hrs. / Clinic 4 hrs.)

The topics covered in this course are History of Massage Therapy, Pathology Contraindications, Area of Caution, The Integumentary System, The Nervous System, and Kinesiology.

At the completion of this course, students will be able to:

- To describe the historical development of massage.
- To articulate the concept of anatomy and physiology.
- To identify origin, insertion and action of individual muscles.
- To evaluate contraindications and appropriate therapeutic massage techniques.
- To explain various body movements
- To identify signs and symptoms of health and disease of the Integumentary and Nervous systems.
- To describe neuromuscular reflex systems.
- To apply diverse Shiatsu massage methods.

### MTD 120: Clinical Massage Therapy (Lecture, 40 hrs. and Lab, 40 hrs. / Clinic 4 hrs.)

The topics covered in this course are Clinical Massage Techniques, Pathology Contraindications, Area of Caution, The Digestive System, The Urinary System, Kinesiology, Muscle Energy Technique , Sports Massage, and Deep Tissue Massage.

At the completion of this course, students will be able to:

- To describe the historical development of massage.
- To articulate the concept of anatomy and physiology.
- To identify origin, insertion and action of individual muscles.
- To evaluate contraindications and appropriate therapeutic massage techniques.
- To apply adaptive methods and techniques to a clinical environment.
- To effectively handle initial consultations.
- To articulate the functions of pharmacology in massage.
- To articulate the purpose and effects of sports massage.
- To articulate the purpose and effects of deep tissue massage.

### MTD 130: Special Populations (Lecture, 40 hrs. and Lab, 40 hrs. / Clinic 4 hrs.)

The topics covered in this course are Geriatric, Pregnancy, Pathology Contraindications, Area of Caution, The Reproductive System, The Endocrine System, The Respiratory System, The Circulatory System, The Lymphatic System, Kinesiology, Geriatric Massage, Lymph Massage and Pregnancy Massage.

At the completion of this course, students will be able to:

- To describe the historical development of massage.
- To articulate the concept of anatomy and physiology.
- To identify origin, insertion and action of individual muscles.
- To evaluate contraindications and appropriate therapeutic massage techniques.

- To define lymphatic circulation and the consequences of lymphatic obstruction.
- To effectively apply lymph massage techniques.
- To effectively apply pregnancy massage techniques.
- To effectively apply geriatric massage techniques.

### MTD 140: Business and Ethics (Lecture, 50 hrs. and Lab, 30 hrs. / Clinic 0 hrs.)

The topics covered in this course are Business, Ethics and Professionalism, Set-up and Tear down of Mobile Massage, Laws and Regulations, Career Development, Kinesiology, Business Practice and Corporate Chair Massage.

At the completion of this course, students will be able to:

- To articulate the concept of anatomy and physiology.
- To identify origin, insertion and action of individual muscles.
- To articulate the requirements of massage therapy licenses.
- To outline the scope of massage therapy.
- To articulate the differences between career paths.
- To reflect personal goals, experience, interests and abilities to assist in making good decisions.
- To write a solid resume.
- To effectively present oneself through job interviews.
- To identify effective marketing strategies.
- To write and present students' own business plan.

### MTD 150: Adjunct Therapies (Lecture, 40 hrs. and Lab, 40 hrs. / Clinic 4 hrs.)

The topics covered in this course are Therapeutic Techniques such as Ayurvedic Therapies, Reflexology, Shiatsu, and Reiki.

At the completion of this course, students will be able to:

- To articulate knowledge in therapeutic techniques to clients.
- To effectively perform a foot reflexology session.
- To be a competitive job candidate for a spa.
- To demonstrate knowledge of various adjunct therapies.

## Class Schedule

**MTD 100- Introduction to Massage**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/  
6pm- 10pm

Start- End	Instructor
4/15/2025- 5/12/2025	TBD
10/10/2025-11/08/2025	TBD

**MTD 110- History of Massage**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/ 6pm-  
10pm

Start- End	Instructor
5/13/2025- 6/12/2025	TBD
11/10/2025-12/9/2025	TBD

**MTD 120- Clinical Massage Therapy**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/  
6pm- 10pm

Start- End	Instructor
6/13/2025- 7/14/2025	TBD
12/11/2025-1/20/2026	TBD

**MTD 130- Special Populations**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/  
6pm- 10pm

Start- End	Instructor
7/15/2025- 8/12/2025	TBD
1/22/2026-2/20/2026	TBD

**MTD 140- Business and Ethics**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/ 6pm-  
10pm

Start- End	Instructor
8/14/2025- 9/11/2025	TBD
2/21/2026-3/21/2026	TBD

**MTD 150- Adjunct Therapies**  
Lab/Lecture Hours: 80 M, T, TH, F, S  
Class time may vary based on demand\*  
8:00am-12:00pm/ 1:00 pm-5:00pm/  
6pm- 10pm

Start- End	Instructor
9/12/2025- 10/9/2025	TBD
3/23/2026-4/20/2026	TBD

***\*Class times may vary based on demand. Please check with the school administration to confirm the class time of the upcoming course.***

## Financial Information

### Tuition and Fees

Students may pay tuition in full or establish a payment plan at the time of enrollment. It is not necessary for a student to pay for more than 4 months of tuition in advance, prior to entering into the education center. If the tuition is not paid full upon completion of studies, a continued payment plan must be approved and in place for a student to be classified as a graduate and be eligible to receive a diploma and placement assistance.

Estimated total charges of entire educational program is \$7,570.

Program	Tuition	Registration Fee <sup>1</sup>	Textbooks <sup>2</sup>	Equipment <sup>3</sup>	Uniform <sup>4</sup>	STRF <sup>5</sup>	Total
Massage Therapy	\$5,750	\$65	\$1,255	\$400	\$100	\$3.50	\$7,570

1. Registration Fee is non-refundable.
2. Textbook fees include all required textbooks, workbooks, electronic media and digital files.
3. Students will have the option of receiving a massage table or massage chair.
4. Students will be issued school uniform shirts.
5. Student Tuition Recovery Fund mandates that institutions collect (\$.50) per one thousand dollars (\$1,000) of institutional charges paid by the student. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:
  - You are not a California resident, or are not enrolled in a residency program, or
  - Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

Incidental Fees	
Additional Diploma	\$15
Initial Transcripts within 3 years of final date of attendance.	\$5
Additional Transcript or if final date of attendance is over 3 years ago.	\$10
Refresher Training	\$100
Administrative Withdrawal	\$100
Copies	\$.10/Copy
Returned Check	\$25

Estimated schedule of total charges for a period of attendance after down payment is \$1,394 a month, five payments.

Installment (Optional)

Service Fee	\$ 200.00
Down Payment	\$ 800.00
Monthly Payments for 5 Months	\$ 1,394.00

Job placement assistance is provided which includes resume preparation, job seeking skills and employment support.

### **Notice Concerning Transferability of Credits And Credentials Earned At Our Institution:**

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

## **Potential Occupations After Graduation and Certification by CAMTC**

31-9011 Massage Therapist- work in day spas, chiropractic offices, doctor's office, medical spa, health clubs, nursing homes, or even start your own practice.

## **Cancellation and Withdraw Policy**

### **Student's Right to Cancel**

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. Those students who want to cancel the enrollment agreement from the institution shall obtain a refund by the following policies and procedures:

- The institution shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if student cancels before the first day of instruction.
- The institution shall also provide a pro rata refund paid for institutional charges for students who have completed 60 percent or less of the period of attendance.
- No refund is made after 60 percent of the attendance period is complete.
- Procedure to withdraw: In order to cancel this enrollment agreement with QCM Education Centers, the student shall mail or deliver a signed and dated hard copy request labeled: "Notice of Cancellation and state that a refund is being requested to QCM Education Centers Academic Office at 1927 S. Western Ave #3, Los Angeles, CA 90018, attention: Chief Academic Officer. Then, the refund shall be made to the student within 45 days following QCM Education Centers' receipt of the cancellation notice.

### **Withdraw Policy**

A student, who withdraws on or after the first day of class but prior to the end of the third week of class, will be refunded according to the withdrawal date as follows:

- Withdrawal during the first week – 75% of paid tuition
- Withdrawal during the second week – 50% of paid tuition
- Withdrawal during the third week – 25% of paid tuition
- Withdrawal after the third week – No refund

A "week" is defined as seven calendar days. Refunds will only include tuition paid. Fees for distributed supplies, books, uniforms, and equipment will not be refunded. Attendance less than seven calendar days will reflect a prorated week based on the number of days.

Once a student enrolls into the program it is the student's responsibility to officially withdraw.

In order to withdraw from the program with QCM Education Centers, the student shall mail or deliver a signed and dated hard copy request labeled: "Withdrawal Notice" and state that a refund is being requested to QCM Education Centers Academic Office at 1927 S. Western Ave #3, Los Angeles, CA 90018, attention: Chief Academic Officer. Then, the appropriate refund shall be made to the student within 45 days following QCM Education Centers' receipt of withdrawal notice.



The refund excludes non-refundable registration fees. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

## Refund Policy for Cancellation

QCM ED shall refund 100 percent of the amount paid for institutional charges, less the STRF fee, registration fee or unreturned books/materials fee not to exceed two hundred fifty dollars (\$250), if the student cancels before the first day of instruction.

QCM ED also provides a pro-rata refund policy for the return of unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance and has completed 75 percent or less of the period of attendance in their program.

## Pro Rata Refund Policy

The pro rata refund shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

(1) The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

(2) Except as provided for in subdivision (3), all amounts paid by the student in excess of what is owed as calculated in subdivision (1) shall be refunded.

(3) Except as provided herein, all amounts that the student has paid shall be subject to refund excluding the sixty five dollar (\$65.00) registration fee and any unreturned/used books, supplies or equipment. This non-refundable amount shall not total more than two hundred and fifty dollars (\$250.00). Books, supplies and equipment are considered non-refundable once they have been opened or used.

If the school has collected money from a student for transmittal on the student's behalf to a third party for a bond or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation.

The school shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, their educational program in which they were enrolled. For purposes of this section "day" means calendar day.

## Student Tuition Recovery Fund (STRF):

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a California Private Postsecondary Education Act of 2009 student in an

educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.



You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## **Campus Staff and Faculty**

### **Faculty Qualifications**

#### **Massage Therapy**

Faculty in the education center's Massage Therapy Program must have at least 3 years of documented professional experience applicable to the specific subjects taught and must hold a current CAMTC certification.

#### **Administration**

**David Vera, EO/COO**

CAMTC Licence # 31027

Owner / Operator, Quality Care Massage, Montebello (8 years); QC Wellness Center, Long Beach (2 years);

Treasury Manager, California Institute of Technology (10 years)

Owner / Operator, Joy Restaurants, LLC

Over 25 years financial experience in large corporate Fortune 400 companies in a senior capacity managing over \$5Bn in cash and debt

Bachelor of Science, Business Administration, Accounting, California State University LA '92

Email: admin@qcedcenters.com

**Sean Wu, CFO**

Corporate Finance/Operations Management Executive

Chief Operating Officer | Chief Financial Officer | Vice President, Finance

Corporate finance and operations executive offering over 15 years of experience building, leading and advising teams through restructurings, international expansion, and capital markets transactions. Strong expertise and background in turnaround and growth situations. Excellent leader with a track record of contributions leading to improved financial performance, heightened productivity, and enhanced internal controls.

Companies have ranged from privately held, founder led startups to mature companies, with revenues of \$20 million to \$2 billion.

Cal State Fullerton, MBA Finance

USC – Marshall School of Business: Accounting

Email: admin@qcedcenters.com

**Veronica De Leon, CAO & Instructor**

Bryman College, CAMTC #9400

University of Phoenix, Bachelor of Science, Business Administration

University of Phoenix, Master of Science, Industrial/Organizational Psychology

Email: admin@qcedcenters.com