

Kansas City Massage Institute

Student Handbook

Updated March 15, 2026

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Kansas City Massage Institute Information

Mission Statement

Kansas City Massage Institute strives to educate and inspire knowledgeable, compassionate and confident therapists who positively impact the community. We pledge unwavering dedication to excellence in education, ethics and professionalism in the massage industry.

Kansas City Massage Institute Contact Information

Address: 2 E Gregory Blvd., Suite 302, Kansas City, MO 64114

Phone: 816-710-0103

Email: Office@KCMassageInstitute.com

Website: www.KansasCityMassageInstitute.com

Administrative and Instructional Staff

Director of Operations: Jennifer Meents

Campus Director: Leslie Wilson

Instructors: Gavin Crump, OMT, MMT, LMT

James Gold, LMT

Margaret Nunn, LMT, APMT, B.S.

Handbook Information

Each student who enrolls is responsible for reading and becoming knowledgeable of the information contained in this handbook. Kansas City Massage Institute reserves the right to revise, modify, or update this Handbook at any time. The Institute may also change policies or revise the curriculum. Changes will be communicated to students in writing.

This policy applies to conduct occurring on campus, during school-sponsored activities, in the student clinic, and in any educational or employment-related setting associated with the Institute.

This Handbook is not a contract and does not create contractual rights.

The Institute reserves the right to interpret, apply and enforce its policies and procedures in its discretion. Policies may be applied on a case-by-case basis depending on the specific facts and circumstances involved. Nothing in this Handbook limits the Institute's authority to take action it deems appropriate to maintain a safe and effective educational environment.

All students are required to sign an acknowledgment confirming receipt and understanding of this Handbook.

Program Description

The primary purpose of Kansas City Massage Institute's Therapeutic Massage and Bodywork Program is to train and ensure students have competency and understanding in basic massage modalities, techniques, manual manipulation, Applied Science, Communication, Documentation,

Professionalism, Ethics, CPR/First Aid Laws, History, Business Practices, appropriate client Assessment and quality service and treatment for a variety of clientele. Each student is to possess proper work habits, and desirable attitudes that are necessary to pass the MBLEx examination. The following represents the Objectives, Subjects, and number of clock hours required for each subject.

Course Objectives

The major goal of this course is to prepare students to administer a professional massage in a clinical environment. This implies a thorough understanding of the human body, its anatomy, kinesiology, and its physiology. In addition, you will be expected to practice various allied modalities that may enhance your ability to succeed in the field of massage therapy. To this end, you are encouraged from the outset to assume an extremely professional attitude in regard to the practice of therapeutic massage. You will learn that the most important phase of any good massage happens before the practitioner's hands ever touch the client. Clear communication is essential. High ethical standards are required. The most important requirement is the desire to help others feel better via safe, nurturing touch.

Learning Objectives

Having completed this course, students should:

- Comprehend the foundational elements of human anatomy, massage history, theory, and effects.
- Demonstrate the hands-on and people skills necessary to excel in the field of therapeutic massage.

At the end of this course, the student will be able to:

- Demonstrate knowledge of:
 - Massage history and theory
 - Professional massage therapy ethics
 - Human anatomy and physiology as it relates to massage
 - Effects, benefits, and contraindications to massage therapy
 - Equipment and product use
 - Practice proper hygiene, infection control and safety measures and effective communications skills and visual poise
 - Massage therapy techniques
 - Allied modality theory and techniques
 - Successful business practices
- Demonstrate the ability to:
 - Communicate in a clear, professional manner
 - Establish a rapport with a client
 - Use critical thinking practices to determine therapeutic courses of action
 - Practice sound, safe, healing massage technique
 - Perform the basic assessment skills to determine proper treatment and quality service to each client
 - Project a positive attitude and a sense of personal integrity and self-confidence.
 - Confidentially provide massage therapy services to improve the health and wellbeing of clients.

Curriculum

Kansas City Massage Institute is a hybrid program that offers 50% Distance Learning and 50%

On-Site Learning. Kansas City Massage Institute utilizes Milady online curriculum, which is the same curriculum that is in the textbook *Theory and Practice of Therapeutic Massage 6th Edition* by Mark Beck. Milady online curriculum tracks all time spent, quizzes and grades. The hands-on portion of training will occur on-site.

A lack of internet connection may adversely affect the student's ability to complete the program.

Course Texts

1. Mark Beck, *Theory & Practice of Therapeutic Massage 6th Edition*, Clifton Park, NY: Cengage Learning, 2017
2. Andrew Bile, *Trail Guide to Human Body*
3. The course may involve additional reading, Internet-based tutorials, and exercises

Additional Recommended texts to read or purchase:

These texts are all available to checkout at the school, though resources are limited:

1. *Trail Guide to the Human Body Workbook*
2. *The Body Keeps the Score*
3. *MBLEx Test Prep*
4. *MBLEx PQ flash cards*

Course Overview

Course	Clock Hours	Distance Learning	On-Site
Introduction to and Overview of Massage	10	5	5
Human Anatomy and Physiology	245	155	90
Medical Terminology	20	10	10
Effects and Tools of Massage	25	20	5
Basic Massage	45	25	20
Clinical Massage Techniques and Procedures	120	60	60
Specialized Massage Topics	55	30	25
CPR & First Aid	5	0	5
Business Practices and Law	25	20	5
Clinical Time and Student Required Massages	70		70

Practical Skills Tests and Project Demonstrations	30		30
Total	650	325	325

Courses Descriptions

Introduction to and Overview of Massage

The student will learn an overview of massage and requirements for the practice today. The code of ethics, educational and legal requirements for massage therapy as well as professional standards for practicing therapeutic massage will be discussed.

Human Anatomy and Physiology

Students will extensively study the human body and all its functions, which is the foundation for understanding and practicing therapeutic massage. Students will be able to comprehend dysfunction as it affects the human body. This comprehensive course will include musculoskeletal anatomy, the 11 body systems, pathology, cells and tissues. Students conclude this module with an understanding and appreciation for the core systems that contribute to the structure and function of the human body and recognize origin, insertion, and actions of muscles through palpation. Memorization of muscles and bones is required to identify the functions of each.

Medical Terminology

This course is designed to give students the ability to identify, pronounce and spell medical terms. It will also focus on organization of the body systems, prefixes and suffixes of medical terms.

Effects and Tools of Massage

This course is designed to give students an understanding of effects, benefits, indications and contraindications. As well as understanding equipment, products, environment and infection control and safety practices.

Basic Massage

An introduction to the procedures of massage including consultation and documentation, classification of massage movements, preparing for a session and procedures for providing a clinical complete body massage. Students will also learn self-care techniques and body mechanics.

Clinical Massage Techniques and Procedures

Presentation of various techniques and procedures including clinical massage techniques, cold, heat and hydrotherapies, and massage in a spa setting.

Specialized Massage Topics

This course gives instruction to further develop techniques for lymph massage, therapeutic procedures, athletic/sports massages, massage for special populations, massages in medicine and deep pressure techniques.

Cardiopulmonary Resuscitation (CPR) and First Aid

Basic Life Support taught by a Certified Red Cross Instructor. First Aid techniques are learned with competence. A demonstration is required. Students that currently hold certification in CPR and First Aid must show proof.

Business Practices & Law

The code of ethics, educational and legal requirements for massage therapy as well as professional standards for practicing therapeutic massage will be discussed. Students will learn bookkeeping, advertising, marketing, office management, business plan development and other aspects of running a business.

Clinical Time and Student Required Massages

Students must complete 40 hours of documented practice massages. Kansas City Massage Institute will provide students with an evaluation form. This form will be filled out by the individual receiving the massage to evaluate the student's massage skill set.

Practical Skills Tests and Project Demonstrations

Students will be tested on practical skills during hands on training and will develop and give presentations on topics covered in the course.

Distance Learning

Distance Learning will be tracked in CIMA. Additional opportunities may include, but are not limited to, reading an alternate and pre-approved text, watching relevant and pre-approved videos, practicing massage technique, receiving body work, (please see instructor for questions). Distance Learning outside of CIMA must be tracked by the student and submitted to Administration weekly. 15 Hours are required each week.

Course Schedule (Overview)

Class Days	Chapter or Content	Topic
1-3	4 & 7	<ol style="list-style-type: none">1. Overview of Human Anatomy and Physiology2. Medical Terminology3. Equipment, Products, and Environment
4-6	10 & Intro to 5.0	<ol style="list-style-type: none">1. Classification of massage movements2. Intro To Chapter Five3. CIMA START CH 1,2,12,6, 8, 11
7-9	5.0 & 5.2	<ol style="list-style-type: none">1. Anatomical planes of the body, body cavities, organs, levels of complexity of living matter, cells, enzymes and tissue2. The Skeletal System
10-15	5.2 & 5.3	<ol style="list-style-type: none">1. The Skeletal System2. Muscular System

16-18	5.8 & 5.9 & 5.10	<ol style="list-style-type: none"> 1. The Digestive System 2. The Urinary System
19-21	5.4 & CPR	<ol style="list-style-type: none"> 1. The Circulatory System 2. CPR certification
22-24	5.5 & 5.6	<ol style="list-style-type: none"> 1. The Nervous System 2. The Endocrine System
25-27	5.7	<ol style="list-style-type: none"> 1. The Respiratory System 2. Chapter 5 Review
Class Days	Chapter or Content	Topic
28-30	5 & 8	<ol style="list-style-type: none"> 1. Ch 5 Review and Test 2. Infection control & Safety Practices
31-33	11 & 15	<ol style="list-style-type: none"> 1. Preparations for the Practitioner 2. Clinical Massage Techniques
34-36	15 & 16	<ol style="list-style-type: none"> 1. Clinical Massage Techniques 2. Lymphatic Drainage Massage
37-39	17 & 9	<ol style="list-style-type: none"> 3. Therapeutic Procedure 4. Consultation and Documentation 5. Kinesiology Review
40-42	13 & 14	<ol style="list-style-type: none"> 1. Cold, Heat, and Hydrotherapies 2. Massage in the Spa Setting
43-45	18 & 21	<ol style="list-style-type: none"> 1. Athletic/Sports Massage 2. Other Therapeutic Techniques
46-47	19 & 20	<ol style="list-style-type: none"> 1. Massage in Medicine 2. Massage for Special Populations 3. Chapters 1-22 due in CIMA By Sunday of this week
48-50		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Ethics, Assessment, Kinesiology movements and planes

51-52		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Upper limb kinesiology
53-55		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Hip Kinesiology
56-58		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Back and Trunk Kinesiology
59-60		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Face/Cervical Kinesiology
Class Days	Chapter or Content	Topic
60-72		<ol style="list-style-type: none"> 1. Clinic 2. MBLEx Prep 3. Kinesiology Review

Note: Hands on training occurs daily throughout the program.
 *See Annual Calendar in Appendix

Please keep in mind that the course outline is only a guide. Topics for sessions are subject to adjustment at the discretion of the instructor.

Course Grades and Requirements

Quizzes

The quizzes are designed to give you an opportunity to demonstrate knowledge of the learning objectives. The highest score will be recorded. Quizzes may be taken two times. Students may petition the instructor for a make-up quiz.

Exams

There will be exams along the way. Each exam will be recorded as a percentage, and the average of both scores will be recorded. Exams cannot be retaken.

Presentations

Presentations regarding draping, certain techniques, and massage modalities will be required during the program.

Graduation Requirements

- Program required hours must be successfully completed.
- All assignments including tests and projects must be completed
- Minimum of a 70% or Grade of C

Attendance & Class Participation

Attendance at each class is required unless excused by your instructor or otherwise in accordance with the school's academic calendar for the semester. Attendance at all scheduled in-person class sessions is mandatory and formally recorded. Required weekly distance/online learning hours are also monitored and tracked electronically and must be completed as scheduled. In the event that you may have to miss a class due to significant illness or other circumstances beyond your control, you must notify your instructor in advance of the class. You may be asked to demonstrate knowledge of any missed lecture material and/or assigned readings through written means.

Any missed portion of an in-person class must be made up within two (2) weeks by attending an approved alternate in-person class session. Students arriving more than five (5) minutes late will be marked tardy. Two (2) tardies require the student to make up a full in-person class day (4.5 hours). Accumulation of three (3) tardies may result in disciplinary action, including probation or may result in immediate dismissal from the program.

Failure to attend a scheduled class without notice (“No Call, No Show”) may be subject to immediate dismissal from the program.

If a clinic appointment must be rescheduled due to student tardiness (more than 5 minutes late), the student will be placed on probation and may be subject to immediate dismissal. **Failure to show up for any clinic appointment (“No Call, No Show”) may result in immediate dismissal from the program.** Professional conduct is mandatory: in the massage therapy field, failure to appear for appointments results in loss of income, repeated tardiness leads to loss of clients, and inadequate participation in treatments results in loss of employment.

Strict adherence to attendance, punctuality, and full participation requirements is a condition of enrollment and essential for successful completion of the program.

Active participation is required throughout the course. You are expected to participate in all hands-on training by working with a partner. In addition, completed homework will be counted toward your graduation requirements.

Professional Behavior

To foster class participation, interactive dialogs entailing the exchange of ideas pertaining to course content will be respected and encouraged throughout the course. However, chatting or sharing notes with fellow students about topics unrelated to course content during the class period will be seen as distracting from course goals. Moreover, cell phone use is banned while the class is in session, unless instructed by the educator. If you must make or receive a phone message, do so before class, during the class break, or after class. Failure to abide by these basic classroom courtesies may result in Academic Probation.

Plagiarism

Plagiarism is often considered to be one of the worst forms of behavior in academia. Plagiarism refers to the use of another person's expressed thoughts, ideas, writing, or data without properly acknowledging the source of the material. Using the work of another person and trying to pass it off as one's own without attributing the source is an act of plagiarism. Students caught plagiarizing may face severe consequences—from failure in the course to dismissal from the school. When producing any work for this course, you must properly attribute the source or sources when you quote, paraphrase, or convey ideas, concepts, theories, or other data.

Civility and Courtesy

You are expected to behave in a mature, responsible, and civil manner during the course. Please do not engage in any behavior that will be disruptive to the class or that might affect other students' efforts to pay attention. Cell phones should be turned off during class, unless instructed otherwise by the educator. In keeping with the school's policies, there will be no tolerance of any behavior that is intimidating, harassing, or discriminatory.

Timeliness and Promptness

The course aims to cover a lot of material and will move at a swift pace. Please make sure you are in class and settled before a session begins. Group presentations and assignments must also be ready by their due dates. Delays can be disruptive to the entire class. Attendance and Participation are part of your graduation requirements.

Satisfactory Academic Progress (SAP)

SAP is defined as reaching each weekly class time and distance learning hours requirements and having a minimum cumulative 70% average. When individual circumstances require, Kansas City Massage Institute enforces each policy: Incomplete, Inadequate Grades, Academic Probation, On-Site Class Attendance Probation, Distance Learning Probation, Suspension and Dismissal/Termination.

SAP is monitored at each evaluation period. Evaluation is done weekly. All students will be emailed their SAP at the time of each evaluation. Students will be placed on probation if more than 9 hours of class time are missed and/or more than 10 hours of distance learning are missed.

If enrollment is temporarily interrupted for a Leave of Absence, the student will return to school in the same SAP status as prior to the leave of absence. The timeframe elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same timeframe taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will be required to re-enroll and complete all lessons as required at the time of re-enrollment.

If at one of the above evaluation periods, the student is not making SAP, the student will be advised by the Administration that they are being placed on probation. If a student is dismissed due to unsatisfactory progress, the student may appeal the determination within ten calendar days. The student must submit a written appeal to the school explaining why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination of dismissal should be reversed. Appeal documents will be reviewed, and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the appeal is approved, the student will be re-admitted to the institution. The student will return to the same SAP status as at the time of dismissal. The student must achieve SAP by the next evaluation period to remain enrolled at the institution.

Incompletes

Students may receive an Incomplete from an Instructor when the student is attempting to learn a skill or subject but needs additional time to complete the work successfully. Students will be

given timelines to complete the work and a description of the work yet to be completed.

Inadequate Grades

Inadequate grades may indicate lack of student ability, motivation or organizational skills. When the student is struggling in one or more areas of study or skill level, an administrator or instructor will advise the student, weekly following the evaluation period, on how the deficiency can be successfully completed. Instructor will determine a revised deadline for the work to be completed satisfactorily. Instructors work closely with students throughout the course to encourage, educate and validate that this profession is the best course for the student.

Academic Probation

If a student falls below 70% GPA for the program, the student will be placed on Academic Probation and may be dismissed from the program. Academic Probation will last the length of time it takes for the student to meet requirements with at least a 70% passing grade. **Any student in Probation for 2 or more weeks may be dismissed from the program.**

On-Site Attendance Probation

The Kansas City Massage Institute course requires students to be accountable for their commitments. Student progress, activity and program engagement are recorded. A student will be placed on On-Site Attendance Probation if the student misses 9 cumulative hours of on-site class. To be removed from on-site attendance probation, student will need to make up missed hours by attending other class(es) or coordinating time with an instructor.

A student on probation for more than 2 weeks may be dismissed from the program.

1. If you are going to be absent contact your instructor. If you cannot get a hold of your instructor, **leslie.wilson@gmail.com** and include your name, class day and time, instructor and date of absence.
2. Kansas City Massage Institute tracks attendance to the nearest 15 minutes. Being late or leaving early is disruptive to the other students and the instructor. We ask students to make every attempt to be in class on time. You must login and out using the Homebase software, or the designated tracking process. Please keep in mind that any time missed, including late arrivals and early departures, counts toward your cumulative amount of missed class time.
3. Extreme cases with extenuating circumstances may be evaluated on an individual basis by the instructor or administration.
4. When a student is absent from school for 5 consecutive class days, Kansas City Massage Institute may dismiss the student.

Distance Learning Probation

Students are required to log 15 hours per week for Distance Learning. This time is recorded in CIMA. Students are responsible for weekly reporting of any distance learning time not recorded by CIMA following the appropriate process.

A student will be placed on Distance Learning Attendance Probation if the student misses 10 cumulative hours of required distance learning. To be removed from Distance Learning attendance probation, the student will need to make up missed hours by reporting additional distance learning hours. A student will be placed on Distance Learning Probation if the student falls behind the 15 hours per week program requirement, by 10 hours or more. **Being on probation for more than 2 weeks may result in the student being dismissed from the**

program.

Suspension

Students may be suspended for tardiness, absences, or for inappropriate behavior with a peer or staff member. If a student is suspended, the student will be advised by staff about the existing problem and what the student must do to correct the problem. It is Kansas City Massage Institute's intention to establish professional behavior for the likelihood of success in the industry. Kansas City Massage Institute accepts the responsibility to inform the student about the deficiencies and how to correct the problem.

Dismissal Policy

Kansas City Massage Institute reserves the right to dismiss or withdraw any student for violation of school policies and/or regulations, including but not limited to: failure to meet academic and/or attendance requirements, failure to fulfill financial agreements; failure to comply with Kansas City Massage Institute rules or policies (including, but not limited to, refusal to follow directions of educators; violation of State Laws or Regulations; failure to demonstrate professionalism, ethical behavior and maturity at all times; stealing or destroying property; breaking and entering locked areas of school; any public or private solicitation and/or distribution of any products or promotional materials at school without prior approval from the school administration; attendance at a school function while under the influence of or in possession of alcohol or illegal drugs; possession of a weapon on school premises; any behavior creating a safety hazard; boisterous, obscene or disrespectful behavior; any behavior that might harm the reputation of the school and/or the bodywork and personal training profession; excessive tardiness or absenteeism; and/or inappropriate use of school property or assets. The student who is in policy violation may be asked to leave the school premises immediately depending on the offense. All dismissed students will receive a letter of dismissal from the school. Refunds will be issued within 30 days of notice of dismissal and will be based on the refund policy outlined in the Refund Policy & Schedule provided on subsequent pages in this Kansas City Massage Institute Student Handbook.

Withdrawal Policy

To withdraw from the program, contact the administrator's office in writing and include the following: full name; address; date of withdrawal from program; reason for withdrawal. It is highly encouraged that you contact your advisor prior to submitting the information.

If a student withdraws from the program after courses begin, they may be eligible for a partial tuition refund, according to the Refund Policy & Schedule.

The accepted official withdrawal date is considered the date a student submits written notice of withdrawal to the Campus Director, or the last date of academic attendance, whichever is later. The withdrawal date for a student on leave of absence will be the scheduled return date if the student fails to return to the program by that agreed upon date. Tuition balance, as defined in the Refund Policy & Schedule, will be returned within 30 days of the official withdrawal date.

Students who have failed a course will receive a refund, as defined in the Refund Policy & Schedule for that course and will be required to re-enroll and pay all tuition for the new program. In the event of a medical emergency that causes a student to withdraw from the program, the student may be eligible to transfer the tuition paid for their course to another course. The determination will be at the discretion of the Kansas City Massage Institute Administration.

Appeal Process

Dismissed Students

Dismissed students wishing to appeal their dismissal and be reinstated to the program must complete a form for review. The Board will review the reasons for your dismissal as well as your academic records. This process may require the dismissed student to appear in front of the school administrators to ensure that previous enrollment issues and/or challenges have been addressed. The Board will make a final determination. If the appeal is approved, the student will be readmitted to Kansas City Massage Institute. However, the student will still be on academic monitoring upon re-entry. The student must achieve SAP by the next checkpoint to remain enrolled at Kansas City Massage Institute.

Withdrawn Students

A student who wishes to re-enter a program must first meet with Administration to discuss the reason for initial withdrawal, and to determine if a return to school is right for you. Re-entry to the program will require a student to reapply, retake the entire program and pay the entire tuition.

Terms of Re-entry

See "ADMISSIONS REQUIREMENTS."

Complaint Procedure

If the student has a complaint that needs to be addressed, the student should discuss the situation or concern with an instructor. If further action is desired, the student should submit a written complaint to the school administrator.

Grievances

In accordance with Missouri Department of Higher Education & Workforce Development requirements, we are including below the contact information for filing complaints with the Missouri Department of Higher Education. **Prior to contacting these agencies, students should exhaust all avenues available to them to solve the issue at the lowest level possible, starting with the procedure described above.**

State Officials: The Missouri Department of Higher Education serves as a clearinghouse for postsecondary student complaints. The MDHE complaint policy may be found at <http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION.pdf>. This webpage contains information about the complaint process and includes instructions for how to file a formal complaint.

Missouri Department of Higher Education & Workforce Development:
301 W. High Street, Jefferson, MO 65101
573-751-2361

Certificate of Degree

Upon successful completion of the program, graduates will be awarded a certificate of completion of the Kansas City Massage Institute massage therapy program and a transcript.

Transcripts

If students need program completion documentation prior to graduation, that documentation will be available upon request. Students can request documentation from Administration. Please note that the Missouri Department of Higher Education recognizes our non-degree programs as awarding Certificates.

Graduates will receive three official transcripts upon completion of their program. To obtain any additional transcripts, students must make a verbal request or submit a written request for the transcript along with a transcript fee of \$20. The request must indicate to whom the transcript should be sent. Transcripts sent to MBLEx or Missouri licensing board are free. Transcripts sent to any licensing agency or needed for obtaining a job will have the fee waived for the first six months after graduation. Transcripts will be mailed within 14 days of the date the request is received. Transcripts may be delayed at the end of a term pending the posting of final grades for that term. Any transcripts that are requested to be delivered sooner than that may incur additional fees. Transcripts will not be provided to students with an outstanding tuition balance, or an account sent to an outside collection agency.

Curriculum Verification Form

In some instances, a graduate may move and need to become licensed in another state. Should a student need to change the state in which they are licensed as a massage therapist, there will be a \$20 fee for the completion of a curriculum verification form. Please note this form may not be necessary in all instances. The form is specific to certain states and their requirements.

Disclosure of Educational Records

Information contained in student files is considered confidential and shall be released to other individuals only upon a student's prior written consent and authorization, with the following exceptions:

1. Kansas City Massage Institute officials who have a legitimate educational interest in the records.
2. Officials of another school upon request if the student seeks or intends to enroll at that institution.
3. Organizations conducting certain studies for, or on behalf of, the school.
4. Accrediting Commissions to carry out their functions.
5. Comply with a judicial order or lawfully ordered subpoena.
6. Appropriate parties in health or safety emergencies.

All communication regarding a student will be directed exclusively between the student and school administrators. All communications will be kept confidential. Dialogue initiated by a third party will not be addressed by Kansas City Massage Institute.

Tuition/Fees

Enrollment fee: \$500

Tuition: \$9,500

Students must be in good financial standing with the school or their access to online courses may be rescinded and they may be dismissed from the program.

Payment Options

Checks, Cash, Credit Card, PayPal, Venmo, Square or Third-Party financing are acceptable for any payment. The school can facilitate conversations with companies for available scholarships.

Cancellation

All \$500 of the \$500 enrollment fee is refundable until Class Day 1 or three (3) days, exclusive of Saturday, Sunday and holidays, after enrollment; whichever is later. See Refund Policy & Schedule.

In the event a program is canceled by Kansas City Massage Institute, due to a lack of enrollment or any other reason, all students will be placed within another course. If this is not possible, a full tuition refund of classes not attempted will be issued. In the unlikely event of a catastrophic event or if Kansas City Massage Institute is unable to reschedule the program in the 120 business-day time period or chooses to cancel the program, the student will be due a refund of all monies paid.

Refund Policy & Schedule

Refunds will be given in accordance with the schedule below. Refunds will be returned within 30 business days of the official withdrawal date via check or an electronic transaction.

Class Days Completed	Amount Student Refunded
Before Class Day 1 or three (3) days, exclusive of Saturday, Sunday and holidays, after enrollment; whichever is later.	100% of tuition and fees (\$10,000)
Class Day 1 to Class Day 9	75% of tuition only (\$7,125)
Class Day 10 to Class Day 18	50% of tuition only (\$4,750)
Class Day 19 to Class Day 25	25% of tuition only (\$2,375)
After Class Day 26	No refund (\$0)

Admissions Requirements

The school is an equal opportunity institution and follows the same policies in accepting applications from potential students. The school is open to all students without regard to race, color, religion, age, sex, creed, origin, sexual orientation, disability, or marital status. To be eligible for admission, an applicant must be able to read and write English, and the student must meet the following requirements:

For admission, applicants must:

1. Be at least 18 years of age.
2. Submit a complete application packet.
3. Complete a criminal Background check. Background eligibility will be evaluated in accordance with Missouri Board of Therapeutic Massage licensing requirements. Applicants are responsible for verifying licensure requirements in any jurisdiction in which they intend to practice.
4. Be able to perform the essential functions of the program, with or without reasonable accommodation. Essential functions are available upon request. The Institute will engage in an interactive process with qualified individuals who request accommodations.
5. Participate in an admissions interview with an Admissions Advisor and/or other designated staff.
6. Have access to a reliable internet connection.
7. Have access to an electronic device, such as tablet, laptop, or computer that can be used to access distance/online learning.

Applicants must submit:

1. A completed and signed application.
2. A current driver's license with photo and/or a photo.

Licensing for Massage Therapists

For students entering the Massage Therapy Program, the Missouri Board of Therapeutic Massage requires a background check to acquire a student license. The student license is necessary for every student to participate in the student clinic portion of the training. Certain felony convictions may affect eligibility for licensure. Applicants are encouraged to contact the Missouri Board directly for guidance.

Students caught practicing without a license or before graduating from the program will be immediately withdrawn from the program.

Change of Personal Information

Students who have a change of address, telephone number, emergency contact, or other information while enrolled at Kansas City Massage Institute should complete a Change of Address Form. Forms are available at the school office, or students may send an email with their name, current information, and old information to KansasCityMassageInstitute@gmail.com or to any current staff member.

Students who wish to change the name on their records must complete a Change of Name Form with the school office. Forms are available at the school office, or students may send an email with their new name, old name, reason for change and legal documents displaying their new name to Kansas City Massage Institute.

Classroom and Student Policies

Classroom Policy

Kansas City Massage Institute is a vocational school. As such, our programs are designed to train students to be eligible for licensing and to become successful massage therapists. Conducting oneself in a professional manner is critical in this industry and in this school. Be mindful of your speech in the classroom, on premises and in public and while representing the school or industry. Swearing or other offensive language and comments sexual or inappropriate

in nature will not be tolerated. Examples of misconduct include, but are not limited to, disruptive talking at inappropriate times while on-site, eating and/or drinking in the classroom, sleeping or other inappropriate activities in the classroom, inappropriate touch, cheating, or passing exam information to other students. The way you dress is also expected to be professional. Failure to abide by these or other requirements will be grounds for reprimand and/or dismissal from the Kansas City Massage Institute.

Service Animal Policy

The Institute will comply with ADA requirements regarding service animals. Documentation will not be required beyond what is permitted under applicable law. Students utilizing a service animal are encouraged to notify Administration in advance to coordinate access and needs.

Code of Ethics

The following Code of Ethics was implemented as the standard of expected ethical behavior to be followed by students, faculty, and staff at Kansas City Massage Institute. Students, faculty, and staff shall:

- Be responsible for the possible impact of their public behavior upon the credibility and professional image of their colleagues and the profession.
- Protect the confidentiality of all client and student information, unless disclosure is required by law, court order or is necessary for the protection of the public.
- Treat all people with respect and dignity.
- Determine, acknowledge, and respect boundaries of touch, privacy, disclosure, exposure, emotional expression, beliefs and fulfill reasonable expectations of professional behavior. Student therapists shall respect clients' rights to refuse, modify or terminate treatment, regardless of prior consent given.
- Learn, follow, and comply with all laws governing massage therapy and all policies, guidelines, codes and requirements set forth by Kansas City Massage Institute.

Online Resources

Half of the coursework will be completed online through a website. The URL, login, password and contact information for support will be provided on the first day of class.

Eating/Drinking

Eating, drinking (other than water in a sealable container), and chewing gum are not permitted in classrooms. Eating and drinking are permitted only in the break area unless approved by the instructor.

Cell Phones

It is the student's responsibility to turn off all cell phones and other personal devices during class unless approved by the instructor. If these devices become disruptive, instructors may confiscate the device until the end of class.

Personal Laptops/Tablets

Students are allowed to use their personal laptop or tablet for taking notes in class. However, if the student is found to be surfing the internet or other activities not related to class on their computer, this privilege will be taken away.

Video, Audio Taping & Cameras

To protect the privacy and confidentiality of students and the proprietary information of Kansas City Massage Institute, videotaping by students is not allowed in the classrooms at any time. Audio taping or cameras are allowed with the approval of and at the discretion of the instructor. Special consideration for disabled students may be given with prior consent of Administration.

Tobacco-Free Policy

All Kansas City Massage Institute, offices and break rooms are cigarette and smokeless

tobacco free environments. Smoking and use of smokeless tobacco are only permitted in designated locations on school property.

Technique Classwork

During technique classwork, it is every student's responsibility to ensure massage tables, face cradles and other equipment are clean and ready for the next person by being wiped down with a cleansing solution after each use. Lotion or oil left on massage tables is unsanitary and damages the upholstery.

Dress & Grooming Standards

Classroom and Clinic Dress

As a professional environment, students are required to present themselves in the following manner:

Clean, odor-free black Kansas City Massage Institute shirt and black pants. One such shirt will be provided, and additional shirts can be purchased for \$20 each.

- Appropriate underclothing must be worn for the student's body type and to prevent inadvertent exposure.
- After receipt of the Kansas City Massage Institute t-shirt, said t-shirts must be worn at all times.
- Long black pants must be appropriate and loose enough for non-restrictive movement while practicing bodywork.
- Flat, comfortable, non-slip shoes with enclosed toes are required.
- Long hair must be pulled back so that it does not come into contact with the client while working.

If a student fails to adhere to this professional dress code, the student will not be allowed to attend class or clinic until dress is acceptable. Time away from class to correct this would count against student attendance.

Grooming Standards

- Skin must be clean and free of offensive odors.
- Hair must be clean and styled appropriately for the profession.
- Fingernails must be clean and trimmed to working length. (Not over the edge of the finger).
- No fake or acrylic nails.
- Hands must be washed before and after every bodywork and fitness session.
- Due to possible allergy sensitivities of students and clients, avoid the use of perfumes, colognes, body gels and heavily scented lotions or gels.
- Breath should be odor-free. Please use some type of breath freshener if necessary.
- Tobacco smoke gives a contradictory impression of a healthcare provider and is highly discouraged. If a student chooses to smoke prior to class or working in the clinic, they must take extra precautions by removing the smoke from their clothing, hair, skin, and mouth prior to giving or receiving bodywork.
- Jewelry is discouraged, as it interferes with giving and receiving massage and providing fitness training or medical assistance.

Please use good judgement when determining the appropriateness of your school attire. Students inappropriately dressed and/or improperly groomed will be asked to leave class or clinic and will be marked absent.

General Policies & Information

Non-discrimination Policy

Kansas City Massage Institute (KCMCI) complies with applicable federal and Missouri state civil rights laws, including Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), as amended, and the Missouri Human Rights Act.

KCMCI does not discriminate, and prohibits discrimination and harassment, on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, sexual orientation, gender identity, or any other protected characteristic under applicable law in its employment practices, admissions decisions, educational programs, or activities.

Retaliation against any individual for reporting discrimination, participating in an investigation, or exercising their rights under this policy is strictly prohibited.

KCMCI is committed to maintaining a respectful, inclusive learning and working environment.

Disability Accommodations

Kansas City Massage Institute provides reasonable accommodations to qualified students with disabilities in accordance with the Americans with Disabilities Act (ADA), as amended.

Students requesting an accommodation must notify the Campus Director in writing and provide appropriate documentation of the disability and requested accommodation. Documentation will be limited to that which is necessary to establish the existence of a disability and need for accommodation. The Institute will engage in an interactive process with the student to determine reasonable accommodations that do not fundamentally alter the nature of the program or impose an undue hardship.

Because massage therapy is a physically active profession, students must be able to meet the essential functions of the program, with or without reasonable accommodation. Essential functions are available upon request.

Accommodation requests should be submitted as early as possible to allow sufficient time for review and implementation.

Massage Clinic

Each massage therapy student completes time in Clinical Internship and Lab, including four hours of orientation & Hospitality training. The clinic provides students with the opportunity to work on several types of clients with a variety of issues, further enhancing their skills, knowledge base and confidence. It is an opportunity for students to practice skills learned in courses and get real work experience in a supervised setting. To prepare the student for professional work, the students are expected to manage the complete process including the initial interview/assessment, conducting the massage and overseeing business aspects of the session. A supervisor will be on-site to provide guidance and answer any questions that may arise. Students are expected to demonstrate professional communication skills, including written, verbal, and telephone communication, consistent with industry standards. **Students may not receive compensation or gratuities for services performed in the student clinic.** Clients may make voluntary donations to the Institute for post graduation celebrations in accordance with school policy.

Kansas City Massage Institute will provide the massage medium for use in class and in the clinic. Students may request permission from the instructor or clinic manager to use a different massage medium. When in Clinic, it is required that **ONLY** unscented cream or lotion be used—no unapproved aromatherapy products. This is in consideration of clients/other students who may have sensitivities/allergies to certain aromas.

Tutoring & Special Needs

We strongly encourage students with special needs to inform us of their requirements. Students who require academic support services or reasonable accommodations are encouraged to contact the Campus Director. Tutoring services may be available at an additional cost. The instructor coordinates tutoring arrangements upon request.

All applicants must be able to meet the essential functions of the program, with or without reasonable accommodation. If enrolled under training with a government agency, institution district, and/or other entity, students must meet the admission requirements set out in the training agreement and/or applicable state licensing or certifications requirements.

Sexual Harassment Policy

Kansas City Massage Institute reaffirms the principle that its students, faculty and staff have a right to be free from sexual harassment by any member of the academic community. Sexual harassment is a form of employee or student misconduct which undermines employment and instructional or peer relationships, debilitates morale, and interferes with the productivity and well being of its victims. Sexual harassment is prohibited under applicable federal and Missouri state civil rights laws, including Title VII of the Civil Rights Act and the Missouri Human Rights Act. In addition, various other statutes, constitutional provisions and common law causes of action prohibit sexually harassing conduct. Kansas City Massage Institute enforces these laws among its employees and students.

Sexual Harassment

Sexual harassment is a form of sex discrimination and includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature when:

1. Submission to such conduct is made a condition of employment or educational participation (quid pro quo),
2. Submission to or rejection of such conduct is used as a basis for employment or academic decisions, or
3. The conduct creates an intimidating, hostile, or offensive working or educational environment.

Sexual harassment is understood to include a wide range of behaviors from the actual coercing of sexual relations to unequal, demeaning treatment of students or employees based on gender. Some examples that may constitute sexual harassment include, but are not limited to:

- Subtle pressure for sexual activity
- Demands for sexual favors accompanied by threats
- Requests for sexual favors accompanied by promises
- Unnecessary brushes or touches
- Offensive sexual graffiti, stickers, logos or drawings

- Disparaging remarks about gender
- Physical aggression such as pinching and patting
- Sexual innuendos
- Verbal sexual abuse disguised as humor
- Whistling
- Obscene gestures
- Leering at or ogling a person's body
- Questions about a person's personal sexual activity
- Sexual remarks about a person's body or clothing
- Spreading stories about a person's sexual conduct
- Sexual stereotyping

Sexual harassment in any situation is reprehensible. It is particularly damaging when it exploits the educational dependence and trust between students and faculty. When the authority and power inherent in faculty relationships to students, whether overtly, implicitly or through misinterpretation, is abused in this way, there is potentially great damage to individual students, to the person complained about, and to the educational climate of the institution. It is the responsibility of faculty and other administrators to be sensitive to questions about mutuality of consent and to conflicts of interest that are inherent in personal relationships where professional and education relationships are also involved.

Reporting Procedure

Any student, employee, or applicant who believes they have experienced or witnessed discrimination or harassment should report the conduct promptly, either in writing or verbally to the Campus Director. If the complaint involves that individual, reports may be made to any member of administration.

Investigation Process

Reports will be reviewed promptly and investigated in a fair and impartial manner. Information will be shared only with individuals who have legitimate need to know in order to investigate and resolve the matter. Appropriate disciplinary action will be taken if a policy violation is substantiated. Disciplinary action may include counseling, written warning, probation, suspension, termination of enrollment or employment, or other appropriate corrective measures. The Institute reserves the right to implement interim measures as appropriate during the pendency of an investigation.

Determinations will be made using a "preponderance of the evidence" standard.

Anti-Retaliation

Retaliation against any individual who makes a good-faith complaint or participates in an investigation is strictly prohibited.

False Reports

Knowingly making a false complaint or providing false information during an investigation may result in disciplinary action. A complaint made in good faith will not be considered false merely because it is not substantiated.

Appeal

Either party may appeal the outcome in writing within 10 business days on the basis of procedural error, new evidence, or conflict of interest. Appeals will be reviewed by an administrator who was not involved in the original investigation, when feasible.

Weather related cancellations

The student body will be notified of any weather cancellations at least two (2) hours before the start of class via text to the student body. If no cancellation information is posted, then you can assume classes will run as scheduled.

Make-Up Days

If class is canceled either because of weather, instructor illness or other unforeseen circumstances, a make-up class will be scheduled and is likely to occur at the end of the course on the designated make-up days. The class should be made up before the end of the course.

Waiver of Liability

On occasion, students will be asked to participate in activities which occur off campus. Students acknowledge that participation in off-campus activities involves inherent risks. Students voluntarily assume those risks. Nothing in this policy waives liability for gross negligence or intentional misconduct.

Important Phone Numbers

As always, in case of an emergency, dial 911. For on-campus, non-emergency assistance, dial the main line of the Kansas City Massage Institute office.

Drug and Alcohol Abuse Policy

Abuse of alcohol and drugs is inconsistent with the vision of Kansas City Massage Institute. Education and learning are especially impaired by alcohol and drug abuse. Attendance at a school function while under the influence of or in possession of alcohol and/or illegal drugs will not be tolerated. A student who is in violation of the policy will be asked to leave the school premises immediately and is subject to dismissal from the school. See Dismissal Policy in this handbook.

Below is important contact information if you are concerned about someone you know being involved with drugs, alcohol or other crime-related activity:

Kansas City Police Department 816-234-5520
Kansas Crisis Hotline (Sexual Assault and domestic abuse crisis hotline) 888-363- 2287
Drug Addiction of Missouri & Kansas 800-876-6378
Alcohol Referral Hotline 800-ALCOHOL
Cocaine Referral Hotline 800-662-HELP
Alcoholics Anonymous Missouri 816-254-1408
Narcotics Anonymous 816-531-2250
National Association for Drug Abuse, Washington, D.C. 202-293-0090

Violations may result in criminal penalties under Missouri law.

Drug and Alcohol Prevention Program

Kansas City Massage Institute strictly adheres to the federal and state laws which prohibit the distribution, sale, or use of controlled substances. Students illegally possessing, distributing, or using a controlled substance or paraphernalia will be subject to immediate disciplinary action including suspension or dismissal.

The possession and/or use of narcotics or drugs, other than those medically prescribed, properly used and in the original container, by students or Kansas City Massage Institute staff on Kansas City Massage Institute property or while on Kansas City Massage Institute business is prohibited. The distribution and/or sale of narcotics or drugs by students or Kansas City Massage Institute staff on Kansas City Massage Institute property or while on Kansas City Massage Institute business is strictly prohibited.

Classroom Equipment

Classrooms are equipped with massage tables, massage chairs, tables, chairs, projectors, stools and whiteboards.

Career Forecasting

Placement

Kansas City Massage Institute networks and maintains contact with massage employers in order to assist students in employment opportunities. Kansas City Massage Institute does not guarantee job placement, every effort is made to help graduates find employment opportunities.

Licensing Requirements

As a graduate of the Massage Therapy Certificate Program, I understand I will be awarded a certificate and am eligible to sit for a certification exam – the national Massage & Bodywork Licensing Examination (“MBLEx”) administered by the Federation of State Massage Therapy Boards (“FSMTB”) and to apply for licensing in most states. In the State of Missouri, and most major municipalities in Kansas, massage therapists must complete at least 625 hours of education in specific areas and pass the Massage Board Licensing Exam (MBLEx) for licensure. This exam is recognized in over 40 states across the country. However, Kansas City Massage Institute does not guarantee that its certificate will create eligibility or be a sufficient basis to apply for licensing or testing in every city, state, or similar governmental jurisdiction in the United States of America.

Career Opportunities

Licensed massage therapists have many work opportunities available to them in the industry. Kansas City Massage Institute prepares all graduates for entry-level positions in massage clinics.

Job Availability and Employment Potential

The demand for massage therapists has expanded significantly in the past ten years, and currently that demand exceeds the supply. Graduates are employed in an incredibly wide range of practice areas, including private practice, hospitals, chiropractic offices, day spas, fitness centers, wellness centers, physical therapy offices, rehabilitation centers, sports teams, and corporate offices. Statistics concerning average salaries in the area can be verified with the

Department of Labor.

Student Name

Date

Student Signature

Appendix 1: 2026 Annual Calendar



KANSAS CITY MESSAGE INSTITUTE

JANUARY							FEBRUARY							MARCH							APRIL						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
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