



# Massage Therapy Diploma Program

ICT Kikkawa College

Toronto, ON

ICT Northumberland College

Halifax, NS

PROGRAM CATALOGUE – September, 2012



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# ICT<sup>®</sup> Schools

## International Complementary Therapy<sup>®</sup> Schools

### Welcome to ICT Schools

ICT Schools, a division of Kikkawa Shiatsu School Inc., owns and operates three private career colleges in Toronto, Halifax and Moncton and provides massage therapy course instruction to students at other schools in Canada and the United States.

Shirley D. Desborough and the late Mitsuki Kikkawa founded Kikkawa College in Toronto, Ontario in 1981. ICT Schools opened Northumberland College in Halifax, Nova Scotia in 1997. ICT Schools (Moncton) commenced operations in 2009.

Over the last three decades, as public appreciation of and desire for accessible complementary health has grown, ICT has recognized the need for consistent, high quality education and services. As an educational institution ICT's purpose has been to:

- design a range of complementary therapy education programs;
- develop a comprehensive learning system and produce progressive, integrated curriculum;
- ensure quality and consistency of teaching methods by designing a teacher education certification program for complementary health care teachers;
- develop academic and administrative policies and procedures that fairly govern the operation of our schools and administrative offices;
- maintain the standards of our accrediting and regulating bodies;
- promote public awareness of complementary therapy and provide representation to professional bodies within the complementary health care community.

### Our Mission Statement

ICT Schools is dedicated to graduating excellent therapists and practitioners who are able to determine the primary cause of the client's complaint efficiently and accurately and to treat the condition effectively. Therapists and practitioners trained at ICT Schools exemplify excellence in professional behavior and standards, practice management and community service. They are committed to life-long learning and professional development.

### Our Philosophy

We believe that complementary therapy is an essential component of contemporary health care, and that quality health care education encourages students to think critically about health care problems. We also believe that quality health care education is provided within a framework of a partnership that brings together educators, therapists and students. Finally, we believe that high professional standards of complementary therapy and practice must be upheld in educating students

who will become our colleagues.

### Our 30 Year History of Distinguished Contributions to Complementary Therapy Education

In the quarter century that we have educated students, complementary health care has experienced tremendous growth and increasing acceptance from the public and conventional medicine. Our innovations have been instrumental in this growth. Among our achievements:

- we were the first private career college to introduce a 2200-hour massage therapy program in Ontario;
- we were the first to open a school devoted exclusively to massage therapy in Nova Scotia; we were the first accredited schools for massage therapy in Canada;
- we were major contributors to the development of the Ontario Core Curriculum Document adopted by the College of Massage Therapists of Ontario;
- we incorporated in 1987 the now-standard orthopedic approach to client assessment into our curriculum
- we remain in the forefront of massage therapy curriculum development, emphasizing clinical assessment, a holistic approach and critical thinking skills in our educational approach.

### Our Program Goals and Objectives

Our Program is designed to graduate effective therapists fully prepared to enter the professional health care community. Toward this end, successful students in our Program will:

- attain knowledge of anatomy, physiology and pathology, and effectively apply this knowledge to clinical practice
- achieve a high level of proficiency in determining the primary cause of a client's complaint
- develop a sensitive and caring approach to client care
- attain a high level of integrity and professionalism as health care providers
- acquire business skills necessary for building and managing a successful practice
- be prepared for the Ontario provincial licensing examination
- be prepared to practice massage therapy based on the Ontario model in jurisdictions where licensing does not exist
- commit to life-long learning as required by professional standards.

# Admissions Policies and Procedures

## How to Apply

Applications to the Massage Therapy Diploma Program at ICT Schools are accepted throughout the year. Applicants are encouraged to apply early to the program that suits them—regular (82 weeks), fast-track (73 weeks), or part-time. Applicants must submit a completed application form directly to the school of their choice.

An application fee of \$75.00 plus HST must accompany the application form. The total fee, including HST, is \$84.75 for applications to ICT Kikkawa College and \$86.25 for applications to ICT Northumberland College.

Applicants must also submit one official copy of a high school transcript (or equivalent) or university/community college transcript.

Prior to registration, applicants will be required to present the following proof of identification:

- a Social Insurance Card (or photocopy) and
- one of the following *original* pieces of ID:
  - birth certificate
  - valid driver's licence
  - valid provincial health card
  - valid passport
  - valid immigration card

International students will be required to present a Student Visa instead of a Social Insurance Card.

To be eligible to begin some segments of the Clinic and/or Field Placement component of the program, students may be required to produce proof of a current tuberculosis (T.B.) test.

In accordance with ICT Schools' *Harassment and Discrimination Policy* (1996), the *Ontario Human Rights Code*, and the *Nova Scotia Human Rights Act* all applications are reviewed by the Admissions Department without regard to the age, disability, race, religion, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sexual orientation, marital status, or family status of the candidate.

## Minimum Admission Requirements

Applicants must possess a high school diploma/certificate or its equivalent. A candidate who does not fulfill these minimum admission requirements but is 18 years of age or older (if applying to Kikkawa College) or 21 years of age or older (if applying to Northumberland College) as of the first

official day of classes may apply as a mature student. A copy of proof of age must be submitted with the application. Candidates who apply as mature students will be required to pass the Canadian Adult Achievement Test. Nova Scotia has additional requirements noted here: <http://pcc.ednet.ns.ca/sites/default/files/Mature%20Student%20Policy%202011%2009%2014.pdf> Applicants may also be required to pass the school's Preadmission Course (or an equivalent course) described below.

## Conditional Acceptance

Candidates may be accepted into the program on a conditional basis. Students accepted on conditions may be required to meet admissions requirements by taking ICT's Preadmission Course (or an equivalent course elsewhere) prior to the commencement of the program and/or the equivalent of such courses concurrent to the program as prescribed by the Admissions Department.

## Preadmission Course

Candidates taking ICT's Preadmission Course as an admission requirement must successfully complete the course prior to the commencement of the program. The fee for ICT's Preadmission course is \$300 (including HST).

## English Language Proficiency

The language of instructions at ICT Schools is English. Students must be proficient in all areas of the English language, including speaking, reading, writing and oral comprehension. Candidates may be required to attend a Communication Tutorial as an admission requirement.

## Special Needs

ICT Schools encourage applicants with special needs to consider a career in complementary health care. However, ICT Schools has limited resources to provide assistance to students with physical, learning and emotional disabilities. ICT Schools examines each situation on a case-by-case basis. In order to be considered the applicant must submit a request in writing with accompanying supporting documentation to the

Registrar prior to the start of the school year.

### **Transfer of Credit (Advanced Standing)**

Applicants may request a transfer of educational credit from recognized institutions. Requests for transfer of credit must be directed to the Admissions Department along with the application to the program. Applicants requesting a transfer of credit will be required to submit an official transcript indicating completion of the course material. They must also submit a syllabus that demonstrates that the course is substantially similar in length, scope and learning objectives to

ICT Schools' massage therapy program.

If the request is accepted, the applicant may be required to take a challenge examination on a pass-fail basis. The examination fee is \$50.00, paid in advance. If the applicant passes the challenge examination, the letters TC (Transfer of Credit) will appear on any transcript issued by the school.

A maximum of 50% of the applicant's program may consist of transfer credits.

### **Special Student Status**

Students required to repeat courses must apply



# Application and Tuition Fees- ICT Kikkawa College

## Application Fee

All applications to ICT schools must be accompanied by an application processing fee of \$75.00 plus HST. The total fee, including sales tax, is \$84.75 for applications to ICT Kikkawa College. This fee is not applied to the tuition fee. It must be paid again if a year or more has elapsed since submission of the original application.

## Tuition Fees

### Full-Time Students

If a student is taking an 80% course load or more, s/he will be considered a full-time student and accordingly charged full-time fees.

Tuition fees for newly registering students attending ICT schools full time in the 82-week or 73-week program are as follows:

|   |                    |
|---|--------------------|
| Registration Fee .....  | \$100.00           |
| Tuition Deposit.....  | <u>\$100.00</u>    |
| Total: Registration Fee and Deposit<br>(Due upon initial registration ) ..... | \$200.00           |
| Balance of Year I Tuition .....   | \$8,600.00         |
| Year II Tuition.....  | <u>\$8,800.00</u>  |
| Total Tuition:.....   | <u>\$17,600.00</u> |

The registration fee and tuition deposit are due upon initial registration in the Massage Therapy Diploma Program, which requires signing an Enrolment Contract with the school. The remainder of tuition is due by the first day of classes. Payment plans are available (see below).

Program versions will be run subject to enrollment. Should a program option be cancelled due to insufficient enrollment, monies paid can be applied to entrance into another version or will be refunded in full to the student.

### Part-Time Students

The tuition fee for applicants granted admission as part-time students will be calculated at \$8.00 per hour at ICT Kikkawa College. A Registration Fee of \$100 and tuition deposit of \$100 are payable upon initial registration in the program (requires signing an Enrolment Contract with the College) and will be applied to tuition.

## Special Student Status

The tuition fee for students admitted as Special Students and registered in less than 80% of a full course load will be calculated at \$8.00 per course hour at ICT Kikkawa College. Special Students taking 80% or more of a full course load will pay full-time fees. A Registration Fee of \$100 is payable upon re-admission into the Program and the signing of an Enrolment Contract Addendum with the school.

## Fees Deadline

Tuition fees are due in full before the commencement of the Program in each year or in accordance with an ICT School's Payment Plan. Students delinquent on tuition payments will have two weeks to bring their accounts up to date. Failure to do so will be cause for deregistration. Interest of 10% per annum will be charged on outstanding accounts.

Before deregistration for non-payment of fees occurs, students may first be disallowed from attending class and/or from taking tests or exams, and/or may have grades withheld until academic fees for that session have been paid in full. Any student eligible to graduate but owing fees of any kind will not be granted a transcript or diploma. If students delay payment of their academic fees, they jeopardize any appeals to their academic standing and registration for subsequent terms .

## Late Registrants

Candidates accepted into the program following the registration period are deemed for fee purposes to be registered from the beginning of the academic term and are subject to a Late Administrative Fee. (See "Other Fees", p.11)

## Form of Payment

All fees are payable to ICT Kikkawa College in Canadian funds. Payment must be made in the form of a cheque, money order, bank draft, Interac, Visa or through government-sponsored loans or grants. Cash payments will not be accepted. If paying the Application Fee online, Visa only is accepted.

## ICT Schools Payment Plan

Interest-free tuition payment plan options are available for those who qualify. Payment Plan information is available from the Admissions office.



## Refund of Fees

Where a student has contracted for a course of instruction and gives notice to ICT Kikkawa College of his or her intention to cancel the contract by withdrawing from the College in accordance with the procedures outlined in this catalogue (see “Withdrawal” and “Withdrawal Procedures”, p.15), the student is entitled to a refund of fees in accordance the Private Career Colleges Act, 2005. The relevant sections are reprinted below:

### Fee Refund Policy as Prescribed under s. 25 to 33 of Ontario Regulation 415/06

#### Full refunds

25. (1) A private career college shall refund all of the fees paid by a student under a contract for the provision of a vocational program in the following circumstances:

1. The contract is rescinded by a person within two days of receiving a copy of the contract in accordance with section 36 of the Act.
2. The private career college discontinues the vocational program before the student completes the program, subject to subsection (2).
3. The private career college charges or collects the fees,
  - i. before the registration was issued for the college under the Act or before the vocational program was approved by the Superintendent, or
  - ii. before entering into a contract for the provision of the vocational program with the student, unless the fee is collected under subsection 44 (3).
4. The private career college expels the student from the college in a manner or for reasons that are contrary to the college’s expulsion policy.
5. The private career college employs an instructor who is not qualified to teach all or part of the program under section 41.
6. The contract is rendered void under subsection 18 (2) or under section 22.

7. If a private career college fails to, or does not accurately, provide in the itemized list provided to the Superintendent under section 43 a fee item corresponding to a fee paid by a student for the provision of a vocational program, the college shall pay the student,

i. in the case of an item not provided by the college, the full amount of the fee for the item, and

ii. in the case of a fee in excess of the amount of the fee provided for the item, the difference between the amount of the fee for the item provided to the Superintendent and the fee collected.

(2) A full refund is not payable in the circumstances described in paragraph 2 of subsection (1) if the discontinuance of the vocational program coincides with the private career college ceasing to operate.

(3) A refund is not payable under paragraphs 1 to 6 of subsection (1) unless the student gives the private career college a written demand for the refund.

(4) A refund under subsection (1) is payable by the private career college within 30 days of the day the student delivers to the college,

(a) in the case of a rescission under section 36 of the Act, notice of the rescission; or

(b) in the case of a refund under paragraphs 2 to 6 of subsection (1), a written demand for the refund.

#### Partial refund where student does not commence program

26. (1) If a student is admitted to a vocational program, pays fees to the private career college in respect of the program and subsequently does not commence the program, the college shall refund part of the fees paid by the student in the following circumstances:

1. The student gives the college notice that he or she is withdrawing from the program before the day the vocational program commences.

2. In the case of a student who is admitted to a vocational program on the condition that

the student meet specified admission requirements before the day the program commences, the student fails to meet the requirements before that day.

3. The student does not attend the program during the first 14 days that follow the day the program commenced and the college gives written notice to the student that it is cancelling the contract no later than 45 days after the day the program has commenced.

(2) The amount of a refund under subsection (1) shall be an amount that is equal to the full amount paid by the student for the vocational program, less an amount equal to the lesser of 20 per cent of the full amount of the fee and \$500.

(3) A refund under subsection (1) is payable,

(a) in the case of a refund under paragraph 1 of subsection (1), within 30 days of the day the student gives notice of withdrawing from the program;

(b) in the case of a refund under paragraph 2 of subsection (1), within 30 days of the day the vocational program commences; and

(c) in the case of a refund under paragraph 3 of subsection (1), within 45 days of the day the vocational program commences.

(4) For the purposes of paragraph 3 of subsection (1), it is a condition of a contract for the provision of a vocational program that the private career college may cancel the contract within 45 days of the day the vocational program commences if the person who entered the contract with the college fails to attend the program during the 14 days that follow the day the vocational program commences.

(5) A private career college that wishes to cancel a contract in accordance with subsection (4) shall give written notice of the cancellation to the other party to the contract within 45 days of the day the vocational program commences.

**Partial refunds: withdrawals and expulsions after program commenced**

27. (1) A private career college shall give a student who commences a vocational program a refund of part of the fees paid in respect of the program if, at a time during the program determined under subsection (3),

(a) the student withdraws from the program after the program has commenced; or

(b) the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.

(2) This section does not apply to vocational programs described in sections 28 and 29.

(3) A private career college shall pay a partial refund under this section only if the withdrawal or expulsion from the vocational program occurs at a time during the program determined in accordance with the following rules:

1. In the case of a vocational program that is less than 12 months in duration, the withdrawal or expulsion occurs during the first half of the program.

2. In the case of a vocational program that is 12 months or more in duration,

i. for the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first six months of that 12-month period, and

ii. for any period in the duration of the vocational program remaining after the last 12-month period referred to in subparagraph i has elapsed, the withdrawal or expulsion occurs in the first half of the period.

(4) If the student withdraws or is expelled from a vocational program within the first half of a period referred to in subsection (3), the amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,

(a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and

(b) the portion of the fees in respect of the portion of the period that had elapsed at the time of the withdrawal or expulsion.

(5) If the student withdraws or is expelled from a vocational program during the second half of a period referred to in subsection (3), the private career

college is not required to pay the student any refund in respect of that period.

(6) A private career college shall refund the full amount of fees paid in respect of a period that had not yet commenced at the time of the withdrawal or expulsion.

**Partial refunds: distance education programs**

28. (1) This section applies to a vocational program that is offered by mail, on the internet or by other similar means.

(2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if,

(a) the student withdraws from the program or the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy; and

(b) at the time of the withdrawal or expulsion, the student has not submitted to the private career college all examinations that are required in order to complete the program.

(3) The amount of the refund that a private career college shall give a student under subsection (1) shall be determined in accordance with the following rules:

1. Determine the total number of segments in the vocational program for which an evaluation is required.

2. Of the total number of program segments determined under paragraph 1, determine the number of segments in respect of which an evaluation has been returned to the student.

3. The amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,

- i. an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500, and
- ii. the portion of the fees in respect of the number of segments determined under paragraph 2.

(3) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has been evaluated in respect of more than half of the total number of segments in the program.

**Partial refunds: non-continuous programs**

29. (1) This section applies to a vocational program approved by the Superintendent to be provided through a fixed number of hours of instruction over an indeterminate period of time.

(2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if, before completing the required number of hours of instruction,

(a) the student has given the college notice that he or she is withdrawing from the program; or

(b) the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.

(3) The amount of the refund that a private career college shall give a student under subsection (1) shall be equal to the full amount of the fees paid in respect of the program less,

(a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and

(b) a portion of the fees in respect of the program that is proportional to the number of hours of instruction that have elapsed at the time of the withdrawal or expulsion.

(4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has completed more than half of the required number of hours of instruction in a program.

**No retention of refund**

30. A private career college shall not retain, by way of deduction or set-off, any refund of fees payable to a student under sections 25 to 29 in order to recover an amount owed by the student in respect of any service or program other than a vocational program offered by the private career college.

### **Treatment of books and equipment**

31. In calculating a refund under sections 25 to 29, a private career college may retain the retail cost of books or equipment that the private career college supplied to the student if the student,

(a) fails to return the books or equipment to the private career college within 10 days of the student's withdrawal or expulsion from the program, or

(b) returns the books or equipment to the private career college within the 10-day period referred to clause (a), but fails to return it unopened or in the same state it was in when supplied.

### **Refund for international students**

32. A notice to a private career college that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be,

(a) notice of a rescission of the contract for the purposes of section 36 of the Act if the notice is given within two days of receiving a copy of the contract; and

(b) notice that the student is withdrawing from the program for the purposes of paragraph 1 of subsection 26 (1) or clause 29 (2) (a) if the notice is received on or before half of the duration of the program has elapsed.

### **Currency**

33. Any refund of fees that a private career college is required to pay under the Act shall be paid in Canadian dollars.



# Application and Tuition Fees—ICT Northumberland College

## Application fee

All applications to ICT schools must be accompanied by a non-refundable fee of \$75.00 plus HST. The total fee, including sales tax, is \$86.25 for applications to ICT Northumberland College. This fee is not applied to the tuition fee. It must be paid again if a year or more has elapsed since submission of the original application.

## Tuition Fees

### Full-Time Students

If a student is taking an 80% course load or more, s/he will be considered a full-time student and accordingly charged full-time fees.

The tuition fees for newly registering students attending ICT Schools full time in the 82-week or 73-week program are comprised of the following components:

|  |                    |
|--|--------------------|
| Registration Fee (non-refundable).....   | \$100.00           |
| Tuition Deposit.....   | <u>\$300.00</u>    |
| Total: Registration Fee and Deposit<br>(Due upon acceptance into program)..... | \$400.00           |
| Balance of Year I Tuition .....  | \$7,300.00         |
| Year II Tuition.....   | <u>\$7,700.00</u>  |
| Total Tuition:.....  | <u>\$15,400.00</u> |

The registration fee and tuition deposit are due upon acceptance into the Massage Therapy Diploma Program. The remainder of tuition is due in accordance with an ICT Schools Payment Plan (see below). Program versions will be run subject to enrollment. Should a program option be cancelled due to insufficient enrollment, monies paid can be applied to entrance into another version or will be refunded in full to the student.

### Part-Time Students

The tuition fee for applicants granted admission as part-time students will be calculated at \$8.75 at ICT Northumberland College. A non-refundable Registration Fee of \$100.00 is payable upon acceptance and will be applied to tuition.

### Special Student Status

The tuition fee for students admitted as Special

Students and registered in less than 80% of a full course load will be calculated at \$7.00 at ICT Northumberland College. Special Students taking 80% or more of a full course load will pay full-time fees. A non-refundable Registration Fee of \$100.00 is payable upon acceptance and will be applied to tuition.

### Fees Deadline

Tuition fees are due on the date a student registers for a program or course(s) and are payable in accordance with an ICT Schools Payment Plan (see below). Students delinquent on tuition payments will have two weeks to bring their accounts up to date. Failure to do so will be cause for deregistration. Interest of 10% per annum will be charged on outstanding accounts. Before deregistration for non-payment of fees occurs, students may first be disallowed from attending class and/or from taking tests or exams, and/or may have grades withheld until academic fees for that session have been paid in full. Any student eligible to graduate but owing fees of any kind will not be granted a transcript or diploma. If students delay payment of their academic fees, they jeopardize any appeals to their academic standing and registration for subsequent terms or graduate work.

### Late Registrants

Candidates accepted into the program following the registration period are deemed for fee purposes to be registered from the beginning of the academic term and are subject to a Late Administrative Fee (See “Other Fees”, p. 11).

### Form of Payment

All fees are payable to ICT Kikkawa College or ICT Northumberland College in Canadian funds. Payment must be made in the form of a cheque, money order, bank draft, Interac or Visa. Cash payments will not be accepted.

If you are being sponsored by a government department or other association, you must provide a letter of authorization to the Registrar’s office before the due date for tuition fees. If paying the Application Fee on-line, Visa only is accepted.

### ICT Schools Payment Plan

Tuition must be paid in accordance with an ICT Schools Payment Plan. Various plans are offered. Payment Plan information is available from the Registrar’s office.

## Refund of Fees

Where a student has contracted for a course of instruction and gives notice to ICT Northumberland College of his or her intention to cancel the contract, by withdrawing from the College in accordance with the procedures of this catalogue (see “Withdrawal” and “Withdrawal Procedures”, p.15), ICT Northumberland College is entitled to retain the registration fee and a proportion of the fees for the whole course of instruction as provided for by Sections 1 through 10 of Schedule “A” to the Private Career Colleges Regulation Act. See the entire Act at:

[www.gov.ns.ca/legi/legc/statutes/privcarc.htm](http://www.gov.ns.ca/legi/legc/statutes/privcarc.htm)

The relevant sections are reprinted below:

1. Pursuant to Section 11 of the regulations, the operator of a Private Career College may charge a student registration fee for each program in an amount not to exceed 5% of the tuition or \$100.00, whichever is the lesser amount.
2. Pursuant to Section 11 of the regulations, the student registration fee paid by a student or a third party sponsor shall be credited to the tuition fee for the program.
3. Where a student gives a Private Career College notice prior to the commencement date of a program of the student’s intention not to commence the program, the operator of the Private Career College shall refund to the student or third party sponsor all fees paid except the student registration fee referred to in Section 1.
4. Where a student gives a Private Career College notice after the commencement of a program, but within the first 20 school days, of the student’s intention to cease taking the program, the operator of the Private Career College shall refund to the student or third party sponsor all fees paid except
  - (a) the student registration fee referred to in Section 1; and
  - (b) the proportion of the tuition fee for the whole program that the part of the program taken to the date of termination bears to the part of the program that is covered by the paid installments. Clause (b) replaced O.I.C. 2002-363, N.S. Reg. 106/2002.
5. Where a student gives a Private Career College notice after the first 20 school days have been completed of the student’s intention to cease taking the program, the operator of the Private Career College shall refund to the student or third party sponsor all fees paid except
  - (a) the student registration fee referred to in Section 1; and
  - (b) the proportion of the tuition fee for the whole program that the part of the program taken to the date of termination bears to the part of the program that is covered by the paid installments; andClause 5(b) replaced: O.I.C. 2002-363, N.S. Reg. 106/2002.
  - (c) ten per cent of the difference between the tuition fee for the whole program and the amount clause (b).
6. Despite Section 5 where a student completes 2/3 or more of a program in accordance with the terms of a student contract, the operator of the Private Career College is not required to refund any fee or part thereof.
7. Where an operator of a Private Career College provides material to a student for a program and the Private Career College receives a notice under Sections 3, 4 or 5, or the operator dismisses a student, the operator of the Private Career College may charge the student for the material and deduct it from the amount of any refund otherwise payable in an amount not exceeding the cost to the Private Career College of the material, except where the student returns all of the material to the Private Career College unopened or as issued.
8. Where an operator of a Private Career College dismisses a student and the operator satisfies the Minister that the dismissal is for just cause, the operator of the Private Career College may retain a portion of the fees calculated in the following manner
  - (a) the student registration fee referred to in Section 1;
  - (b) the proportion of the tuition fee for the whole program that the part of the program taken to the date of dismissal bears to the part of the program that is covered by the paid installments; and Clause 8(b) replaced: O.I.C. 2002-363, N.S. Reg. 106/2002.
  - (c) 10% of the difference between the tuition fee for the whole program and the amount calculated under clause (b).
9. All refunds are to be made 30 days after receiving notice in writing from the student or dismissal.
10. Pursuant to Section 45 of the regulations, notice shall be in writing and by

- (a) mail, postage prepaid; or
- (b) courier or other means of hand delivery.

NOTE: Where a student is entitled to a refund under any of the above clauses and the student is receiving financial aid under the provincial and/or Canada Student Loan Plan, any refund will be directed to the lending institution that holds the relevant loan(s).

## Other Fees

### ICT Kikkawa College and ICT Northumberland College

Unless otherwise indicated or unless required by the School's refund policy, all fees are non-refundable. Fee denoted with an asterisk [\*] are subject to applicable HST.

#### **Academic Appeals Fee**

Level One appeals must be accompanied by a \$10\* fee which will be refunded to the student should the appeal be successful. Level Two appeals must be accompanied by a \$25\* fee. Should the Level Two appeal be successful, both the Level One and Level Two appeals fees will be refunded to the student.

#### **Administration Fee-Nova Scotia**

All full-time and part-time Northumberland College students are required to pay a \$130.45\* Administration Fee upon registration in Year I. Special Status Students (both Year I and II) are required to pay \$60.87\*. This fee covers various services including Field and Outreach placement administration and supervision costs as well as government-mandated regulatory compliance costs.

#### **Auditing Fee**

Students with Special Student Status may audit courses for a fee of \$350\* per course. Other candidates who do not qualify as Special Status Students may, at the discretion of the Board, be allowed to audit courses for \$10\* per course hour. Auditing students are not required to participate in the evaluation process and will receive no credit for the course.

#### **Clinical Coursework Extension Fee**

Students applying for an extension to complete their

clinical coursework must pay a fee of \$350 per course at the time of application. Candidates denied this privilege will be refunded their fee.

#### **Diploma Fee**

Diplomas not received at graduation ceremonies may be picked up at the Registrar's office without charge. Should the graduate elect to have the diploma mailed out, there will be a \$20.00\* fee payable in advance.

Requests to replace diplomas must be made on the appropriate form available from the Registrar's office. There will be a fee of \$60.00\* payable with the request—Visa, Interac, cheque or money order only.

#### **Equipment and Uniform Rental Fee**

Students attending clinic without proper attire or linens will be required to rent the appropriate linens/uniform from the School. Prices are posted at Reception.

#### **Graduation Photograph Fee**

Second year students are required to pay a \$25.00\* photograph fee in order to receive their grad photos including the graduating class composite photo. The fee is invoiced and payable upon registration in Year II. Students at Kikkawa College (and only Kikkawa College) may opt out of receiving (and paying for) their grad photos by informing the School upon (or in advance of) Year II registration.

#### **Late Administrative Fees**

Students who do not register in the time period assigned by the school must pay a \$25.00\* per day late administrative fee (to a maximum of \$250\*) for registering late. This non-refundable fee is not applied to tuition.

In addition, students choosing to pay tuition via credit card must, for security and verification purposes, present their card in person for each tuition payment/installment in order to have their card processed by the credit card terminal. Failure to do so will result in late payment fees of \$5\* per day late to a maximum of \$15\*. Other penalties for non-payment of fees noted elsewhere in this Catalogue also apply.

#### **Locker Rental Fee**

Locker rentals are available at a cost of \$25.00\* per annum, payable upon registration. Additional lockers, if available, may be leased for \$5.00\* per month. Lockers are available on a first-come first-served basis.

#### **Returned Cheque/Rejected VISA Fee**

Any student whose cheque is returned for *any* reason,

including insufficient funds (NSF), stop payment, bank error, or other reason will be charged a \$50.00 reprocessing fee. Any student whose VISA is rejected for any reason will be charged a \$35 fee.

#### **School Transfer Fee**

Students are allowed to transfer between ICT schools. There is no charge for the first transfer. Each subsequent transfer is subject to a \$150\* administrative transfer fee.

#### **Student Association Fee**

An annual fee of \$35 is collected in support of the Student Association and is payable at registration.

#### **Student I.D. Card Replacement Fee**

A student I.D. card is provided to every student following registration. If the card is lost or stolen, a \$20.00\* charge is levied for a replacement.

#### **Student Intern Card Replacement Fee**

A student intern card is provided to every student following registration. If the card is lost or stolen, a \$20.00\* charge is levied for a replacement.

#### **Supplemental Examination Fee**

Students pay \$150.00 per course in advance of the examination (by certified cheque, money order, Interac or Visa) for which supplemental privilege is granted.

#### **Training Completion Assurance Fund Fee- Ontario**

All full-time and part-time Kikkawa College students are required to pay an \$105 Training Completion Assurance Fund Fee upon registration in each of Year I and Year II of the Program. This fee includes an amount required by Ontario statute to be transferred to the province's Training Completion Assurance Fund plus a fee (equal to the residual over the amount transferred) retained by the College for the collection, administration and transfer of the fee. The amount retained by the college is inclusive of HST. Special Status Students (both Year I and Year II) are required to pay \$60.

#### **Transcript Fee**

Upon graduation, each student is provided with two official transcripts. Additional transcripts can be ordered. The cost of a single transcript is \$20.00\*. For each additional transcript in the same order, there will be a charge of \$5.00\*. Payment (by cheque, money order, Interac or Visa) must accompany each order. Transcripts will not be issued if any school fees or charges are outstanding.

#### **Transfer of Credit Examination Fee**

For each subject for which a student is seeking a transfer of credit, there is an examination fee of \$50.00, to be paid in advance.

#### **Tuition and Education Amounts Certificate (Form T2202A) Replacement Fee**

Students who require a replacement of the tuition fee receipt issued for tax purposes (Form T2202A) must pay a \$35.00\* administrative fee.

\* Fees denoted with an asterisk (\*) are subject to sales tax. Applicable GST/HST must be added to these fees. A complete fee schedule indicating actual fees, taxes, and total amounts payable is available upon request.

## **Associated Program Costs**

#### **Learning Materials, Equipment and Uniform Retained by the Student**

Students are advised to set aside approximately \$1300.00 (plus applicable sales taxes) in the first year and \$280.00 (plus applicable sales taxes) in the second year to cover the cost of required textbooks and workbooks as well as the cost of required equipment, supplies and uniform. A complete list of required texts and other supplies, together with approximate prices (including sales taxes) is available from each school. Items purchased from the colleges are non-refundable, except as permitted or required in accordance with the applicable legislation reprinted in this catalogue (see above under Refund of Fees).

## **Financial Aid**

#### **ICT Kikkawa College**

Students enrolled in the Massage Therapy Diploma Program may be eligible, if qualified, for assistance under one or more of the following components of the Ontario Student Assistance Program (OSAP)

- The Canada Student Loans Program (CSL)
- The Ontario Student Loans Plan (OSL)

Further information is available from the Registrar's office.

#### **ICT Northumberland College**

Students enrolled in the Massage Therapy Diploma Program may be eligible, if qualified, for assistance under one or more of the following components of



the Nova Scotia Student Assistance Program (NSSA)

- The Canada Student Loans Program (CSL)
- Nova Scotia Student Loan (NSSL)

Further information is available from the Registrar's office.

### **ICT Schools Bursary Program**

These bursaries are designed to provide financial assistance to deserving full-time students in the Massage Therapy Diploma Program. Eligibility to apply for a bursary is based on a demonstration of financial need together with a strong commitment to and enthusiasm for the program of study, without an undue emphasis on academic standing. Interested candidates must complete the required application form, which can be obtained through the Registrar's office. Please consult the Registrar's office for bursary application deadlines. Bursaries are non-repayable and are therefore considered part of a student's taxable income for the year. A T4A form will be issued to students receiving a bursary in excess of \$500.

### **ICT Schools Scholarship Program**

ICT scholarships honour students who have

demonstrated academic excellence as well as leadership and community service. Entrance scholarships are available to qualified students. In addition, scholarships are awarded to full-time students at the beginning of the second academic year based on outstanding achievement in the first year of the program. Applications for scholarships are not required. All scholarships are issued by cheque once tuition has been paid in full. A T4A form will be issued to students receiving a scholarship in excess of \$500.

## **ICT Schools Awards and Certificates**

These awards and certificates may be granted to graduating students for the following:

- Clinical Excellence and Professionalism
- Highest Overall Grade Average
- Personal Professional Achievement
- Outstanding Contribution to the School Community
- Student Association Contribution

# ICT Schools

## Registration, Deregistration, Withdrawal, and Graduation

### Registration

Registration is the process by which students become listed in the official student records of the school. It should be completed prior to the Friday before classes begin. Earlier registration is advised (students may register year-round) and may be arranged directly with the Registrar. Late registration may be permitted at the discretion of the College. Students registering late are subject to a Late Administrative Fee. Students withdrawing mid-term from the full-time program and concurrently registering to complete the program on a part-time basis, are considered to be Late Registrants (see pages 4 and 9) in the Part-time Program.

In order to register, students must:

- sign a contract (Enrolment Contract) with the school according to the requirements of either the *Private Career Colleges Act (Ontario)* or the *Private Career Colleges Regulation Act (Nova Scotia)* and
- pay a registration fee and deposit (if Year 1) and
- pay all outstanding financial liabilities owing to the school before registering in Year 2 and
- meet with the Registrar during or before Final Registration Week in Year 1 and Year 2 (or make alternative arrangements with the Registrar) to make fee payment arrangements as required by the Enrolment Contract .

### Deregistration From the Program

The Registrar is empowered to deregister from the program students who:

- are found at any time to fail to meet the school's admission requirements or the conditions of admission imposed by the Admissions Department;
- are not eligible or entitled to enroll in a program of study, and are not authorized by the school to enroll; or
- do not meet the country's applicable citizenship and/or immigration laws.

Students who are deregistered on these grounds will be deemed not to have registered in the academic session. Registration and academic activity records will not be retained. Students will be refunded their academic fees in full less any indebtedness to ICT Kikkawa College or ICT Northumberland College as per the relevant refund policy outlined under "Refund of Fees". (See

p.5 for Kikkawa College "Refund of Fees" and p.10 for Northumberland College "Refund of Fees".)

During the academic year, the Registrar is also empowered to deregister from the program students who:

- do not pay outstanding financial liabilities owing to the College; or
- do not meet the fee payment conditions as contracted with the College; or
- fail to comply with the College's Attendance Policy (p.22); or
- fail to comply with a Remedial Action Plan designed by the Evaluation and Promotions Committee (p.22) for academically at-risk students ; or
- are expelled from the program by the Disciplinary Review Committee (p. 26) for contravening any of the following College policies : "Policy on Student Conduct and Behaviour" (p.24); "Class Disruption Policy" (p.24) , "Policy on Academic Dishonesty" (p.25); or
- are expelled from the program for contravening the College's "Harassment and Discrimination Policy" (p.24).

Students who are deregistered on these grounds will be deemed to have enrolled and registered in the academic session. A record of academic activities will be retained.

Although officially deregistered from the program, the student remains responsible for all academic fees incurred up to and including the date of withdrawal from the program. It is the student's responsibility to withdraw from the program in accordance with the procedures outlined in this catalogue (see Withdrawal and Withdrawal Procedures below).

The Registrar or other appropriate officer will inform the student and appropriate academic and service areas of the deregistration.

### Deregistration From Specific Courses

The Registrar is empowered to deregister from a course, and from all other courses for which it is a prerequisite, any student who:

- is absent from 30% of the total hours of the course or for 4 consecutive weeks (except in the case of courses for which 100% attendance is required); or

- is failing a course and does not comply with the Remedial Action Plan required by the Evaluation and Promotion Committee.

Students who have been deregistered from one or more courses may be deregistered from the entire program. Alternatively, they may lose full-time status, be deregistered from the full-time program and be required to re-register as part-time students. Transcripts will be issued with a “DE” indicating that the student was deregistered from the course(s).

Although officially deregistered from the program, the student remains responsible for all academic fees incurred up to and including the date of withdrawal from the program. It is the student’s responsibility to withdraw from the program in accordance with the procedures outlined in this catalogue (see Withdrawal and Withdrawal Procedures below).

Students must complete all first-year courses before proceeding to their second year and all second-year courses before graduating. Students deregistered from any course should be aware that their progress in the program will be delayed until they successfully complete the course(s) from which they were deregistered. Students repeating any course must apply for Special Student Status. (See “Admission Policies and Procedures”, p. 2)

### **Withdrawal**

Students are officially withdrawn from the program when, in response to their Notice to Withdraw (see Withdrawal Procedures below), their official student record is annotated to indicate that they have formally discontinued their studies.

Students are responsible for all academic fees incurred up to and including the day upon which their Notice to Withdraw is received by the Registrar. Discontinuation of studies/non-attendance of courses (including deregistration and/or refunding of student loan monies as a result) does not constitute official withdrawal for purposes of regulations and fee adjustments.

In order to be officially withdrawn, students must adhere to the procedures set out in the following paragraphs. Ignorance of the regulations or proof of other activity does not constitute grounds for retroactive withdrawal.

### **Withdrawal Procedures**

Students wishing to withdraw must submit written notification to the Registrar indicating their withdrawal from the program. This written notification constitutes an official Notice to Withdraw and must be submitted

to the College in person, by fax, by email or by registered mail (or courier).

In order to withdraw in good standing (i.e. without an “F” appearing on their transcript), full-time students must do so before they have completed 65% of the program material offered within the year for which they are registered. Part-time students wishing to withdraw in good standing must do so before they have completed 65% of the course(s) they are enrolled in at the time.

Students wishing to withdraw mid-term from the full-time program and complete their studies on a part-time basis must officially withdraw from the full-time program (before the 65% completion date as described above) and register as part-time students (See “Registration” p. 14)

Refunds for withdrawal will be based on the terms and conditions set out in the *Private Career Colleges Act (Ontario)* or the *Private Career Colleges Regulation Act (Nova Scotia)* as reprinted in the relevant Refund Policy found in this catalogue under “Fees.”

### **Reinstatement**

If students withdraw in good standing, they may request reinstatement in a program of study. Reinstatement will be at the discretion of the school and is subject to the appropriate enrollment procedures.

### **Graduation**

#### **Graduation Requirements**

A diploma is awarded to the candidate who has met all the following requirements:

- All fees have been paid and there are no outstanding library fees or other debts;
- All coursework requirements, including clinic hours, have been completed by the last day of the academic term;
- A minimum grade of 70 percent has been attained in all required courses; and
- A current certificate in CPR and First Aid is in the student’s file.

Graduation ceremonies are held once a year.

### **Transcripts of Academic Record**

Two transcripts are issued to each graduating student. Additional transcripts may be requested from the

Registrar's office in person or by mail. Additional transcripts are released upon payment of a Transcript Fee (See "Other Fees" p.11)

Upon instruction from the student, the Registrar's office will:

- mail an official transcript (i.e. one bearing the seal of ICT Kikkawa College or ICT Northumberland College and an authorized signature) directly to an address specified by the student; or
- issue an official transcript directly to the student.

Transcripts issued directly to students are marked "issued to student." It is the student's responsibility to ascertain whether such a marked transcript is acceptable to the third party.

Averages are calculated on a weighted average basis; i.e. the relative number of course hours is factored into the student's overall grade average.

ICT schools transcripts reflect academic work completed at ICT schools only. Academic work completed at other institutions, for which credit has been transferred, will appear as "TC" on the transcript.

## Provincial Registration of Graduates

**In Ontario**, graduates of a recognized massage therapy training school may not practice as massage therapists until they have successfully completed the certification examinations held by the College of Massage Therapists of Ontario (CMTO) and applied to the CMTO for a certificate of registration.

**In Nova Scotia**, there are, at present, no licensing requirements. Students may begin practicing in Nova Scotia immediately upon graduation.

**Elsewhere**, as licensing requirements differ in jurisdictions outside Ontario and Nova Scotia, students should contact the relevant provincial, state or municipal body responsible for the regulation and registration of massage therapists.



## ICT Schools Student Services

### **Tutorial Services**

ICT Schools provides students with tutorial sessions in various courses. These tutorial sessions are designed to service those students who are experiencing difficulty in the program. There is no charge for this service

### **Provincial Registration Tutorials**

At ICT school locations where massage therapy is provincially regulated, the school will provide special provincial certification examination preparation tutorials for all graduating students. There is no charge for this service.

### **Health and Wellness**

ICT Schools provides awareness and education in a broad spectrum of Health and Wellness issues at its campuses. Students and staff work together to explore and develop ways to improve personal health and well-being. We believe that, ultimately, a growing awareness and knowledge of such issues will positively impact our families, friends and clients enriching our lives, our health care practices and our communities.

### **Practical Advice**

ICT Schools is aware that a rigorous program of study can be both difficult and demanding. At ICT Schools, students are encouraged to meet with the School Director or Registrar to discuss how best to face the challenges of the program. Professional counseling may also be available on a limited basis. For students looking beyond graduation, the School provides resources on career planning and resume preparation.

### **Work Opportunity Binder**

A binder providing a collection of job opportunities provided to the College by prospective employers is

kept on site for the perusal of undergraduates and graduates of ICT Schools.

### **Student Association**

The mission of the Student Association is to promote student issues and interests. Association representatives are involved in orientation activities, socials, peer tutoring and graduation planning. The Student Association also elects student representatives to designated administrative bodies.

### **Access to Learning Resource Materials**

Students are provided with a place to study where they can prepare written assignments, access computers, and link up to the Internet for research purposes. As well students are provided access to a specialized collection of books, periodicals and videotapes through a reserve lending system.

### **Alumni Services**

ICT keeps in touch with its alumni through mail-outs of surveys and notices of graduate studies courses. Alumni receive discounts on all ICT post-graduate courses. Job listings are available to all alumni and are automatically forwarded via email to Alumni Association members.



# ICT Massage Therapy Program

## The Program

The ICT Schools approach to the study of massage therapy is unique. It encourages effective clinical decision making, independent study and life-long pursuit of learning, skills that are essential to the delivery of superior health care services.

The learning environment is supportive. Students are encouraged to become self-reliant in their studies, supported by their peers and faculty. Methodologies include lectures, seminars, practical sessions and clinics. Approximately 70% of the program is delivered in small group learning, practical lessons and teaching clinic sessions. An in-class academic hour is defined as a 60-minute period consisting of 50-minutes of instruction and 10-minutes of break time.

The ICT Schools diploma program is comprised of classroom and supervised clinical education. Students who wish to complete the program on a full-time basis choose from two options: 82 weeks commencing each September, or 73 weeks commencing each January.

Students may elect to complete the program on a part-time basis. Part-time students usually complete the program in 3 terms of study. (Year One is usually taken over 2 terms and Year Two over 1 term.)

Both full and part-time students must complete all first-year courses before proceeding to second-year courses.

## Year One

Anatomy 100  
Clinical Assessment and Treatment Skills 100  
Massage and Hydrotherapy Techniques 100  
Pathophysiology 100  
Teaching Clinic 100 or 101

## Year Two

Clinical Assessment and Treatment Skills 200  
Clinical Decision Making 200  
Clinical Skills Laboratory 200  
Electives 200  
Myofascial Assessment of Postural Dysfunction 200  
Pathophysiology 200  
Practice Management 200  
Teaching Clinic 200 or 201

## ICT Massage Therapy Program Course Descriptions

### Year One

#### **ANAT100 – Anatomy**

This course introduces students to the study of gross anatomy and emphasizes a functional approach to the study of body structure. The course focuses on the skeletal, neuromuscular and cardiovascular systems. Palpation classes focus on the location, function and terminology used to describe the musculoskeletal system.

Format: lecture and small group practice.

Hours: 270

#### **CATS100 – Clinical Assessment and Treatment Skills**

This core course focuses on the development of fundamental skills, knowledge and attitudes required of practicing massage therapists and practitioners, including communication skills, professionalism, ethics and jurisprudence. This course emphasizes the treatment of common musculoskeletal and systemic

conditions.

Format: lecture, demonstrations, small group discussions and practice

Hours: 380

#### **MAHT100 – Massage and Hydrotherapy Techniques**

This practical course introduces students to the safe and effective application of therapeutic massage techniques and hydrotherapy modalities.

Format: demonstrations, small group discussions and practice

Hours: 140

#### **PATH100 – Pathophysiology**

Pathophysiology integrates the study of normal body function (physiology), dysfunction (pathology) and the relationship between the two. Lectures focus on topics relevant to massage – soft tissue, musculoskeletal system, nervous and cardiovascular structure, function and dysfunction. Student-Centred-Interactive-Learning

(SCIL) enhances students' understanding of pathophysiological processes and encourages the development of critical thinking skills essential to effective clinical decision making. The course provides a theoretical foundation for understanding the effects of massage applications.

Format: lectures and seminars

Hours: 264

### **TECL100 – Teaching Clinic**

Students are introduced to the protocols of the Teaching Clinic and the treatment of clients in a supervised setting.

Format: clinical setting

Hours: 46

### **TECL101 – Teaching Clinic**

Students registered under Special Student Status and who would not otherwise participate in Teaching Clinic 100 are required to enroll in this course to maintain clinical skills.

Format: clinical setting

Hours: 46

## **YEAR TWO**

### **CATS200 – Clinical Assessment and Treatment Skills**

This course builds on knowledge acquired in Year One and requires increased proficiency in clinical assessment and treatment. CATS 200 focuses on the treatment of advanced musculoskeletal conditions, neuropathies and systemic conditions.

Format: lectures, small group discussions and practice

Hours: 444

### **CLDM200 – Clinical Decision Making**

The course lays a foundation for research literacy through reading, assessing and applying research findings, and promotes clinicians as life-long learners. Students hone skills in developing and implementing a systematic approach to forming valid clinical impressions based on key parameters and comparing clinical data.

Format: demonstrations, small group discussions and practice

Hours: 40

### **CLSK200 – Clinical Skills Laboratory**

Students are presented with advanced topics in anatomy, palpation and physical assessment, focusing on the processes involved in clinical decision making.

Format: demonstrations, individual and small group practice

Hours: 80

### **ELCT200 – Electives**

Elective courses are offered each year providing students with advanced level study in specialized areas and additional clinical opportunities.

Format: varies—small group practice

Hours: 40

### **MAPD200 – Myofascial Assessment of Postural Dysfunction**

This course introduces new concepts and skills to the treatment and assessment of postural dysfunction, focusing on the effective assessment, formulation of valid clinical impressions and application of myofascial techniques as part of massage.

Format: demonstration, small group discussion and practice

Hours: 40

### **PATH200 – Pathophysiology**

The focus of study in this course is on understanding pathophysiological processes in various systems. Special topics, relevant to clinical practice are emphasized including advanced neuroanatomy, neuropathies, pain and stress.

Format: lectures and small group seminars

Hours: 230

### **PRMT200 – Practice Management**

This course introduces students to the rudiments of opening and operating a business that are the foundation of a successful clinical practice. Students have an opportunity to practice skills that enhance their ability to compete in the marketplace.

Format: lectures

Hours: 32

### **TECL200 – Teaching Clinic**

Clinical education at the advanced level enables students to assess and treat clients under supervised conditions in the College Teaching Clinic and Community Outreach Clinics and Special Events.

Format: clinical setting

Hours: 194

### **TECL201 – Teaching Clinic**

Students registered under Special Student Status and who would not otherwise participate in TECL 200 are required to enroll in this course to maintain clinical skills.

Format: clinical setting

Hours: 40

## ICT Schools Calendar of Dates – 2012-13

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| 2012                               | 2013                               |   |
|------------------------------------|------------------------------------|---|
| <b>Year-Round</b> (by appointment) | <b>Year-Round</b> (by appointment) | Registration– 82 week program and 73 week program   |
| January 2 (Monday)                 | January 1 (Tuesday)                | New Year's Day observed –Schools closed   |
| January 3 (Tuesday)                | January 7 (Monday)                 | Classes Resume – Year I (82 week program) and Year II   |
| January 3-6                        | January 7-11                       | Orientation and First Week of Classes – 73 week program   |
| February 20                        | February 18                        | Family Day (Ontario) — Kikkawa College closed   |
| March 5-9                          | March 4-8                          | March Break – Schools closed  |
| April 6                            | March 29                           | Good Friday – Schools closed  |
| May 21                             | May 20                             | Victoria Day – Schools closed   |
| July 2                             | July 1                             | Canada Day observed– Schools closed   |
| August 6                           | August 5                           | Civic Holiday (ON)/Natal Day (NS)– Schools Closed   |
| TBA July/Aug                       | TBA July/Aug                       | Summer Pre-Admission Course   |
| August 27-31                       | August 26-30                       | Final Registration Week—Last Week to Register for 82 week program before Late fees apply (Students may register earlier by appointment) |
| September 3                        | September 2                        | Labour Day – Schools Closed   |
| September 4-7                      | September 3-6                      | Orientation and First Week of Classes – 82 week program Year I & Year II  |
| October 8                          | October 11                         | Thanksgiving Day – Schools closed   |
| November 11 (Sunday)               | November 11 (Monday)               | Remembrance Day – Northumberland College closed in 2013.  |
| TBA Dec                            | TBA Dec                            | Winter Pre-Admission Course   |
| Dec 17-21                          | Dec 16-20                          | Final Registration Week—Last Week to Register for 73 week program before Late fees apply (Students may register earlier by appointment) |
| Dec 24– Jan 4, 2013                | Dec 23– Jan 3, 2014                | Christmas/New Year's Break – 82 week program  |



# ICT Schools - Policies, Procedures and Regulations

## **Privacy Policy–Access to Information on Current and Former Students**

Access to student information is carefully restricted and is normally available only to the student concerned, to those clearly designated by the student, and to appropriate academic and administrative staff of ICT Schools.

Aside from name, student status, graduation status, and information on diplomas awarded for recognized ICT programs of study, no student information is ordinarily released to any person or organization outside ICT Schools without the student's written consent.

Exceptions may be made (including release of SIN numbers) where the school engages a third party agency to assist in collecting delinquent accounts or in order to fulfill registration requirements, the performance requirements of government-sponsored student assistance programs, or other legal or regulatory requirements.

Records include admissions information, student loan information, the student's financial history as it relates to the school (e.g. tuition and other fees or costs incurred as well as payments made) and information related to graduation requirements (e.g. grades/transcripts, commentaries about the student's performance in practicum situations, and any correspondence to and from the Disciplinary Review Committee, Academic Appeals Committee and/or the Evaluation and Promotion Committee). To arrange to view their files, students should contact the Registrar.

Refer to ICT Schools' website ([www.ictschools.com](http://www.ictschools.com)) to view ICT Schools' Privacy Policy in its entirety.

## **Change of Name or Address**

Students must inform the Registrar, in writing, of any change in name. Students are required to provide their full legal names at the time of application. Any name change requested after that time (except by reason of marriage or divorce) will be made only if appropriate legal documentation, normally in the form of a passport, birth certificate, marriage certificate, baptismal certificate or declaration of change of name, is supplied.

Students must maintain current and up-to-date permanent and mailing address information on the records of the school in order to receive pertinent mailings, including grades information, Tuition and Education Amounts Certificates, etc.

## **Policies on Student Evaluation and Supplemental Privilege**

## **Student Evaluation**

Students are evaluated through a combination of written and oral/practical tests, assignments and clinic practica.

## **Tests and Assignments**

Grades are posted by student number. Students may not rewrite or retake a test or submit an assignment in order to improve a grade received. Students may not request to write or take a test or submit an assignment at a time other than the officially scheduled times.

## **Course Requirements and Passing Grade**

Students are given a syllabus for each course of the program outlining the evaluation process and computation of final grades for the course. A minimum grade of 70% must be achieved to successfully complete a course. All grading other than for those courses graded "pass" or "fail" is numerical. All courses at the 100 level must be successfully completed before any 200 level courses may be taken.

## **Honours Average**

An Honours Average is achieved with an overall cumulative weighted average of 90% or more.

## **Supplemental Examination Privilege**

Supplemental examination is not a right but a privilege granted by the Academic Appeals Committee (AAC) on an individual basis. Only students who have not achieved a passing grade of 70% (but not less than 50%) in a course may apply. Students who fail a course due to non-attendance are not eligible for Supplemental Privilege. Students may normally apply for supplemental privilege for no more than two courses per year.

The application to write the prescribed examination must be submitted in writing to the AAC within a specified period of time (as announced by the school) following the release of final grades. Failure to notify the AAC in writing within the prescribed period of time results in failure in the relevant course(s).

In reviewing an application, the AAC takes into consideration such factors as the applicant's record of attendance, grade performance in other courses, attitude and suitability to the program. The overriding concern in the deliberations of the AAC is whether or not the applicant has the knowledge and skills to continue successfully in the program. The decision of the AAC is final and cannot be appealed.

The assigned grade for any successful supplemental is

recorded as a “pass.” Results of supplemental examinations are final and are not subject to appeal or viewing. If the supplemental examination is failed, the student may apply to the school for Special Student Status in order to repeat the course. Unless approved by the Board, supplemental privilege is not available to students who fail a course a second time.

### **Repeating Courses**

Students wishing to repeat courses must apply for Special Student Status. Students repeating Year I courses may not take Year II courses until all Year I courses have been completed. Students repeating courses in the first year of the program must also enroll in TECL 101—Teaching Clinic. Students repeating courses in the year in which they would be eligible to graduate must also enroll in TECL 201—Teaching Clinic.

### **Policy on Special Consideration for Missed Tests, Assignments and Clinic Classes**

Students who miss a test, are late in handing in an assignment or are absent from a Teaching Clinic (TECL) class due to unavoidable circumstances may be able to avoid a grade of zero (in the case of tests and assignments) or a failing grade (in the case of TECL) by applying to the Registrar for Special Consideration. Students seeking to apply for Special Consideration should obtain a Special Consideration Form from Reception or the Office of the Registrar. Students are required to verify their circumstances with official documentation. The Registrar must receive the application for Special Consideration within two weeks of the missed test, assignment or TECL class in order for it to be considered for approval. In the case of a missed theory test or late assignment, approval will be limited to one missed theory test and one late assignment per academic term. In the case of a missed TECL class, students should refer to their TECL Manual for full policy details.

### **Policy on Determining Satisfactory Progress**

Students are considered to be making satisfactory progress when they:

- meet specified admission requirements;
- maintain a passing grade in all courses;
- observe all administrative and academic policies;
- maintain attendance requirements; and
- are up-to-date in tuition and other fee payments.

### **Evaluation and Promotion Committee (EPC)**

The Evaluation and Promotions Committee (EPC) monitors students progress. EPC deals with the following students issues: course or tutorial non-attendance, course failure, program failure, and the fulfillment of admissions requirements. EPC is empowered to design remedial action plans for students who are academically at risk and to reinstate students, who are failing a TECL course due to unapproved absence, to a passing status.

Students who fail to comply with their remediation plans, as required by EPC, will be deemed not to be making satisfactory progress and may be deregistered from the course and any courses for which the course is a prerequisite. This may lead to deregistration from the program.

Failure to maintain satisfactory scholastic progress will impact student loan status and/or eligibility for future loans.

### **Policy on Required Tutorial Support**

Attendance is required for:

- Students failing a course for which there is a designated tutorial;
- Students for which tutorial support is an admission requirement;
- Students with attendance problems who are otherwise unable to make up for missed course material

The following students may attend Tutorial Support:

- Students who have been approved by EPC as having special needs;
- Passing students with a course grade less than 75%.

### **Policy on Attendance, Tardiness and Leave of Absence**

Class attendance is an integral aspect of the learning experience. Attendance is required and taken in each class. Students are responsible for covering all course material and must make arrangements to obtain material missed. All students are assigned study groups at the beginning of term and are required to consult with members of their group in the event they are otherwise unable to make up missed course material due to absence.

Students who are having attendance problems may be notified to meet with the Evaluation and Promotion Committee (EPC) to discuss their non attendance. Tutorial attendance may be mandated to ensure missed

course has been covered. Students are not permitted to audio or videotape material presented in lecture, seminar or practical classes held on or off college premises.

For Teaching Clinic (TECL 100, 101, 200, 201) and Clinical Practicum (CLPR) (when CLPR is offered in ELEC 200) and Field Placement Practicum (FPPR) (when FPPR is offered in ELEC 200) there is a zero tolerance policy regarding absenteeism. Students who are absent from TECL, CLPR, and FPPR will be required to make up for missed classes/hours in accordance with the policy outlined in their TECL Manual. In many cases, this will require applying for Special Consideration (See Policy on Special Consideration for Missed Tests, Assignments and Clinic Classes).

For all other courses, students who are absent from 30% of the course or for four consecutive weeks may be deregistered from the course. Since students must complete all Year One courses before proceeding to Year Two, students deregistered from any Year One course(s) should be aware that their promotion to Year Two will be delayed until they successfully complete the course(s) from which they were deregistered.

In courses requiring practical participation, students who attend but are unwilling to participate will be marked absent. Students who are unable to participate due to injury should speak with the School Director.

Tardiness and leaving class early is treated as an absence unless the student takes the initiative to discuss the problem with his/her teacher just before the start of the class or immediately after the class has ended. Reasons presented by the student will be accepted or rejected at the teacher's discretion. Repeated tardiness or leaving class early may result in referral to the Disciplinary Review Committee (DRC) and may constitute cause for deregistration from the program.

Students receiving Student Loan financing through NSSA should note that, if they are absent from the program four consecutive weeks, the school must forward their names to the Student Awards Branch of the Department of Education, regardless of the reason for the absence. Students receiving financing through OSAP should note that, if they fail to attend scheduled classes for 5 consecutive days without valid and documented reasons or if they fail to attend classes for a minimum of 20 hours per week for four consecutive weeks, the school must forward their name to the Student Support Branch of the Ministry of Training Colleges and Universities, and they will have their OSAP eligibility withdrawn. Students receiving

financing through other Federal or Provincial loan programs are subject to similar attendance requirements. Consult your provincial loan office or the Registrar.

Leaves of absence will be granted only in extraordinary circumstances, as determined by the School.

### **Policy on Academic Appeals**

#### **Academic Appeals Committee (AAC)**

The Academic Appeals Committee (AAC) will be assembled to adjudicate Level Two Appeals (see below) regarding grades for tests and assignments. Examination results (including challenge exam, final exam and supplemental exam results) are not subject to academic appeal or viewing.

In addition the AAC determines which students are granted Supplemental Examination Privilege (see p.21). The Committee consists of three members chaired by the Registrar (or designated alternate).

#### **Procedure for Academic Appeals**

An Academic Appeal is a process whereby an individual student may appeal an action or decision that directly affects the student's evaluation in a course, excluding final examination results and excluding a zero grade for a missed test or assignment.

Students may not submit an appeal on behalf of another student or group of students.

Academic Appeals are limited to matters affecting the evaluation of individual students. Where there has also been a breach of conduct (for example, a case where cheating has resulted in a failing grade), the breach of conduct will be dealt with by the Disciplinary Review Committee process.

An academic appeal by a student may be brought at any time during the academic year, subject to time limitations outlined below. Students initiating an appeal must pay the appropriate Academic Appeal fee indicated under Other Fees in this catalogue. Academic Appeal fees are refunded only if the appeal is successful. If more than one question or aspect of a test or exam is appealed on one Appeals Form, all aspects of the appeal must be successful in order for the fee to be refunded.

A formal academic appeal may be initiated by obtaining an Academic Appeal Form from Reception and submitting the completed form together with the appropriate fee within five school days from the posting of grades for theory tests or five school days from the date the practical test is returned to the

student.

### **Level One Appeals**

Within the appropriate time frame outlined above, the student must submit a completed Level One Academic Appeals Form to the Registrar's Office for processing.

**For Theory Tests and Examinations:** The Registrar will forward the student's appeal to ICT's Department of Education for consideration. Decisions made by ICT's Department of Education regarding the student appeal will be returned to the Registrar's Office and communicated in writing to the student within 5 school days following receipt of the Appeals Form by the Registrar. If the student is still not satisfied with the decision, the student may proceed to the next stage (Level Two) of the appeals process.

**For Practical Tests and Examinations and Written Assignments:** The Registrar will schedule a meeting between the student and the evaluating teacher to occur within five school days of the receipt of the Appeals Form by the Registrar. Following this meeting, the evaluating teacher will make a decision regarding the student appeal. The decision will be returned to the Registrar's Office and communicated in writing to the student within 5 school days following the meeting between the student and the evaluating teacher. If the student is still not satisfied with the decision, the student may proceed to the next stage (Level Two) of the appeals process.

### **Level Two Appeals**

Should the student decide to continue the Appeals process, the student must submit a completed Level Two Appeals Form together with a copy of all Level One appeal documentation to the Registrar within two school days of receiving notice that the Level One appeal has been denied. The Registrar will schedule a date, time and place for the hearing of the appeal before the Academic Appeals Committee (AAC) and will officially notify the student, ICT's Department of Education and, where applicable, the evaluating teacher. The date chosen cannot be earlier than 10 school days and no later than 15 school days from receipt the Appeals Form by the Registrar. The notice will include a statement that if any party does not attend, the hearing may proceed regardless.

The AAC may establish its own practice and procedure in the hearing of appeals subject to the requirements that there be a full hearing on the merits of the appeal and that its decision be rendered in free and unbiased manner. All decisions of the AAC will be final and

take effect immediately. In the event that a member of the Committee is the subject of the Appeal, that member will be asked to withdraw from the hearing and will be replaced by an alternate.

The Registrar will forward a copy of the written decision to the student within five school days of the completion of the hearing. If necessary, any teacher affected by the decision will also be notified in writing.

### **Policy on Student Conduct and Behaviour**

Students are expected to maintain a professional relationship with each other and with all other members of the school community. This relationship is characterized by courtesy and mutual respect. Students are expected to dress in an appropriate, professional manner. Students are expected to know, follow and support all rules and regulations set forth in the Student Catalogue.

Behaviours that contravene this policy include, but are not restricted to, the following: assaults, threats, harassment, defamation, theft, damage to property, trespassing, academic dishonesty, disruptions or disturbances that interfere with the peaceful use of school property, false alarms, possession of offensive and prohibited weapons, abuse of process, inappropriate dress, intoxication, possession or sale of prohibited substances, and disobeying a lawful order or directive given by a school employee authorized to give such an order.

Students are at all times responsible for their actions. Ignorance of the school's rules or of the laws of Canada and/or Ontario or Nova Scotia is not a defense against disciplinary action. Lack of intention to violate ICT Schools' policy will not generally excuse an infraction.

ICT Schools expect its students to conduct themselves as if they were Health Professionals and to be familiar with and act in accordance with the Professional Codes of Ethics and Standards of Practice of regulated provinces such as in Ontario as stated by the CMTO. The schools, in turn, recognize that the rights guaranteed to students by the *Ontario Human Rights Code*, *Nova Scotia Human Rights Act*, and the *Charter of Rights and Freedoms* may be legitimately and appropriately exercised.

Failure to adhere to the Policy on Student Conduct and Behaviour may result in the student being referred to the Disciplinary Review Committee for disciplinary action. Disciplinary action could result in expulsion.

### **Harassment and Discrimination Policy**

ICT Schools has in place a Harassment and Discrimination Policy (1996) forbidding harassment

and discrimination on all of the prohibited grounds outlined in the Ontario Human Rights Code and the Nova Scotia Human Rights Act. Copies of the policy are available at Reception.

### **Class Disruption Policy**

Students are expected to conduct themselves in mature and professional manner while on campus. Disruptions will not be tolerated. Teachers and other College employees may take disciplinary action that may consist of verbal warning, dismissal from a class session or campus location, and referral to the Disciplinary Review Committee (which could lead to expulsion from the College). Dismissal from a class will result in a recorded absence for the class.

*Temporary Dismissal* is an order by a teacher, clinic supervisor, librarian, counselor, or other school employee in a position of authority, directing that a student immediately leave the classroom, clinic, resource centre or other area of the campus for a period not exceeding one school day. Temporary dismissal may be issued for disruptions of a less serious nature, such as talking in class, and will be reported to the Registrar. Students will receive an absence in all classes missed during the temporary dismissal period.

### **Policy on Academic Honesty**

#### **Introduction**

Conduct that violates the ethical or legal standards of the school community or of one's program may result in serious consequences. Members of ICT schools are reminded of the general obligation to maintain the highest standards of academic honesty.

#### **Serious offenses against the standards of academic honesty (this summary is not exhaustive):**

#### **Cheating**

Cheating is a very serious offence and is defined as the use of any deceptive methods, strategies or techniques which provide the person who is participating in the cheating with unfair advantages over other students.

The following is a list of some of the deceptive methods, strategies and techniques that constitute "cheating:"

- the use of crib sheets
- verbal communication of testing information
- the visiting of restrooms during the testing or examining process in order to access hidden crib or cheat notes
- actively copying the work of another student
- passively allowing or facilitating cheating by another student

- acting as an accomplice to cheating behaviour
- the use of non-verbal communication (e.g. a nod, the raising of fingers, etc) to access information from another student
- printing or writing on any area of the body (hands, arms, etc)

#### **Plagiarism**

Plagiarism is the representation of another person's ideas or writing as one's own. The most obvious form of this kind of dishonesty is the direct presentation of all or part of another person's published work as something one has written. Paraphrasing another's writing without proper acknowledgement may, however, also be considered plagiarism. Students are advised they may not sell their program notes or tests to others.

#### **Falsification or Unauthorized Modification of an Academic Record**

It is a breach of academic honesty to falsify, fabricate, or in any other way modify a student examination, transcript, grade, letter of recommendation, or related document. Unauthorized modification or falsification of any other official document, or failure to divulge previous attendance at another post-secondary educational institution on an admissions application, is also a violation.

#### **Aiding or Abetting Misconduct**

Knowingly aiding or abetting anyone in a breach of academic honesty will itself be considered misconduct. This may include helping others in the preparation of work submitted for appraisal or offering for sale essays or other assignments with the intention that these works would be submitted for appraisal.

#### **Impersonation**

It is a breach of academic honesty to have someone impersonate oneself in class, in a test or examination, or in connection with any other type of assignment in a course. Both the impersonator and the individual impersonated may be charged.

#### **Procedures Governing Breach of Academic Honesty**

##### **Initiating a complaint**

A complaint alleging violation of the Policy on Academic Honesty should be submitted in writing to the School Director as soon as is reasonably possible. The complaint should be a full but concise statement of the facts as perceived by the complainant.

The responsibility for detecting academic dishonesty on assignments lies with the faculty member evaluating the material. The evaluator must retain possession of the suspect material and provide a written report,

together with the confiscated material, to the School Director or another ICT official.

The responsibility for detecting academic dishonesty in a test or examination lies with the invigilator. In cases of suspected impersonation, the invigilator will ask the student involved to remain after the test or examination and request appropriate identification. In other cases of suspected breach of academic honesty, the invigilator will confiscate any suspect material. In all of the above cases, the student will be allowed to complete the test or examination and the invigilator will submit a full report to the School Director.

### **Informal Hearing of a Complaint**

In determining whether or not there are reasonable and probable grounds to proceed with a charge of breach of academic honesty, the School Director may arrange an informal meeting with the student to discuss the matter. During any such investigation, the School Director should proceed quickly; but, if intending to interview a student, the School Director should give the student at least seven calendar days' notice of the meeting. At this meeting, a representative may accompany the student, and the School Director may be accompanied by another person.

If the action was clearly unintentional, the School Director may take informal remedial steps so that the student may correct the mistake and avoid its recurrence. No official response is required and no record kept.

If the student admits to a breach of academic honesty, a document signed by the student and the School Director which includes the admission, a summary of the matter, and a joint submission as to penalty must be forwarded to the Disciplinary Review Committee. In such cases, the agreed-upon penalty may not exceed failure in the course. The Committee normally imposes the agreed-upon penalty. However, if it decides that some other penalty is warranted, it must arrange for a formal hearing of the matter.

### **Sanctions for Academic Misconduct**

When verified, a violation of academic honesty may lead to one or more of the following penalties:

- a) oral or written disciplinary warning or reprimand
- b) a make-up assignment or examination
- c) lower grade or failure on the assignment or examination
- d) failure in the course
- e) academic probation
- f) suspension from the College for a definite period
- g) expulsion from the program

- h) notation on transcript<sup>1</sup>
- i) withholding or rescinding a diploma<sup>2</sup>

<sup>1</sup> A student may petition the Board of Directors to have the notation removed after a period of five years from the date at which the notation was entered.

<sup>2</sup> Where the Disciplinary Review Committee decides to rescind a diploma, the decision, with supporting documentation, must be forwarded to the Board of Directors for approval.

A permanent record of the offence will be placed in the student's academic file. This record is for internal academic purposes only.

Once an investigation begins, a student may not withdraw or be deregistered from the course for any reason until a final decision has been made. Transcripts will not be released to a student until a decision is made.

### **Disciplinary Review Committee (DRC)**

The Disciplinary Review Committee will be assembled to address referrals due to alleged breaches of the College's "Policy on Academic Dishonesty" and complaints and referrals regarding behaviour that allegedly contravenes the College's "Policy on Student Conduct and Behaviour" or "Class Disruption Policy."

The School Director (or designate) shall Chair the Committee.

The Committee shall normally consist of three members. When the complaint being addressed has been initiated by one or more students or where the complaint's resolution may have a significant direct impact on the student body (as determined by the Chair), one of the Committee members shall be a student representative appointed by the President of the Student Association.

Harassment and discrimination complaints will be investigated, not by the DRC, but according to the procedures detailed in ICT School's *Harassment and Discrimination Policy*.

### **Formal hearing of a Complaint**

A formal hearing will be conducted by the Disciplinary Review Committee, if it is the decision of the Committee that such a hearing is warranted in order to gather further evidence in determining guilt or innocence, to determine the nature of the sanction, or for other reasons as determined by the Committee.

### **Procedure for Hearings**

The Committee may establish its own practice and

procedure in the hearing of complaints, subject to the requirements that there be a full hearing on the merits of the complaint and that the Committee's decision be rendered in a free and unbiased manner.

Where the Chair of the Committee has received a complaint and the Committee has decided that a hearing is in order, a written "Notice to Attend a Disciplinary Review Committee Hearing" will be sent to the student(s) involved within 15 school days of the day that the Chair receives the complaint. The student must appear before the Committee within seven calendar days of the date on the Notice. In order to permit the school to act fairly and with sufficient information and understanding, students must be accessible to communication. Failure to appear will not prevent the investigative hearing from occurring.

The DRC may impose any of the sanctions listed in this Catalogue. Any decision of the DRC must be communicated to the student, the complainant and the Chief Executive Officer of ICT in writing with reasons for the decision. This communication will be done by registered mail within five school days of the completion of the hearing. If the decision is expulsion, the Committee will immediately advise the Registrar of the date of expulsion by electronic mail or telephone and, within one day, in writing.

### Appeals

The student can appeal the decisions of the Committee by submitting a written appeal to the Board of Directors within seven school days of receipt of the DRC's decision. The Board's decisions will be final.

### Sanctions

**Notice of Warning.** This is a written order or instruction to a student requiring that the behaviour complained of cease or change. The warning is put in the student's file and, if the behaviour is repeated, it is grounds for a more severe sanction.

**Probation.** Under a probation order issued by the DRC, a student may attend classes and clinics under specific terms and conditions. A student on probation is subject to suspension or expulsion if there is any further breach of school policy.

**Suspension.** This is an order issued to the student by the DRC requiring a student to withdraw from a course or courses for a period of no more than three school days.

**Expulsion.** This is an order issued by the DRC severing the student's relationship with the school and expelling the student from the program and all ICT schools activities. The Registrar shall deregister the student from the program.

### Formal Student Complaint Procedure

Should a problem arise while a student is attending an ICT school and the issue is not informally addressed or covered by the Academic Appeals or Disciplinary Review process, a formal protocol has been established to help find a satisfactory resolution to the student's complaint:

- The student shall put the complaint or grievance in writing, detailing the nature of the problem, the date it occurred, the name(s) of the individual(s) involved, and the facts regarding the matter. The letter must be signed and dated.
- The student shall send or deliver the letter to the Registrar and retain a copy for his/her records. Contact information for the Registrar is on pages 29 and 30 of this catalogue.
- Within 5 school days of the complaint being received, the Registrar shall meet with the student in person to attempt to resolve the issue. The student ( or a person designated by the student) shall be permitted to provide an oral submission. Both the student and the Registrar shall be allowed to have another person present during the meeting.
- The Registrar shall issue to the student a written decision on the matter (giving reasons for the decision) within 3 school days of meeting with the student.
- If, after receiving the written response of the Registrar, the student does not feel a satisfactory resolution has been reached, the student may pursue the issue further by sending or delivering to the School Director, within 3 school days of receiving the Registrar's response, the following: a copy of the original complaint letter, a copy of the Registrar's response, and a written explanation as to why the student believes the complaint not to have been appropriately adjudicated. The student should retain a copy of all written materials. Contact information for the School Director is on pages 29 and 30 of this catalogue.
- Upon reviewing the submission, the School Director shall take whatever reasonable action he/she deems necessary to reach a fair and reasonable resolution to the matter. This may include meeting with the student to permit the student ( or a person designated by the student) to again make an oral explanation. If such a meeting takes place, both the student and the School Director shall be allowed to

have another person present during the meeting.

- Within 3 school days of receiving the student submission, the School Director shall provide a final written decision on the matter including reasons therefore.
- The total maximum period of time between the date a complaint is submitted and the date a final decision is made by the school is 14 school days.
- The school shall maintain a record of all students complaints for 3 years from the date of the decision, including a copy of the student complaint, any submissions filed and the decision. The student will be provided with a copy of this record upon conclusion of the matter.

If the student still feels the problem has not been appropriately resolved, the student may direct the complaint to one of the following organizations:

#### **Superintendent of Private Career Colleges**

##### **Ministry of Training, Colleges and Universities**

900 Bay St, 10<sup>th</sup> Fl., Mowat Block  
Toronto, ON M7A 1L2  
416-314-0500  
<http://www.edu.gov.on.ca>

#### **Department of Education Private Career Colleges Division**

4<sup>th</sup> Fl. Trade Mart Building  
2021 Brunswick St.  
PO Box 578  
Halifax, NS B3J 2S9  
902-424-5636  
<http://www.pcc.ednet.ns.ca>

#### **Letters to either the Ministry or Department of Education should contain the following:**

- a copy of the original complaint and related correspondence with the school;
- proof that the school's complaint procedure was followed; and
- the student's signature.



# ICT Schools Administration and Faculty

## Directors and Officers of the Corporation

Founder, Chair and Chief Executive Officer  
Shirley Desborough, BA, MT, ST, AT  
Executive Vice-President and Chief Financial  
Officer  
Ronald Latvanen, BA, MA, MBA (McM), CA  
Vice President  
Michael Desborough

## Head Office Administration

Director of ICT Schools  
Florent Villeneuve, BA (CU), DipMT (S-C),  
MT

## Department of Education

Director of Education Emeritus  
Gila Strauch, BSc, MSc (Tel Aviv), MEd,  
PhD (UT)  
Test and Assessment Supervisor  
Laurel Fowlie, BA(Waterloo), DipMT  
(AI), MT, MEd (UNB)  
Administration  
Krista Harbinson, BA (UT)

## ICT Kikkawa College Administration

School Director  
Pascal Papathanaskis, DipBrt (Seneca)  
  
Director of Admissions and Acting Registrar  
Florent Villeneuve, BA (CU), DipMT (S-C),  
MT  
  
Customer Service Representatives  
Frances Byers  
Sue Spivakow

## ICT Kikkawa College Faculty

Krishna Arbour, BA (McM), DipMT (S-C), MT  
Laurel Fowlie, BA(Waterloo), DipMT(AI), MT,  
MEd (UNB)  
Tyler Graveline, BA (York), DipMT (Elmcrest),  
MT  
Nevenko Jeftic, DipMT (Kik), MT  
Alois Nikodym, DipCAA (Prague), DipMT (DLI),  
MT  
Antonio Pascetta, DipMT (Kik), MT

## ICT Northumberland College Administration

School Director  
Odette Oliver, DipMT(S-C), MT  
  
Registrar  
Gail Isenor, BA (St. Mary's), DipMT (NC),  
MT  
  
Admissions Officer  
Karen McKenzie, BSc, BEd (Mount Allison),  
DipMT( NC), MT  
  
Customer Service Representatives  
Sandy Hodgson  
Deborah Monaghan, BA (UCCB)

## ICT Northumberland College Faculty

Denise LeBlanc, DipMT(CC), MT  
Karen McKenzie, BSc, BEd (Mount Allison),  
DipMT (NC), MT  
Neil Melanson, DipMT (NC), MT  
Monica Perry, BA (Western), MA (Western),  
DipMT (CCMH), MT  
Sean Moore, DipMT(NC), MT  
Amanda Murphy, DipMT (NC), MT

## Facilities ,Campus Locations and Contact Information

### Facilities

Facilities at ICT Schools include academic and practical classrooms with blackboards, projectors and screens, access to TV and DVD equipment. Practical rooms are equipped with massage tables, cubicle curtaining and .hydro equipment. Teaching Clinic is held on site utilizing practical rooms. ICT Schools provide study areas with internet access. A student lunch area, Student Association Office, reception area and administrative offices complete the facilities.

### Campus Locations

ICT Schools campuses are located in large cities that offer a wide array of cultural activities and myriad services. Immediate campus locations are student friendly providing access to public transportation, parking, a wide variety of stores and services and close proximity to affordable student housing within the surrounding community.

### ICT Kikkawa College

The Crossways Mall, Unit G-04  
2340 Dundas St. W.  
Toronto, Ontario M6P 4A9  
(416) 762-4857  
Toll free: (888) 890-5888  
Fax: (416) 762-5733  
Website: ICTschools.com  
School Director: pascalp@ictschools.com  
Registrar: kcregistrar@ictschools.com  
Admissions: kcadmissions@ictschools.com

ICT Kikkawa College is located in the West end of Toronto on the corner of Bloor St. and Dundas Street West. Public transportation to the College is exceptionally good. The TTC Terminal at Dundas St. West services the Bloor-Danforth Subway Line, the 504 King Streetcar, the 505 Dundas Streetcar, 506 Carlton Streetcar. It also serves 168 Symington Bus Line and the number 40 Junction Bus Line. Two Go Transit Lines stop at Bloor and Dundas West, the Georgetown Line and the Milton Line. Parking is available in the Crossways Mall and in the surrounding community. Access to the College by car is excellent, just minutes from the Queen Elizabeth Highway and the Gardiner Expressway, and with easy access to and from Highway 401.

### ICT Northumberland College

1888 Brunswick Street, 5<sup>th</sup> Floor,  
Halifax, Nova Scotia B3J 3J8  
(902) 425-2869  
Toll free: (888) 862-2230  
Fax: (902) 425-2858  
Website: ICTschools.com  
School Director: odetteo@ictschools.com  
Registrar: ncregistrar@ictschools.com  
Admissions: ncadmissions@ictschools.com

Situated in downtown Halifax, ICT Northumberland College is close to the harbour, historic attractions, and Spring Garden Road with its vibrant cafes and restaurants.

Students have easy access to shops and services and will join ranks with other students who populate the city from the other private colleges and the universities that share the downtown area.

## **Provincial Registration and Affiliations**

### **Provincial Registration**

ICT Kikkawa College is registered as a private career college under the Private Career Colleges Act of Ontario.

[www.edu.gov.on.ca](http://www.edu.gov.on.ca)

ICT Northumberland College is registered as a private career college under the Private Career Colleges Regulation Act of Nova Scotia.

[www.pcc.ednet.ns.ca](http://www.pcc.ednet.ns.ca)

### **Affiliations**

#### **Canadian Council of Massage Therapy Schools**

ICT Kikkawa College and ICT Northumberland College are member schools of the Canadian Council of Massage Therapy Schools. CCMTS is the premier national association of massage therapy schools in Canada and considered by the massage therapy profession as the representatives for the education industry and a national stakeholder for the profession in this regard.

Shirley Desborough, CEO of ICT Schools, has served for many years on the Board of CCMTS.

[www.ccmts.ca](http://www.ccmts.ca)

#### **National Health Practitioners of Canada**

The NHPC is the largest national professional association representing massage therapists and holistic practitioners in Canada. Its membership includes 5000 therapists and practitioners from across Canada. ICT Kikkawa College and ICT Northumberland College are recognized schools with the NHPC. ICT students are able to join NHPC as student members.

[www.nhpcanada.org](http://www.nhpcanada.org)

#### **National Association of Career Colleges and Private Colleges Association of Nova Scotia**

ICT Northumberland College is a member school of the Private Colleges Association of Nova Scotia (PCANS) and the National Association of Career Colleges (NACC).

[www.nacc.ca](http://www.nacc.ca)

[www.pcans.ca](http://www.pcans.ca)

#### **Ontario Council of Private Massage Therapy Colleges**

ICT Kikkawa College is a member school of the Ontario Council of Private Massage Therapy Schools (OCPMTC). The OCPMTC is a council of private colleges composed of the majority of private schools that provide massage therapy education in Ontario.

#### **Continuing Education Credits**

ICT Schools is approved to provide Continuing Education Units (CEUs) with the College of Massage Therapists of Ontario (CMTO).

[www.cmto.com](http://www.cmto.com)

ICT Schools is a Class A provider of CEUs for the National Certification Board of Therapeutic Massage and Bodywork (NCBTMB).

[www.ncbtmb.com](http://www.ncbtmb.com)