



*"Where Education Meets Intuition"*

School Catalog

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Approved and Regulated by the Colorado Department of Higher  
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### Introduction

Bear Heart School provides a dynamic, contemporary education in massage and manual therapies and esthetics/skin care. The foundation of our massage educational program is rooted in ancient healing arts that blend beautifully with current scientific and holistic theories on healing the mind, body, and spirit. The foundation of our esthetic program includes the most contemporary services in skin care. Bear Heart faculty are fully dedicated to passing on effective techniques to our students to use with their clients and for their own personal enrichment. Encouraging students to become skilled professionals, able to educate and support their clients during their physical healing process, beauty treatments, and their overall experience in their future businesses is our primary focus. This is the first step to creating a successful business as a massage/manual therapist or skincare professional.

Our faculty knows how to be successful in professional practice. Each instructor has had a successful practice in massage therapy or esthetics for at least 10 years and some more than 30 years. Bear Heart School instructors teach because they are passionate about healing and enjoy lifting others up with their knowledge. The faculty and staff of Bear Heart School are fully committed to supporting our students and graduates in creating success in their study, in their businesses, and in their lives. Discovering with each student what their personal best looks and feels like is a particularly exciting part of the journey to graduation for all of us at Bear Heart School.

## A letter from the director

Dear Students,

Let me introduce myself and share a little about my background and the history of Bear Heart School.

In 1991, after I graduated from the University of Texas Austin with a BA in Psychology, minored in education and communication, I started getting interested in natural healing from Tom Brown, Jr. Tom, a renowned author and Native American spirituality teacher, and has devoted his life to passing on the teachings of his mentor, Stalking Wolf. I continued to study with Tom for several year, absorbing everything he had to pass on. I feel blessed to have found this powerful way of living, learning, and teaching.

After studying with Tom Brown Jr., I was empowered about personal and spiritual growth and ways of healing that are in harmony with our natural way of being and the earth itself. This is when I started following the direction of the vision I had in a sweat lodge in 1991 when I was deeply called to do healing work as my life's journey. I moved from Texas to Fort Collins, Colorado where I began my studies in massage therapy, neuromuscular therapy, herbology and aromatherapy, and body-mind therapy.

I have also had the privilege to study with Dr. Paige Bailey. Dr. Bailey created a study program to help reorganize the nervous system through education and study in an attempt to correct and heal illnesses and conditions not responding to conventional medical treatments. His Educotherapy work is groundbreaking and has shown great success.

Natural therapies were a great help to my Mother and myself. Mom's diagnosis of Chronic Fatigue Syndrome & Fibromyalgia took me even deeper into natural healing, especially as it relates to stress, mind-body issues, attitude, holistic methods like herbs, nutrition, and massage, and general joy and happiness about life. Her courage and openness to try everything to heal herself is a permanent driving force within me that helps me as a woman, teacher, and a therapist every day.

It was during this time that my Father, John Daniel, bought me my first professional massage. I recall how fabulous I thought it was and was instantly hooked. My Dad and I also took a buddy chair massage class for my first organized learning in the discipline and that ignited the initial spark for me to study massage. He was a continual support for my education in massage and in life. My Father's support and belief that I would be successful at whatever I chose to do continues to be expressed in the way I support my students and clients along their journey of growth and healing. My sister, Pam, continues my parents' legacy of love and is a major contributor of support and wisdom for me and my school.

When I eventually moved to Fort Collins and thought I would to go to massage school and massage my way through graduate school in psychology. 32 years later, I am still a massage therapist and I still love it. I also hold certifications in Body Mind therapy, Neuromuscular therapy, cranial manipulation, trauma informed touch and more. As an abuse survivor myself, I understand the amazing healing capacity for hands on healing and the bodymind connection, which is reflected in my Holistic Structural Release Method, exclusively taught here at Bear Heart.

I started my massage practice in Ft. Collins, Colorado in 1994. A few years later I began teaching an herbs and nutrition course at several massage schools. Eventually, I moved into teaching many other courses. I then began working in an administrative capacity focused on instructor support and curriculum development which led to a COMTA accreditation for the school. I moved on because I wanted to teach in the manner in which I thought today's massage students deserved and needed to evolve into today's healing professional with the focus on students, instruction and professionalism.

Today, the massage and holistic healing professions are going through tremendous growth and change, I believe fresh ideas and approaches to ancient, tried and true healing modalities are needed for today's massage student.

My earlier vision is manifested as Bear Heart School. My school is my passion and my joy and I can honestly say I love what I do. Creating this learning and growing community with you in mind has been a wonderful, exciting, and deeply fulfilling experience that nourishes my spirit. My life journey is one of healing and growth, I work daily to be the hands and feet of Christ and integrate His love into everything I do. I hope you will feel comfortable allowing me to guide and support you as you step into your own VISION and JOY. It is truly my pleasure.

My school has evolved and expanded over the years to meet the changing atmosphere in the wellness, health, and beauty industries. I can promise you a wonderful, supportive, and exciting time with us at Bear Heart School. We are a group of professionals passionately committed to helping you realize your own highest potential in your career. We joyfully offer continued support for the rest of your career and the rest of your life. I look forward to hearing from you and assisting you on your own amazing JOURNEY!

Be Blessed and In Joy,  
Sheryl



### Bear Heart Program Introduction

The programs offered at Bear Heart School were designed and created by the founder and owner, Sheryl Daniel. Sheryl has immense experience with many different healing modalities that are evident in her curriculum. As an instructor herself for over 30 years, she understands the importance of well rounded, meticulously designed courses to bring out the infinite possibilities in every student. Personal and professional connections in the healing, esthetics, and education community also provided the invaluable expertise and input that created the exciting education programs taught at Bear Heart School. Bear Heart does not mix the professional business of a salon or clinic to distract us from our commitment to giving our students the best learning experience possible and our complete, undivided attention.

### Faculty

Bear Heart School's outstanding instructors include professionals from many different areas of instruction including: massage therapists, movement therapists, chiropractors, personal trainers, reflexologists, physical therapy assistants, aromatherapists, yoga instructors, acupuncturists, and a host of other holistic health disciplines. The faculty is required to have, or have had their own private practices or have worked in their field of specialty for at least 5 years; some up to 35 years. Training in instruction, teaching and learning methods, and standards of curriculum fosters cohesion between individual instructors and subsequently each program. This cohesion creates a learning community of talented, passionate instructors who desire to grow in their own knowledge and to continually improve their teaching abilities.

### School Classroom and Facility

Our classroom space is consciously designed to be a low stress environment, with a professional, warm and relaxing feel to inspire, uplift, and enhance learning, healing, change, and growth. We have small class size-8 students max. Our classroom is perfect for what we are doing. It is an easy to find location with ample parking. We have a small kitchen area for students to use.

### Program & Campus Highlights

- Lower overall costs for attending school-since some of the massage course theory will be distance/independent learning, students will reduce the costs for gas, child care, and income lost for time off from work
- Classroom space has all the necessary equipment
- A well stocked reference library, that includes current massage and healing books and periodicals
- Energy efficient, healthy, & environmentally friendly products are used.
- We Reduce, Reuse, & Recycle!

### Accreditation

What accreditation is, and is not, is often misunderstood. Accreditation occurs when a school goes through an independent and voluntary process to qualify for Federal Financial Aid-Title IV funding. It is not the same as being a state approved school and contrary to common belief it has little to do with the quality of education and whether or not a graduate is more employable or able to become licensed in Colorado. There is no reason why graduating from a non-accredited school will affect anything other than financial aid. Many poor and average schools have achieved accreditation and many excellent schools never seek it.

After looking into the details, and going through the process with another school, Sheryl decided to keep tuition lower on purpose, with an accessible payment plan, rather than triple the fees and encourage debt accumulation for our students. It is important to choose your education programs based on what your vision of your employment and career are, references from qualified people you trust, and relevant educational standards for the profession. Bear Heart meets or exceeds Colorado's licensing requirements for all of our programs, is a state approved school in Colorado, and prepares our students as evidenced by our working graduates and 95% pass rate for the MBLEx (our massage licensing exam), the national average is 60%=70%.

## **Exclusively at Bear Heart School** ***Holistic Structural Release***

"Holistic Structural Release blends a series of light and deep bodywork techniques, and holistic release techniques to address a variety of soft tissue restrictions. HSR uses a precise sequence for maximum benefit and longer lasting hold. HSR facilitates and supports awareness, transformation, growth, and expansion in a substantial way. It is a holistic bodywork system that includes releasing stress from the body, organ referral, movement education to create and support an opening for change, healthy lifestyle consulting, supportive body-mind release, holistic bodywork, and energetic interventions to create balance and tap the infinite possibilities of health for the individual." ~ Sheryl Daniel, HSR Designer

# Massage Therapy Program ~ 650 Hours

## Ask about our dual enrolled Massage and Esthetic Discount

The massage program is for mature students who have a strong desire to work with clients who deal with the challenging issues of chronic pain, tension and injury as well as the relaxing, health enhancing benefits of massage. An emotional maturity is required of therapeutic students that will allow therapists to relate to a broader client base rather than only relaxation and stress reduction aspects of massage therapy. When clients see the massage therapist as a valuable part of their wellness program they stay even when money is tight, like in today's economy. It is deeply satisfying work and very rewarding to have a lifelong impact on the joy of daily living for your clients. Bear Heart School teaches Sheryl's unique way of blending relaxation and holistic, therapeutic techniques that really make a difference on an ongoing basis for regular clients. Reaching beyond the basics, the massage program includes the Holistic Structural Release series for long lasting change for clients and greater marketability for the therapist. The exposure to a wide variety of techniques in more than just an introductory format makes this program very competitive for today's massage therapists. Subjects covered will include basic relaxation massage, advanced techniques in clinical massage, introduction to the holistic healing paradigm, holistic nutrition, aromatherapy, remedies for self care, the mind-body connection, advanced soft tissue release protocols and techniques, a business class to ensure success, and therapeutic relationship and ethics. This program is an effective combination of hands-on techniques, science, advanced therapeutic methodology, and business success. This massage program will provide students with the skills and knowledge necessary to: achieve excellence in the field of massage therapy, seek Colorado state licensure, secure advanced level employment as a wellness or clinical massage therapist, and be able to create a successful private practice in massage therapy.

### **Essential Massage Program Cost: \$8950.**

(All supplies and texts are nonrefundable if purchased)

Registration Fee \$150. (non refundable 3 days after enrollment)	\$150.00
Classroom and Clinic Supplies	\$750.00
Textbooks and Study Resources	\$1,100.00
ABMP Student Membership Liability Insurance	\$150.00
Tuition	\$6,800.00

### **Interest Free Payment Plan**

Payment schedule: Minimum \$500 due at enrollment

Approximately \$700. per month for up to 12 months

### **Additional costs and needs for the program:**

\$300 and up depending on student preferences.

Students will supply 3 sets of 100% cotton twin sheets, a massage table for homework, table loaners may be available with deposit and monthly rent of \$50, note taking supplies, and occasional, low cost incidentals like towels for body treatments or jars when we make herbal massage oils. Students are responsible for doing their own laundry and bringing all washable supplies to each class as directed by instructors.

### **Massage Program Subjects**

Massage I: Wellness Massage includes:

Wellness/Relaxation Massage, Prenatal Massage, Chair Massage, Lymphatic Massage, Acupressure, Reflexology, Body-Mind Connection, and Nutrition to support soft tissue healing and chronic stress and pain, Herbs, & Aromatherapy for bodywork

Massage II: Clinical Massage includes:

Clinical Massage and the Holistic Structural Release Series: Trigger Point Therapy, Myofascial Technique, Dynamic Neuromuscular, Positional Release, Cranial Manipulation, Muscle Energy Technique & PNF, Cupping, Gua Sha, Hot Stones, Postural Analysis & Therapeutic Movement

Form and Function of the Human Body: Anatomy, Physiology & Pathology

Therapeutic Relationship, Business, & Ethics

Essential Practicum: Massage Practical Hours and Research Projects

# **Esthetician Program ~ 600 Hours**

## **Ask about our dual enrolled Massage and Esthetic Discount**

The Esthetician program is more than just the basics. It is for students who want to offer a variety of introductory and advanced skin care and beauty options to their clientele. The certificate includes an in depth, treatment centered, hands-on curriculum that includes facials, massage, spa body treatments, hair removal, and makeup as well as high frequency, radio frequency, galvanic therapy, LED light therapy are also included in Bear Heart's esthetic program. An effective client consultation is critical for a satisfactory result. Students will learn to evaluate a client's skin to meet their unique goals for the best results possible and use appropriate documentation for informed consent and release. Exploring the needs at different stages of life is included.

Bear Heart's esthetic students will be able to perform many popular introductory and specialty facials such as hydrating, exfoliating, treatment oriented for scarring and acne, specialty for aging and sensitive skin and more. Learning how to combine treatments with specialty machines and routines will get the best results for your clients and is critical in satisfied clients and repeat customers.

Add on treatments to facials can be an important business edge. This program may also cover body treatments, advanced massage techniques like lymphatic and shiatsu for the face, hands and head, reflexology, hand and foot treatments, parafango, wraps, scrubs, paraffin dips, aromatherapy and more. Students will also understand the retail piece to a successful esthetic practice.

A variety of waxing methods including hard and soft waxes for the face and body, for men and women is covered with plenty of time for practice. The proper use of makeup has been used for centuries to enhance a person's unique beauty. Basic makeup principals such as skin types, disorders, colors, and tones are necessary for flawless application. Students will learn how to highlight and contour the various facial shapes to achieve a beautiful daytime, special occasion, and evening looks. Bear Heart esthi students will also learn lash extensions, lifting, and lash and brow tinting.

We will cover Colorado state rules and regulations regarding legal applications of esthetic procedures, scope of practice definitions and medical esthetics, and salon/workplace safety and health. Students will gain an understanding of the day in the life of an esthetician focused around clinical, practical experience supervised by licensed esthetician faculty, utilizing all the skills necessary for intentional, safe, and effective treatments for their clients.

### **Esthetician Program Cost: \$6,950.**

(All supplies and texts are nonrefundable if purchased)

Registration Fee (non refundable 3 days after enrollment)	\$150.00
Classroom and Clinic Supplies	\$1,550.00
Textbooks	\$600.00
ASCP Student Membership Liability Insurance	\$150.00
Tuition	\$4,500.00

### **Interest Free Payment Plan**

Payment schedule: Minimum \$500 due at enrollment

Approximately \$500. per month for up to 12 months

### **Additional costs and needs for the program:**

\$300 and up depending on student preferences.

Students will supply 3 sets of 100% cotton twin sheets, a massage table for homework, table loaners may be available with deposit and monthly rent of \$50, towels, wax supplies for home practice, note taking supplies, and occasional, low cost incidentals. Students are responsible for doing their own laundry and bringing all washable supplies to each class as directed by instructors.

### **Esthetician Program Subjects**

Facials for all types of skin and therapeutic benefits  
Lashes: application, lifting and lash and brow tinting  
Radio frequency, Light therapies, Galvanic, and  
High frequency  
Make Up

Hair Removal: face and full body  
Spa Body Treatments  
Massage  
Skin Anatomy, Physiology, and Pathology  
The Business, Safety, and Legalities of Skin Care



## Admissions

### Prerequisites to Admission

All Students will be asked to attest to the following on the enrollment agreement:

That they are/have: 1. able to read, write and comprehend the English language 2. at least 16 years of age and have and will present driver's license or state photo ID or military ID or passport to verify age and identity to be included in my file 3. understand what is needed to physically perform the techniques required and are physically able to perform them 4. a reasonable belief that I have the mental and emotional capacity to participate in and graduate from the program.

*\* If the student is under 18 and currently in high school, they will need to have a parent or legal guardian sign the application section pertaining to the minor applicant and attend all interviews and enrollment activities with the minor student*

### Before You Apply

Before you schedule your preliminary admissions interview or submit your application:

- ✓ Ensure you meet the minimum requirements and start gathering the required documentation.
- ✓ Start thinking about how you will pay for school- we offer no federal financial aid.
- ✓ Begin to determine your maximum down payment amount and how much you can pay per month.

### How to Apply

There are 2 levels of acceptance for admission to Bear Heart School programs.

Level 1-Preliminary: based on application only

Level 2-Secondary: based on interview

Once you are certain you are ready to begin your application process:

1. Thoughtfully fill out your application
  2. Submit your application
  3. Upon level 1 preliminary acceptance schedule an application interview with Sheryl
  4. Upon level 2 secondary acceptance finalize payment plan and officially enroll in classes
  5. Attend orientation, if not on the first day of classes, to prepare for the school term.
- You will then be well prepared to succeed in school, learn, grow and get lots of massages and treatments... seriously; your homework and classes is to get lots of massages and treatments!!

## Schedules & Calendar

### Program Schedule Details

- Breaks between sections
- Make-up days built into the schedule
- Flexibility within structure to assure the best learning experience with a reasonable time commitment
- A detailed school calendar will be issued at orientation.

### Recognized Holidays

There are no classes scheduled during a recognized holiday. Practical hours may be open if there is a need, coverage is available, and will be optional attendance for students to do their practical sessions. The holiday hours will be clearly posted. Students will be allowed to make-up work for religious holidays not on our list.

*Valentines Day, Memorial Day Weekend, Easter, Mother's Day, Father's Day, Independence Day, Labor Day Weekend, Halloween (eve), Thanksgiving (Wed-Sun), Christmas Eve, Christmas (usually a long winter break from before Christmas until after the New Year), New Years Eve, New Years Day*

### Schedule

Bear Heart School does not have set start times that are the same every year. Since we are an intimate class of 6, we wait until there are enough individuals ready to start and then we set the final schedule. The final schedule will be customized to fit the class's needs after final enrollment is completed and within the given parameters. A detailed and specific class schedule will be added to every enrollment agreement after detailed and specific student availability is received from every student enrolled in the class. The final schedule will meet the availability requirements each student included in their enrollment agreement. Once the schedule is set, it is fixed and unchangeable. We pride ourselves for having small classes for the best possible student-instructor relationship and learning experience and the lowest tuition for a program of this superior quality. This scheduling process is one way we are able to offer these great programs, with amazing instructors at such a reasonable cost to the student.

### Late Enrollments

Late enrollments are possible if and when there is room in a class and the student demonstrates the capacity to merge and catch up. Each student is evaluated on an individual basis by Sheryl.

## Payment Options & Financial Details

### Value in Education

Along with having excellent tools to assist students with the money matters of school, we start the financial assistance by having superior value in massage education. You get more for your money at Bear Heart School of Massage; superior instruction, contemporary healing programs, and quality equipment and supplies. Sheryl and the staff of Bear Heart School are committed to uplifting and supporting every student as they pursue their personal vision while offering the best value for your education. It's understandable that cost can sometimes be the most frustrating thing about starting school. Bear Heart School is here to help you find the most effective use of your resources, financial and otherwise. We offer financial assistance options and financial resource education while maintaining an objective, supportive, and optimistic attitude. Often, it can be difficult to visualize graduation and freedom when personal or financial stress blocks the view.

### Financial Aid Tools & Options

Many options may be combined to meet every individual students needs. Upon acceptance, students who need financial aid should schedule a financial needs analysis meeting with Sheryl. Together we will evaluate your current situation and choose the most cost effective programs available. Our goal at Bear Heart School is to keep your attention on learning and growing, not distracted by finances. Because the economy has forced many private education lenders to put a freeze on adding new schools, Bear Heart School is unable to offer any outside financing and we have no relationships with outside financing institutions. Combining our payment plans with loans and gifts will give you the best price possible in addition to the freedom of mind to enjoy your learning experience to its fullest without the bother of worrying about finances.

### Scholarships

Bear Heart School often has several scholarships with specific requirements that vary from class to class. All are need based and require a financial needs analysis. ABMP and AMTA and other professional organizations also have scholarships that each student is able to apply for. Check with Sheryl for details.

### Payment Plans

All students are eligible. Bear Heart School requires a minimum \$500 down payment. The remaining balance is then divided out for the length of your program into equal payments. Extensions are possible check with Sheryl for details.

### Transfer of Credits

Each school evaluates credit eligible for transfer independently; therefore we cannot guarantee transferability of any of our classes to other schools unless there is a written agreement with another institution. Granting credit for previous training will not affect the refund policy or costs of the program. Our courses are very occupationally specific so even the most basic courses may not transfer because of the practical information you will need to succeed is lacking. Apprenticeship councils do not accept training from trade schools for advanced placement if program is in the apprenticeship area, if applicable. No credit will be considered if it is more than 5 years old. In the event that credits are transferred the student may still need to audit a course to ensure a cohesive program experience at the discretion of the director.

### Postponement of Starting Date

Postponement of starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must state:

1. Whether the postponement is for the convenience of the school or the student
2. A deadline for the new start date, beyond which the start date will not be postponed.
3. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline in accordance with the school's refund policy and all applicable laws and Rules concerning the Private Occupational Education Act of 1981.

### Attendance Policy

Students are expected to arrive on time for class with proper materials. If a student is not in class when it begins they are considered late. An overall attendance rate of at least 90% is required. Instructors may request your withdrawal from a course or program if absences or tardiness exceed 90% or becomes problematic. Students will be notified if they are in danger of expulsion and may be placed on disciplinary probation. Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they are able to return to class. The refund policy is based on actual attendance, no refunds given for absences. Proper documentation will be required to substantiate a student's withdrawal. If a student needs extensive instruction from school instructors to catch up because of absences or



additional help is needed, they will need to pay the instructor directly at the rate of no more than \$100 per hour for out of class instruction.

### Academic Progress Policy & Academic Probation

Students need to maintain a minimum 70% grade average. Those who do not will be placed on academic probation until the end of the class. During the probationary period students should strive to raise their grade average to passing or higher. The student may be terminated if grades are not satisfactory at the end of the probationary period. Termination shall be at the school director's discretion, with input from the involved faculty. The director has final authority and shall notify the student of the final decision. Students who fail a class may not proceed to classes that require the failed course as a prerequisite without the instructor and director approval. Students may re-take the failed course the next time it is offered and continue when it is passed. The new grade will replace the old grade on the student's transcripts. Students are responsible for paying for the retaken class. It is important to mention that financial aid may be affected by grades, attendance, and conduct and is not guaranteed by Bear Heart School of Massage. Re-admittance after academic probation dismissal may be considered if the student shows demonstration that they have taken steps to ensure success. For example a student may take some remedial classes in comprehension, writing, received tutoring for a specific subject, or possibly sought our learning disability testing and training to overcome the original academic challenge. The director, with instructor input, will determine if the actions of the student are enough to ensure future success.

### Conduct Policy & Disciplinary Probation

All students are expected to conduct themselves in a mature, professional, respectful, and considerate manner with all staff, faculty, students, clients and professional associates of Bear Heart School of Massage. Students may be placed on disciplinary probation for any reason that involves violations of this school policy that are not academic in nature. Attendance, behavioral conduct not in a professional and considerate manner, violence, physical or verbal abuse, harassment of any kind, dishonesty, scope of practice violations, property damage, and theft are just a few of the reasons this might happen and will not be tolerated in any way. The terms of probation will vary depending on the offenses committed. A meeting will be scheduled with the director and all relevant parties to determine the conditions of continuance in the program or total expulsion. The results will be given to the student as soon as possible. Depending on the reason why the student was dismissed, re-admission may be possible. This will be decided in the initial probationary terms. Possession of weapons, illegal drugs and alcohol are not allowed at any time. Any violation of school policies may result in permanent dismissal from school.

### Dismissal

Any student may be dismissed for violations of the rules and regulations of the school, as set forth in the school catalog, online, the student handbook, and other published material. A student also may be involuntarily withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after consultation with all parties involved, makes the final decision. The director may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, students who demonstrate a genuine desire to learn and participate in school standards of conduct, may be allowed to resume attendance. The director will review each case and decide on re-admittance.

### Student Grievance Procedure

Student complaints should be brought to the attention of the school director to attempt resolution immediately. Formal complaints must be in writing and all complaints will be documented. It is the director's desire to be aware of even the smallest problem before it can get out of control and become irresolvable. Many students, staff, and clients are hesitant to complain mainly because they don't want to "rock the boat". Keep in mind if you don't tell the director or someone you trust on staff that there is a problem, we may never know about it and cannot help resolve the situation. The staff relies on all the individuals in our school community to be accountable, responsible, courageous and forthcoming if you are having difficulty with anything. In some cases the issue is simply the adjustment to school and the way we do things. Massage and healing school is a unique environment and letting the staff know you are unhappy is the only way we can resolve the issue in the best interest for all concerned. Chances are the individual student is not the only one who is struggling with the same issue and resolution can help many individuals, not just the one who brings it to light. Anonymity will always be honored if at all possible.

Attempting to resolve any issue with the school first is strongly encouraged. Complaints may be filed by a student or guardian at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student's last date of attendance or at any time prior to the commencement of training at <http://higherred.colorado.gov/dpos>, 303-862-3001.

### Grading System

Bear Heart School of Massage's grading system is a point system for the class or module. Grades are comprised of a mixture of written assessments of knowledge, practical evaluations, participation, observed and demonstrated skills in class and in the field, projects, distance lessons if applicable, and homework. Each instructor chooses their method of assessment based on their style and subject matter and what best suits the material. The specific grading system will be on the class syllabus that students will receive for each class.

### Grade Reports

Grades are private information, only available to the individual student, their designated recipients, which may include financial aid sources, other instructors for the purposes of instruction and success, and the director. Grades may be reported in several different ways. Bear Heart School will officially report grades in person or by email. Grades can be expected within 10 business days after the end of each class provided all work has been turned in. If a student is not passing a class they will be notified as soon as possible. If that course is a prerequisite for another course a failing grade may jeopardize progression through the program. Upon completion of the entire program of study (yippee!) an official transcript will be included in the student's graduation packet. Additional transcripts will always be available at request for a nominal fee of \$10 per page plus mailing costs if any. All work must be turned in and all fees paid in full before any transcripts or certificates will be issued unless the exemption outlined below are met. One electronic copy of a transcript to the states testing and licensing departments is included in school costs.

### Transcript/Diploma/Certificate Financial Hold and Exemption Policy

A. Purpose This policy is in response to Colorado HB22-1049.

B. Scope This policy applies to all current and former students, excluding foreign students as defined in C.R.S. 23-1-113.5., who have an outstanding debt for tuition, room and board, or other financial aid funds owed to the school and request a transcript, diploma, or certificate. This policy also describes when a student may be subject to a registration hold.

C. Policy 1. Individuals may be subject to a transcript, diploma, or certificate hold when such individual owes certain debts to the School for tuition, room and board fees, or financial aid funds. Individuals will be subject to such a hold when the program is completed and there is a debt owed the school. When, after 12 months past the last date of class have passed and no attempt to pay the debt is made or an alternate contract for payment plan is completed and satisfied, any amount of debt is subject to the school assigning the debt to a third-party collection agency. If an individual is subject to such a hold, their transcripts, diplomas, or certificates will not be released unless an exemption applies as outlined in section 2 of this policy.

2. Exemptions are granted for individuals who can demonstrate that the transcript/diploma/certificate request is required for one of the following reasons:

a. Job application b. Transferring to another postsecondary institution c. Applying for state, federal, or institutional financial aid d. Pursuit of opportunities in the military or national guard e. Pursuit of other postsecondary opportunities

3. Process and Procedure for Exemptions: Upon submission of a transcript/diploma/certificate request and documentation to verify an exemption, the School will review the request and make a determination regarding whether or not an exemption exists, as outlined in section 2, above. If it is determined that the individual has a valid exemption, the School will release the requested transcript/diploma/certificate. If the School determines that the individual does not meet the exemption criteria, the School will provide a written explanation of the denial of the request within seven business days.

4. Registration Holds: Individuals will no longer be able to register or enroll for courses/classes if there is an outstanding debt to the school until that debt is paid off. When, after 12 months past the last date of class have passed and no attempt to pay the debt is made or an alternate contract for payment plan is completed and satisfied, any amount of debt is subject to the school assigning the debt to a third-party collection agency.

5. Individuals have the option to establish a payment plan for an outstanding debt. An individual who wishes to establish a payment plan for a debt owed to the school should contact: Sheryl Daniel 970-237-0346 sheryld@bearheartschool.com

6. Complaints pertaining to HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson via email to CSLSA@coag.gov.

### School Refund Policy (non VA students)

Students not accepted to the school are entitled to all moneys paid. Students who cancel the enrollment contract by notifying the school within three business days are entitled to a full refund of all tuition and supply fees paid if they have not started their training. Students, who withdraw after three business days, but before commencement of classes, are entitled to a full refund of all tuition and non-applied fees paid except the maximum cancellation fee of \$150.00 or 25% of the contract price whichever is less. In the case of students withdrawing after commencement of classes, the school will retain the cancellation fee plus a percentage of tuition and fees, which is based on the percentage of contact hours attended in the Program/Stand Alone

Course, as described in the table below. The refund is based on the official date of termination or withdrawal. The date of termination is the signed student termination form or if there are more than 10 days or two weeks of consecutive absence with no contact the official date of termination is the last documented day of actual attendance. The official date of termination or withdrawal of a student shall be determined in the following manner: The date on which the school receives notice of the student's intention to discontinue the training program; or the date on which the student violates published school policy, which provides for termination. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning if there is no communication from the student for 5 business days after attempts have been made to contact them or the day following the expected return date. The student will receive a full refund of tuition & fees paid if the school discontinues a program/stand alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation. If a program is canceled or the school closes students will be fully refunded any money paid and unearned. All legitimate refunds will be made within 30 days from the date of termination.

### Refund Formulas (non VA students)

Student is entitled upon withdrawal or termination:

- Within first 10% of program, Lessons 1-5, Refund: 90% less \$150 registration fee
- After 10% but within first 25% of program, Lessons 6-25, Refund: 75% less \$150 cancelation fee
- After 25% but within first 50% of program, Lessons 26-40, Refund: 50% less \$150 cancelation fee
- After 50% but within first 75% of program, Lessons 41-45, Refund: 25% less \$150 cancelation fee
- After 75%, if paid in full, cancelation fee is not applicable, NO Refund

### VA students Refund Policy (once approved for VA funding)

#### **REFUND POLICY NON-ACCREDITED COURSES IN ACCORDANCE WITH VA REGULATION 21.4255-1**

Students not accepted by the school and students who cancel the contract by notifying the school within three business days are entitled to a full refund of all tuition and fees paid. If any student withdraws after three business days, but before commencement of classes, he/she is entitled to a full refund of all tuition and fees paid including the registration fee in excess of \$10.

In the case of students withdrawing after commencement of classes, the school will retain a cancellation fee plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of recorded attendance.

**REFUND TABLE FOR VETERAN STUDENT(S)**

Student entitled upon withdrawal/termination	Refund
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

- ❖ The student may cancel this contract at any time prior to close of the third business day after signing the enrollment agreement.
- ❖ The official date of termination for refund purposes is the last date of recorded attendance. All refunds will be made within 30 days from the date of termination.
- ❖ The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- ❖ Complaints, which cannot be resolved by direct negotiation between the student and the school, may be filed with the Division of Private Occupational Schools of the Colorado Department of Higher Education. The Division shall not consider any claim that is filed more than two years after the date the student discontinues his/her training at the school.

### Nondiscrimination Policy

All are welcome! Bear Heart School does not discriminate against employees or students based on race, gender, creed, sexual orientation, physical handicaps, religion, or national origin.

### Confidentiality of Records & Privacy Statement

Your privacy is important to us, and maintaining your trust and confidence is one of our highest priorities. We respect your right to keep your personal information confidential and understand your desire to avoid unwanted solicitations. We hope that by taking a few minutes to read on, you will have a better understanding of what we do with the information you provide us and how we keep it private and secure. We collect certain personal information about you – but only when that information is provided by you or is obtained by us with your authorization. We use that information for the enrollment and education process for Bear Heart School of Massage. Examples of sources from which we collect information include: interviews and phone calls with you, letters or e-mails from you, applications filled out by you, financial and medical history questionnaires. As a general rule, we do not disclose personal information about our students or former students to anyone. However, to the extent permitted by law and any applicable state Code of Professional Conduct, certain non public information about you may be disclosed in the following situations: 1. To comply with a validly issued and enforceable subpoena or summons. 2. In the course of a review of our school's practices under the authorization of a state or national licensing board, or as necessary to properly respond to an inquiry or complaint from such a licensing board of organization. 3. As a part of any actual or threatened legal proceedings or alternative dispute resolution proceedings either initiated by or against us, provided we disclose only the information necessary to file, pursue, or defend against the lawsuit and take reasonable precautions to ensure that the information disclosed does not become a matter of public record. 4. To provide information to affiliates of the school and non affiliated third parties who perform services or functions for us in conjunction with our services to you, but only if we have a contractual agreement with the other party which prohibits them from disclosing or using the information other than for the purposes for which it was disclosed.

### Placement Assistance

BHSOM offers employment assistance to graduates consisting of actively collecting and making available all employment information including: leads, office space, business development, state licensing, as well as refreshers and support for employment skills development. The staff of Bear Heart School promises our continued support for your business, now and always. While we will help in any way we can in your job search, we can make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

Approved and Regulated by the Colorado Department of Higher Education,  
Private Occupational School Board  
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