

Mount Shasta Institute of Holistic Therapies

Catalog for Courses and Workshops
January 1 - December 31, 2012

Dedicated to Educational and Therapeutic Programs to Purify, Heal
and Transform.



Professional Training Programs
Therapeutic and Purification Programs
Personal Growth and Development

1180 So Mount Shasta Blvd, Suite A
Mount Shasta, CA 96067
(530) 938-3442 www.msiht.com

MISSION AND OBJECTIVES

MOUNT SHASTA INSTITUTE OF HOLISTIC THERAPIES has an educational objective of providing high quality instruction and therapeutic programs which utilize the mind and body's own rejuvenative powers through the natural modalities of Massage, Acupressure/Shiatsu, Chinese Herbology, and Qi Gong. The Institute will offer both educational and therapeutic programs to move individuals to greater understanding and experience of perfect health, rejuvenation, transformation and higher states of awareness. From the most tangible studies on the physical plane to the most esoteric in exploration of consciousness, the Institute seeks to provide quality instructors and course material to aid the students in achieving the greatest proficiency and reaching the highest attainment of truth and knowledge in their chosen focus of study. This mission seeks to serve the community of Mt. Shasta students and

faculty in attaining a high level of proficiency in their chosen field of holistic study to satisfy the expectations of the alternative community of the health conscious population seeking natural medicine and rejuvenative healing techniques.

The courses will be taught in English in a workshop, hands-on situation. Fluency in the English language is a requirement and can be assessed during an interview with the instructor of the course. Prospective students must have an English fluency level that is proficient enough to understand academic concepts, medical and anatomical terminology and be able to memorize these concepts and terms to utilize in a written exam. No English language training is available through the institute. All non U.S. Citizen students must obtain the appropriate visa approval themselves before enrolling in the programs of instruction at the Institute. The Institute will verify enrollment with the appropriate Visa governing entity upon request at no charge to the student.

With supervision, students will practice the skills learned on fellow students to perfect the techniques. Practicum on friends and relatives will be encouraged with consultation and review of results with instructors in charge of the programs. Academic instruction will utilize the appropriate books for the subject when required and students will be tested both with written and practicum measuring standards for each program offered.

ENROLLMENT REQUIREMENTS

A student must be at least 18 years of age, a high school graduate and in reasonably good health to be accepted for enrollment into the program. Prospective students must have a high school diploma, GED or equivalent, or take an-ability-to-benefit exam approved by the U.S. Department of Education before they can be accepted into any postsecondary institution.

Each student will be required to sign and accept the Student Enrollment Application and Enrollment Agreement and pay at least one half of total fees before or on the first day of instruction. The balance and second half of total fees are due at the beginning of the second half of the course term. A limited work study program is available in exchange for tuition costs.

The Institute will keep a file for each student containing the student enrollment application with name, address, previous education; signed enrollment agreement; attendance/grading record chart with final certificate of completion date. All courses will be taught in English.

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

The Institute does not participate in Federal or State financial aid programs however occasionally work study is available in the form of yard work, facility cleaning etc. for credit towards tuition by signing an Installment/Workstudy Contract Agreement. All barter exchange value in excess of \$600 will be reported to the IRS as income on form 1099 misc.

Transfer of previous instruction credits or experiential learning is by approval of the Director and may require a proficiency test and/or practicum examination. Students will be charged a \$35/hour fee for assessment and /or testing and examinations. There is no articulation or transfer agreement with any other college or university or institution regarding previous instruction credit transfer.

INSTITUTE FACILITIES

Located near the foot of majestic Mount Shasta, Mount Shasta Institute of Holistic Therapies is located at 1180 South Mt. Shasta Blvd., Suite A, Mount Shasta, California, 96067 where all instructional classes are held. The facilities provide a spacious workshop sized room with two adjoining private treatment rooms for instruction. The city of Mount Shasta has reasonable hotel accommodations and numerous beautiful wilderness campgrounds suitable in the summertime for those out of town students. . Housing is available locally at hotels, motels and private residences (shared housing), in a price range from \$65-\$150 per night to \$400-600 per month (private shared housing). Please visit www.mtshastachamber.com for a listing of local accommodations. **No housing is provided by the Institute directly to students, the Institute has no dormitory facilities under its control or housing assistance.**

Student services include a library of the suggested books for enhancing the learning objectives of each program. The library books can be borrowed for one week or more at a time depending on demand by other students in the current program. Each student will receive a workbook and materials related to the course of enrollment which is included in the course fee. All published books required for a course of instruction must be purchased by the student at a cost in addition to the course tuition. The courses utilize books, projected slides and hands on demonstration for instruction methods. The Institute provides massage tables, pillows and bolsters for in class instruction and practice. The students will provide their own sheets and oils used in the massage practicum.

FACULTY

PATRICE THIESSEN, O.M.D., L.Ac., Director and founder of the Mount Shasta Institute of Holistic Therapies has 30 years experience in Oriental Acupressure/Shiatsu and Swedish Oil Massage, certified in 1983 by the Santa Barbara School of Massage. She received the degree of Doctor of Oriental Medicine from Samra University of Oriental Medicine, Los Angeles, California in 1988, specializing in Chinese Herbology and Medical Qi Gong. Patrice completed a one year Medical Qi Gong Certificate program at Samra University in 1991. She has previously been approved as a Continuing Education Provider #ACP-103 for the California State Acupuncture Examining Committee from 1989-1996 teaching courses in Qi Gong for Health and Medical Qi Gong Therapy for licensed acupuncturists. Patrice is Nationally Certified as a Massage Therapist by NCBTMB #537191-07. She has been in private practice for 25 years as a Licensed Acupuncturist AC3493 and Massage Instructor since 1997.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

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

INSTITUTION APPROVAL TO OPERATE

The Institute is a private institution and is approved to operate by the Bureau for Private Postsecondary Education and meets compliance with California state standards as set forth in the California Private Postsecondary Education Act of 2009. The Institute is not accredited by an accrediting agency recognized by the US Department of Education and does not offer degree programs nor does it offer degree programs as an unaccredited institution.

The Institute has NO pending petition in bankruptcy, is NOT operating as a debtor in possession, has NOT filed a petition in the preceding five years, NOR has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11U.S.C. Sec. 1101 et seq.)

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

**Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
P.O. Box 80818, West Sacramento, CA 95798-0818**

**Web site Address: www.bppe.ca.gov
Telephone: (888) 370-7589 or (916) 431-6959 Fax: (916) 263-1897**

COURSES OF INSTRUCTION

MESSAGE PRACTITIONER

The 250 hour course of instruction will train the student in basic massage techniques of Shiatsu/ Acupressure and Swedish Oil Massage giving special emphasis on techniques of muscle release for relaxation and stress reduction. The course session is structured as lecture, demonstration and hands-on practice between fellow students. Supervision and critique will provide the student guidance to perfect the skills learned and develop the ability to incorporate personal style and intuitive creativity in application. The graduate will be able to practice privately with a City or County Business License and/or work within a clinic setting as an employee in a Chiropractic Clinic, Acupuncture Clinic, Wellness Center, Physical Therapy Department etc..

Required books: The Massage Connection, Anatomy & Physiology by Kalyani Premkumar and A Massage Therapists Guide to Pathology by Ruth Werner. Suggested books: The Web That Has No Weaver by Kaptchuk, Trail Guide to the Body by Andrew Biel, Complete Book of Massage by Hudson and Shiatsu Handbook by Yamamoto. Printed materials provided by the Institute are included in the course fee. Students will be required to take notes and keep a personal course notebook.

Anatomy, Physiology, Kinesiology	50 hours
Pathology & Contraindication	40 hours
Swedish Massage & Trigger Points	65 hours
Deep Tissue & Sports Injuries Part I	65 hours
Seated Massage	20 hours
Business & Ethics	10 hours
TOTAL HOURS	250 hours

TUITION AND FEES

Registration Fee	\$ 100 Nonrefundable (Includes \$.50/\$1000 Tuition STRF fee)
Tuition	\$2,985 250 hours course work
Books	150 Required books only
TOTAL COURSE COSTS	\$3,235

MESSAGE THERAPIST

The 500 hour course expands the massage practitioner by expanding therapeutic modalities in the application of the massage practice. **The course is inclusive of the Massage Practitioner** required modules and is open to those wishing to add a deeper therapeutic dimension to their skill. The course session is structured as lecture, demonstration and hands-on practice between fellow students. Supervision and critique will provide the student guidance to perfect the skills learned and develop the ability to incorporate personal style and intuitive creativity in application.

Required books: The Massage Connection, Anatomy & Physiology by Kalyani Premkumar and A Massage Therapists Guide to Pathology by Ruth Werner. Suggested books: The Web That Has No Weaver by Kaptchuk, The Trail Guide to the Body by Andrew Biel, Complete Book of Massage by Hudson, Chinese Qi Gong Massage by Yang and Shiatsu Handbook by Yamamoto. Printed materials provided by the Institute are included in the course fee. Students will be required to take notes and keep a personal course notebook.

Anatomy, Physiology, Kinesiology	50 hours
Pathology & Contraindications	40 hours
Swedish Massage & Trigger Points	65 hours
Deep Tissue & Sports Injuries Part I	65 hours
Deep Tissue & Sports Injuries Part II	65 hours
Seated Massage	20 hours
Shiatsu & Meridian Theory	65 hours
Qi Gong Massage	30 hours
Essential Oils & Raindrop Therapy	30 hours
Hot Stones & Crystal Massage	30 hours
Lymphatic Massage	30 hours
Business & Ethics	10 hours
TOTAL HOURS	500 hours

TUITION AND FEES

Registration Fee	\$ 100 Nonrefundable (Includes \$.50/\$1000 Tuition STRF fee)
Tuition	\$5,995 500 hours of course work
Books	150 Required books only
TOTAL COURSE COSTS	\$6,095

NEW MODULAR WORKSHOPS

*This Modular Program for completion of the Massage Practitioner / Massage Therapist Programs allows you to take short individual workshops in the disciplines that make up the 250 hour or 500 hour Massage Practitioner or Massage Therapist certification. Courses marked with** are required for completion of certification. Other courses are elective to add up to complete the required hours. Each course can be taken at your convenience allowing you to learn the material in your time frameeventual completion of all modules will secure the title of Massage Practitioner or Massage Therapist. Modules of the same hour length can be interchanged for the Therapist level training with some exceptions; please note required courses marked with **. These modular workshops are ideal for currently practicing massage practitioners and therapists who need key curriculum courses for completion of the new California State Certification requirements. Please see the [current schedule](#) of classes for upcoming dates.*

****Swedish Massage & Trigger Points** 65 hours \$695**

This is your basic oil rub....an essential massage that all practitioners will need to master as most of the general public considers a "massage" this type of oil on skin work into the muscles with light moderate or deep firmness in the stroke. Learn trigger points that release major muscle spasm in the upper shoulders and back. (15 hours practicum)

****Pathology for the Massage Therapist** 40 hours \$550**

Learn which disease conditions are compatible with massage and which massage may aggravate. Learn which conditions are best referred to a medical therapist.

****Business & Ethics** 10 hours \$140**

An overview of the principles of starting out in business for yourself and / or working within a medical office, spa or gym. Writing a resume, establishing ethical standards and safety issues will be presented.

****Anatomy, Physiology & Kinesiology Part I** 50 hours \$695** This course will present the basic knowledge of bones and muscles, with a brief overview of chemistry and cellular structure. Kinesiology of the major muscles groups will be presented with origin and insertion of muscle attachment and common movement range of the muscle groups.

Anatomy, Physiology & Kinesiology Part II 50 hours \$695

Advanced study of the muscles groups and the dynamics of movement will be covered. This course will include further study of the other systems of the body: Skin, Digestive, Lymphatic, Cardiac, and Endocrine systems.

Anatomy, Physiology & Kinesiology Part III 50 hours \$695

Advanced study of the muscles groups and the dynamics of movement will be covered. This course will include further study of the other systems of the body: Reproductive, Respiratory, Urinary and Nervous systems.

Shiatsu and Asian Medical Theory **65 hours** **\$695** Learn the Asian perspective on the functions of the organs, the relationship and communication between organs and how to address disharmonies through all twelve meridian pathways of Qi flow. (15 hours practicum)

Asian Therapeutics **30 hours** **\$350**
You will learn the techniques of Cupping, Gua Sha, Piezo stimulator, Moxabustion, and point locations for major joint pain and functional organ therapeutics. (5 hours practicum)

Qi Gong Massage **30 hours** **\$350**
Learn the basics of Qi Gong practice for enhancing your personal Qi strength and flow. Then learn to stimulate the flow of Qi in the meridians for your client without even touching their body. Qi Gong is believed to go deeper than acupuncture or massage in its effects if practiced by a strong Qi Gong practitioner. (5 hours practicum)

Chair Massage **20 hours** **\$210**
Using some stretches, Shiatsu and percussion you can learn how to give a massage with your client in a semi seated position on the traditional massage chair. (5 hours practicum)

Lymphatic Massage **30 hours** **\$350**
This work stimulates all the major lymph centers in the neck, armpits, groin and abdomen to facilitate lymph drainage and circulation. An excellent detoxification massage therapy. (5 hours practicum)

Deep Tissue & Sports Injuries Part I **65 hours** **\$695**
Deep Tissue & Sports Injuries Part II **65 hours** **\$695**
Stretching the connective tissue surrounding the muscles groups allows release of chronic spasm and overload on the muscle. Techniques for common injuries and muscle overload will be explored. (15 hours practicum each module) (Prerequisite: [Swedish Massage & Trigger Points, Anatomy Pt 1](#)) (15 hours practicum each part)

Advanced Trigger Points II **30 hours** **\$350**
Trigger Points are highly sensitive intelligence centers in the muscle group that can release held spasm and relieve pain. Learn advanced trigger points for the low back, neck and gluteals. (3 hours practicum) (Prerequisite: [Swedish Massage & Trigger Points](#))

Essential Oils & Raindrop Therapy **30 hours** **\$350**
Specific essential oils are dropped along the spine and spread over the back with finger techniques allowing the oils to penetrate deeply. Hot wet towels are applied and stretches facilitate the spinal recovery. (5 hours practicum)

Hot Stones & Crystal Therapy **30 hours** **\$350**
Heated stones placed on specific areas of the body facilitate relaxation, circulation and meridian activation. Crystals add a dimension of energetic vibration conducive to release and healing of disharmonies. (5 hours practicum)

Foot Reflexology **20 hours** **\$210**
All organ systems are reflected on the sole of the foot and may be stimulated with gentle or firm thumb and finger pressure. (5 hours practicum)

QI GONG FOR HEALTH INSTRUCTOR

This 130 hour class introduces the student to the basic Chinese concept of Qi, the meridian flow of qi, sensitivity to Qi within the body and environment and the interconnection and flow between both. The student will learn qi gong techniques to clear the meridians, stimulate flow in specific meridians, enliven overall qi development and specific qi gong exercises related to specific internal organs. Upon completion of the course, the student will be able to lead groups of individuals in a class setting in a variety of Qi Gong exercises to benefit both general health and well being as well as a variety of specific exercises for promoting health in cases of such common diseases as asthma, common cold & flu, respiratory congestion, hay fever, indigestion, constipation, fatigue, weak immune system, stress and emotional distress, high blood pressure, anxiety, arthritis, muscle pain and spasm and many more.

Suggested optional book: Qi Gong for Health by Takahashi and Brown. An exercise practice video is available for home practice, also optional. A complete detailed description of each exercise will be provided by the Institute.

COURSE OUTLINE

History, Terms & Definitions 4 hours

Oriental Medical Theory & Meridians	15 hours
Channel Conducting Method Qi Gong Part I	10 hours
Channel Conducting Method Qi Gong Part II	10 hours
Five Healing Sounds & Micro Cosmic Orbit	10 hours
North Star Five Element Qi Gong	15 hours
Five Animal Play	15 hours
Group Leadership Techniques	11 hours
Reviews/Exams/Critiques	10 hours
Practicum	30 hours *
TOTAL HOURS	130 HOURS

* In addition, the student will be expected to practice the qi gong techniques 30 hours outside class to gain full memorization of each exercise sequence. The student must be proficiently skilled at the practice and instruction of the Qi Gong exercises in order to receive the certificate of completion and proficiency as an instructor. Students may take the course for general training without the goal of becoming an instructor and will receive a certificate of completion without the instructor title.

TUITION AND FEES

Registration Fee	\$100	Nonrefundable
Tuition	\$950	
TOTAL COURSE COSTS	\$1050	

MEDICAL QI GONG THERAPIST

This 250 hour course includes the Qi Gong for Health Instructor program and offers further development in Qi Gong study leading to knowledge and techniques for Qi Gong diagnosis and therapeutic treatment. Expanded skill and technique to promote health and benefit specific disease conditions will be presented. Specific application of the Qi Gong exercises will be developed with cases studies on fellow students and, when available, outside clients. Upon completion of this course the student will be proficient in the group leadership of classes in Qi Gong to promote health and well being. In addition, the student will be able to offer specific guidance for exercises to enhance the well being and vital energy of clients on a one to one basis with Qi Gong diagnosis and treatment techniques.

Suggested optional books: Qi Gong for Health by Takahashi and Brown, The Root of Chinese Chi Kung by Yang. An exercise practice video is available for home practice, also optional. A written description of each exercise will be provided by the Institute.

COURSE OUTLINE

History, Terms & Definitions	8 hours
Oriental Medical Theory & Meridians	35 hours
Channel Conducting Method Qi Gong Part I	10 hours
Channel Conducting Method Qi Gong Part II	10 hours
Five Healing Sounds & Micro Cosmic Orbit	10 hours
North Star Five Element Qi Gong	15 hours
Five Animal Play	15 hours

Advanced Qi Gong Practice	18 hours
Group Leadership techniques	11 hours
Qi Gong Diagnosis & Treatment Techniques	20 hours
Qi Gong and Science	4 hours
Case Studies	24 hours
Reviews/Exams/Critiques	20 hours
Practicum	50 hours *
TOTAL HOURS	250 HOURS

* In addition, the student will be expected to practice the qi gong techniques 50 hours outside class to gain full memorization of each exercise sequence. The student must be proficiently skilled at the practice and instruction of the Qi Gong exercises and use of treatment techniques in order to receive the certificate of completion and proficiency as an instructor and therapist. Students may take the course for general training without the goal of becoming an instructor or therapist and will receive a certificate of completion in Medical Qi Gong without the therapist title.

TUITION AND FEES

Registration Fee	\$ 100	Nonrefundable
Tuition	\$1900	
TOTAL COURSE COSTS	\$2000	

CHINESE HERBOLOGY

This 150 hour course offers the fundamental study of the most widely used Chinese herbs and formulas that may benefit a variety of conditions from the common cold to arthritis. The course will cover 100 herbs, with hands-on identification, used in the categories for Blood tonics, Qi tonics, Yin tonics, Yang tonics, Digestive tonics, Hot/Cold phlegm accumulations, Arthritis, Stagnation of Qi/Blood, Warming, Clear Heat, Diuretics and Diaphoretics.

The student will learn the Chinese medical model for diagnosis and the art of herbal formula combination as a strategy in treatment. Various forms of the herbs from the raw and dried leaves and twigs to prepackaged pills, concentrated powders, and tinctures will be explored in a workshop and lecture structure. Instruction in methods of preparation, and dosage and treatment duration will enable the student to complete the program with a working knowledge of Chinese herbal therapy.

The graduate will be qualified to work under the license and supervision of a Licensed Acupuncturist in an herbal pharmacy clinic. Licensed Medical Doctors may add the knowledge to their prescription skills and treatment modalities. Required books: Handbook of Chinese Herbs and Formulas Vol. I & II by Yeung, Chinese Herbal Medicine Formulas & Strategies by Bensky and Barolet.

COURSE OUTLINE

Chinese Medical Theory & Diagnosis	40 hours
Herb identification and actions	47 hours
Formula preparation	30 hours
Case Studies	21 hours
Reviews/Exams/Critiques	12 hours

TOTAL HOURS

150 HOURS

TUITION AND FEES

Registration Fee	\$ 100	Nonrefundable
Tuition	\$1225	
Books	\$ 175	
TOTAL COURSE COSTS	\$1500	

ATTENDANCE POLICIES

At the beginning of each course of study those students enrolled, in conjunction with the instructor, will decide specific dates and times of class sessions. Students are required to attend all course sessions. If a student needs to miss a class session, he/she must arrange to make up class instruction with a fellow student or qualified instructor. If the student requires extra instruction time with the certified instructor, additional fees will be charged by the instructor at \$35/hour. If the student misses more than three consecutive class meetings in a module of instruction, the student will be suspended from that module. The student must make up this class time of instruction with a certified instructor in order to be reinstated to the module of instruction. Additional fees for private instruction will be charged at \$35/hour.

The student must be prompt for the beginning times of the classes and stay for required scheduled hours of each session in order to be certified at the end of the course. If the student is tardy more than fifteen minutes for three scheduled classes, the student will be required to do an extra credit research paper to continue in good standing and to qualify for graduation.

The programs are taught in a modular format. This means that a student may complete the modules at their own pace, taking a leave of absence for any length of time without notification to the Institute, and continuing on with the next scheduled module at their convenience until the modules required for completion of the program of study are complete. Additional fees will be required for private instruction outside of the scheduled class sessions at \$35/hour.

If the student needs to retake the module the fee will be charged at half price. Students may retake the modules to refresh technique skill or relearn forgotten material.

GRADING, STUDENT ASSESSMENT

All portions of the program will be on a "Pass/Fail" basis. Students must pass all written and practicum exams with at least a 70% score. Those exams failed may be retaken. All practicum final exams will be practical hands-on and verbal and signed off by the certified instructor in charge. A student must pass both written and practical exams and finish required outside practicum in order to receive the certificate of completion and proficiency. Each student will have a student file with an attendance/grading chart record for the duration of the course. Records are kept for a minimum of five years. Students may request transcripts or replacement of certificates at a fee of \$15.00 per request. All credits earned may or may not be transferable subject to approval by the city, county or state in question. If a student has prior training in a module required for a course of study, assessment by the Director of the Institute may allow a waiver for the specific module in question with an hourly fee of \$35 charged for assessment.

STUDENT CONDUCT

Every student will be required to conduct themselves in a courteous, respectful, appropriate manner during all class time instruction periods and exams. Because of the nature of the course in massage being such that clothes will be removed, each student will be responsible for keeping all communication non-sexual and appropriate to the therapeutic nature of the contact during massage technique instruction and practicum.

STUDENT SERVICES & PLACEMENT

Every student will be advised during the module in Business & Ethics regarding the available local spa establishments and opportunities for employment at gyms, doctors offices and spas. However, no direct placement service is provided by the institute for student graduates of the certificate programs offered. Every effort by the Institute will be made to connect prospective clients and or workplace opportunities with graduates of the certificate programs offered if or when any individual or organization contacts the Institute with inquiry for graduates.

Guidance is offered on one on one basis for students seeking advice regarding business self employment set up, resume writing, specialization in the massage field etc when requested by the student outside of class. No fee is charged for this service.

STUDENT COMPLAINTS

A student may lodge a complaint by communicating orally or in writing to any instructor. If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, the institution shall advise the student that a complaint must be submitted in writing to the Director of the Institute, Patrice Thiessen, and shall provide the student with a written summary of the institution's complaint procedure.

If a student complains in writing, the Director shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection.

The Director will investigate the complaints thoroughly, including interviewing all people and reviewing all documents that relate or may potentially relate to the complaint. The Director may reject the complaint if, after investigation, it is determined to be unfounded or to compromise or resolve the complaint in any reasonable manner, including the payment of a refund. If the student cannot receive satisfactory resolution through the above channels, the student may then contact the Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, or call 888 370-7589 or fax 916 263-1897.

CANCELLATION AND REFUNDS

The Student has a right to cancel the enrollment agreement and to obtain a full refund of all charges less the amount of \$100.00 for the registration fee if he/she cancels the enrollment contract prior to or on the first day of instruction or the seventh day after enrollment whichever is later. The student shall provide notice of cancellation in

writing to the Institute. If the student does not provide a written cancellation notice the Institute will consider the student withdrawn from the program after 3 consecutive absences from class.

If the student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

In addition, the student may withdraw from a course after instruction has started and receive a pro rata refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. For example, if the student completes only 30 hours on a 100 hour course and paid \$850.00 tuition, the student would receive \$595.00 refund.

$$\begin{array}{rcl} \$850.00 & & 70 \text{ clock hours of instruction} \\ \text{tuition} & \times & \underline{\text{paid for but not received}} & = & \$595.00 \text{ refund} \\ & & 100 \text{ clock hours of instruction} \\ & & \text{for which the student has paid} \end{array}$$

If the Institute cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within 30 days of cancellation or withdrawal.

STUDENT TUITION RECOVERY FUND

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

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

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, Education Code.