



## Application for Centre Approval

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Please fill out all the information on this interactive PDF form.

Once it has been fully completed, please email to:

[info@worldmassagecouncil.com](mailto:info@worldmassagecouncil.com)

**Note: All fields must be complete before sending  
(Except for your centre number on page 2 which may not be allocated yet).**

**We will process the information and send an email confirming we have received your application.**

## Joining Criteria

All centres approved by the WMC will undergo a quality check to ensure that they meet the standards

This will include the following:

1. Minimum of three years' experience in the practice or teaching of massage therapies.
2. A policy, plan or statement that outlines equality, diversity, impartiality and inclusion in practice and teaching (sample is included for you to sign).
3. Valid and appropriate health and safety procedures and practices (sample is included for you to sign)
4. Sufficient and adequate facilities, equipment and materials
5. A statement to indicate professional practice and etiquette (sample is included for you to sign)
6. A statement to indicate effective and appropriate communication between centre staff and students (sample is included for you to sign).
7. A statement to indicate that all complaints are duly managed in line with centre and country guidelines and guidance (sample is included for you to sign).
8. These criteria will be reviewed at the time of centre approval and monitored annually to ensure consistency and or changes in centre management and operation.

## Benefits of Joining WMC

This is an opportunity for those schools who would like to collaborate with and become active members of the World Massage Council (WMC). As outlined, below are the benefits and package incentives once approved through our management team.

Worldwide recognition as a professional school recommended by WMC

1. Access to WMC guidance and support
2. Marketing through WMC social media platforms
3. Professional Judging opportunities with WMC
4. Use "WMC Approved Centre" logo on paperwork
5. Provide a platform to network with other training centres
6. Enter students under your own school/training centre name at WMC National Massage Championships
7. Discounts for entry to WMC events and competitions
8. Be listed on the WMC website as an "Approved Centre"
9. Advertise training courses and workshops to WMC members (charges applicable)

## Package

1. Certification from WMC
2. "WMC Approved Centre" logo for use on paperwork

## Application for Centre Approval

1. Centre Details			
Centre Name:			
Date:			
What do you offer at the Centre?	Training	SPA	Clinic
	Other (please state):		
Main centre contact	Name		
	Position		
<p>Have you had approval from any other organisations?</p> <p>If yes, please provide some details alongside i.e. organisation name and date of approval.</p>			
<p>Do you comply with any official standards of your country?</p> <p>If so please list.</p> <p><b>If not, by completing and submitting this form you are agreeing to comply with the WMC Centre Approval Training Criteria.</b></p>			

**2. Staff Details (if you have more than 5 please submit a separate sheet)**

No.	Name	Role: <i>tutor/trainer/teacher/assessor, therapist, retail assistant/manager</i>	Qualifications
1			
2			
3			
4			
5			

### 3. Declaration

On behalf of the Centre, I declare that:

- I am authorised to sign this declaration and the information contained in this application is correct, current and complete.
- The Centre will inform World Massage Council if there are any changes to the information provided in this application.
- As the Centre I take full responsibility for any concerns, complaints and course delivery and materials used.
- I further confirm that the centre has reviewed the WMC checklist and attach **evidence to support** the criteria below:

Minimum of three years' experience in the practice or teaching of massage therapies.

Sufficient and adequate facilities, equipment and materials for training (photos)

A policy, plan or statement that outlines equality, diversity, impartiality and inclusion in practice and teaching (sample is included for you to sign if you do not have one already)

Valid and appropriate health and safety procedures and practices (sample is included for you to sign if you do not have one already)

A statement to indicate professional practice and etiquette (sample is included for you to sign if you do not have one already)

A statement to indicate that all complaints are duly managed in line with centre and country guidelines and guidance (sample is included for you to sign).

First Name:		Surname:	
Signature:			
Date:		Position:	
Telephone:		Email:	

## Teaching Experience

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I, (your name) confirm that I have a minimum of 3 years in the practice or teaching of massage therapies. In this respect, I **ATTACH** certificates as proof of my competency.

## Training Centre / Equipment Images

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Please **ATTACH** pictures of your training centre and equipment.

## Equal Opportunity Policy

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### Introduction

(centre name) is committed to a policy of treating all employees, learners and job applicants equally. None of the above will receive less favourable treatment or consideration on the grounds of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion or belief or will be disadvantaged by any conditions of employment or requirements that cannot be justified as necessary on operational grounds.

### Principles

- These principles apply equally to all employees and learners.
- There should be no discrimination on the basis of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion or belief.
- Will appoint, train, develop and promote on the basis of merit and ability.
- All staff have personal responsibility for the practical application of this equal opportunities policy.
- Anyone involved in the recruitment, selection, promotion or training of employees and learners has a special responsibility for the practical application of this equal opportunities policy.
- Any employee who is found to have committed an act of unlawful discrimination (be it against another member of staff or learner) may face disciplinary action. Harassment or bullying on the grounds of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion, belief or for any other reason will be treated as gross misconduct. Harassment is any unwanted conduct which violates another's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for another person or is intended to have one of those effects.
- The application of this policy will be reviewed annually by the Principal.



## Health & Safety Policy

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Aim:

- To ensure that health and safety is given adequate consideration during all activities.
- To ensure that staff, learners, visitors, contractors and other employees understand that they have a legal obligation to themselves and each other, regarding health and safety.

In order to do this, the following rules and procedures must be followed at all times whilst at

Any requirement served in writing by us in connection with Health and Safety regulations or procedures must be followed immediately.

1. Persons must not compromise the safety or welfare of others whilst on our premises.
2. If the fire alarm sounds, persons must immediately evacuate all buildings, unless previously warned of a test.
3. Persons must not tamper or interfere with any fire detection or firefighting equipment or do anything else which may prejudice the validity of fire insurance policies.
4. Persons are advised that it is against the law to smoke anywhere on our premises.
5. We are committed to providing a safe and pleasant working environment and will ensure the health and safety of all persons who may be affected by our activities by:
  - monitoring the safety performance of contractors who work for us.
  - conducting annual audits to ensure health and safety control measures and emergency procedures are in place and are effective, properly used, monitored and maintained
  - conducting annual risk assessments in order to identify and minimise the effect of potential hazards
  - providing information, instruction, training and supervision to ensure that all persons are informed of any associated risks and are competent to supervise or undertake activities required
  - providing adequate and appropriate buildings, equipment and facilities to comply with legislation to ensure welfare at work, and any additional requirements of our accrediting and awarding bodies.
  - keeping all buildings, equipment and facilities provided or owned by us in good working order to meet or exceed any relevant regulatory standard
  - consulting with staff and learners in matters that effect their health and safety
  - Implementing systems of work that are safe and where there are risks to health these are controlled.
  - keeping up to date with best practice in relation to health and safety and complying
  - with all relevant legislation and authoritative guidance

## Professional Practice Statement

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(centre name) will aim to maintain professional attitudes and behaviours and adhere to codes of ethics, standards of practice and relevant legislation to our country.

Professionalism will ensure ensures:

- A high standard of treatment is provided
- Treatment benefits are optimised
- Any risk of cross-infection is reduced and prevented
- Client confidence in the therapist is promoted
- Client satisfaction is maintained, ensuring retention and continuation of the service/business
- The reputation of the therapist is maintained and develops positively and successfully
- The credibility of the sector is maintained and developed

## Communication Statement between Training Centre & Student

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(centre name) will ensure that in all its dealings and communications whether personal, email, telephone, video call or via letter with any student/ learner, we will be:

- courteous
- unbiased
- professional

at all times

## Complaints Policy

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(centre name) takes all complaints and concerns about professional misconduct of any kind very seriously. The following outlines the process for filing a complaint against our training centre

### **Making a Complaint**

A complaint must be received by us in writing, or any other permanent medium. It should be posted for the attention of School Director/Principal. We will investigate the complaint immediately and you will be given a full and prompt reply. The complaint should include the full name of the any persons, as well as the time, place, date(s) and details of the alleged event(s). All complaints should be registered with us within 6-months of the event. To maintain confidentiality, we ask that any complaints be sent by registered mail not by email by the Complainant. We will not process any anonymous complaints.

### **Receiving the Complaint**

Once a complaint is filed with us, the complainant will receive an acknowledgement in writing within 14-days of the complaint being made. Within 14-days of us receiving the complaint, if the complaint is about a member of the team then that team member will be given a further 14-days to respond.

### **Investigating a Complaint**

The investigation process will take an undetermined amount of time, but not more than 150-days. The Director/Principal will investigate the complaint and following the investigation, a report is prepared. The Director/Principal will make their formal response or decision within 150 days of receiving the complaint.

### **The Decision**

If the decision is in favour of the Complainant, then any of the following may happen.

- All efforts will be taken to resolve the complaint amicably and swiftly
- Instructions will be given to take other appropriate or formal action as required

If the decision is in favour of us or a member of the team, then any of the following may happen.

- The Complainant will receive formal notice that no further action will be taken

The Complainant and any relevant member(s) of the team will receive a written copy of the decision.

### **Appealing the Decision**

If the Complainant is not satisfied with the decision, then the complainant can take further action and discuss their case with the relevant accrediting /awarding body.