

West by Northwest School of Massage, LLC Program Catalog 2021 Vol 11,
November 20, 2022

This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the: Workforce Board, 128 – 10th Ave. SW, Box 43105, Olympia, Washington 98504-3105 Web: wtb.wa.gov Phone: 360-709-4600 E-Mail Address: workforce@wtb.wa.gov

West by Northwest School of Massage, LLC 2210 Hewitt Ave, Suite 401, Everett, WA 98201 (425)349-0772

Mission Statement *To provide high quality massage education through experienced touch and extensive body knowledge in an evening 760 hour program or daytime 915 hour program. The West by Northwest School of Massage program will graduate highly competent massage therapists who treat each client with compassion, care and empathy.*

Owners, Personnel, and Licensure

Owners: **Rebecca-Anne West, LMT**

Administrators: **Rebecca-Anne West, LMT Leah Jirsa, LMT**

Governing Board: **N/A**

Name and Address of School's Administrative Offices and Auxiliary Facilities:

2210 Hewitt Ave, Suite 401 Everett, WA 98201

Name and Address of Parent Company: **N/A**

Instructors and Summary of Qualifications

Rebecca-Anne West, LMT. Director of Education. Licensed Massage Therapist 2004 to current. Board Chair Seattle AMTA 2006-2008 Massage Department Head Gene Juarez, Redmond 2014-2018 Massage Educator Gene Juarez 2015-2018

Leah Jirsa, LMT. Licensed Massage Therapist 1998 to current. Educator at WNWSM March 2019 to current.

Licensure This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board 128 – 10th Avenue

Southwest Olympia, Washington 98501 360-709-4600 workforce@wtb.wa.gov

West by Northwest School of Massage has joint jurisdiction with the Washington State Board of Massage.

Accreditation/Registry: **None**

School Calendar, Class Schedules, and Program Starting Dates

915 hour Hybrid Day class: 1st week of Sept - 3rd week of July

Enrollment period: June 15 - 1st week of Sept

Hybrid Day class will be held in person Tuesday and Thursday from 9AM-3PM. Online class will meet Wednesdays from 9:30-12:30 then self study until 3:30, unless marked as a half day or break on the school calendar The Hybrid Day Program will include at least two weekend days per month.

The Term for Day Program is from Sept - July of the following year (ie: Sept 2022- July 2023). The total hours for the Day Massage Therapy Program are 915 hours. The minimum hours to graduate from the West by Northwest School of Massage Day program are 824 hours (90% attendance).

This program is designed for massage students that want 150-300 additional hours of hands-on class time before entering the massage therapy field. This additional education will sharpen the new therapist's touch, improve testing scores and improve the students confidence. Employers will review hands on hours, therefore putting West by Northwest School of Massage graduates a step ahead of other new graduates. **Students are required to receive at least 4 professional massages during their program.**

Additional Modality training is part of the 915 hour program. Each student can choose 3 modalities offered included in their tuition. Additional classes will be a separate fee.

760 hour Hybrid Evening Program: 1st week of March - 3rd week of January

Enrollment period: Jan 1 - 1st week of March annually

Hybrid Evening class will be held in person Monday and Wednesday from 6PM-10PM. Online class will meet Tuesday from 6:00-8:00 then self study until 10PM, unless marked as a half day or break on the school calendar. The Hybrid Evening Program will include at least two weekend days per month.

The Term for Evening Program is from 1st week of March - 3rd week of January each year (ie: March 2022- Jan 2023). The total hours for the Evening Massage Therapy Program are 760 hours. The minimum hours to graduate from the West by Northwest School of Massage 760 hour Hybrid Evening Program are 688 hours (90% attendance). *The Washington State Board of Massage minimum for any massage certification program is 625 hours.*

During either program, students will learn our core massage therapy curriculum, participate in 50-70 hours of student clinics as well as give over 150 hours of massage outside of class. **Students are required to receive at least 4 professional massages during their program.**

Class schedule updates are given online and in person. School schedules are given to students by the first day of class with breaks, half days and hours listed. Please use Google Calendar for latest schedule updates. Changes to the schedule will be communicated asap to the students in Classroom, email and/or text.

**Holidays observed: Thanksgiving, Christmas, New Years day.
Spring Break (1st week of April), Summer Break (3rd week of August)*,
Thanksgiving Break (4th Wed of Nov - Weekend), Winter Break (Last two weeks of December - Jan 1st)**

Transfer Students see page 14-15 for details.

By initialing, you accept the terms of this Policy: _____

Facilities

West by Northwest School of Massage is located at 2210 Hewitt Ave, Suite 401, Everett, WA 98201. We have a low student-to-instructor ratio of 6:1, maximizing the students' learning atmosphere in a small setting. Maximum class size is 16 students

with up to 4 instructors. This shared space is an open floor plan suitable to switch from class lecture to massage tables and chairs. There are bathrooms between Suite 402 and 403. The room is used for lectures, massage lab and clinic. During the clinic, the maximum student-to-instructor ratio is 6:1. **Administration hours** are from 8 AM-6 PM, Tuesday-Thursday unless closed for a holiday or break.

Training equipment/Clinic equipment

- 8 massage tables
- 2 body cushion sets
- 2 Yoga balls
- Anatomy wall charts
- Access to Wifi for research and note taking
- Hot Towel Cabbies and heat packs
- Small resource library of non-required text affiliated with bodywork
- Kitchenette and restrooms
- 3 massage chairs
- 16 folding chairs
- 10 bolsters, pillows and cushions
- 2 Full size skeleton models
- Dry erase boards
- Monitor (TV) for online study models

The students are encouraged to bring food. There is a shared space inside an area outside for eating and rest breaks.

Metered parking for students/clinics is located on Hewitt and surrounding downtown Everett parking spaces.

Entrance/Admission Requirements

Students must:

- Possess a High School Diploma, a General Education Development (GED) Diploma, or pass a graded entrance exam.
- Agree to a WSP criminal background check. Having a misdemeanor of sexual nature (and possibly others) or felony will prevent licensing in the state of Washington. Students found to have a criminal history will not be permitted to enroll in massage school.
- Walk to 4th floor via stairway from Hewitt (3rd floor)
- Maneuver around a massage table and clients easily and quietly
- Assist in passive and active massage techniques
- If the student has an unforeseen event causing a handicap that disables them from continuing the West by Northwest School of Massage program, the withdrawal process will be followed. Return as a Transfer Student is permitted, once the student is physically able to return.
- Effectively communicate in English
- West by Northwest School of Massage teaches in English. No translators are provided. Students may retain and pay for translators if needed. WNWSM encourages any student with a disability to meet with the Administrators with reasonable accommodation requests.

Non Discrimination Policy

West by Northwest School of Massage does not discriminate against students or potential students on the basis of race, creed, color, age, national origin, religion, gender/sex, sexual orientation, veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service

animal by a person with a disability.

Since massage is physically demanding, future and existing massage students must be able to stand, sit, squat, lunge and walk at least 75 minutes without injury or fatigue. Stabilization devices such as a wheelchair, crutches, walker or prosthetic boot may be used. These devices must not interfere with treatment or safety.

Massage Therapy Certification Program

West by Northwest School of Massage offers a **915 hour Hybrid Massage Therapy certification program**, and a **760 hour Hybrid Evening Massage Therapy certification program**.

These programs will teach each student detailed Anatomy, Physiology, Kinesiology and Pathology affiliated with the field of bodywork and Massage Therapy.

Students will learn Massage Therapy Ethics, Business, time management, communication skills (with professionals and clients) and troubleshooting contraindications. Orthopedic Injury Treatment modules, Western and *Eastern integrative studies, Swedish Massage and an Introduction to Reiki. *Hot Stone, *Champi, and other possible Elective classes are offered and vary per class.

**Elective classes*

Clock hours are calculated using a minimum of 50 minutes per every hour. 50 hours of clinic are required for graduation. Class time is either lecture, massage lab, communication lab, partnered work or clinic.

The graduate will need to apply for Washington State Massage Therapy Board exams to finalize their credentialing and become an LMT in the state of Washington. The board exams (MBLEX) and licensing are additional fees not included in tuition and must be paid by the graduate. The fees as of the date of this printing are:

MBLEX: \$195

Wa State Dept of Health (LMT): \$226

Educational Credential

The student will earn a Massage Therapy Certificate of Completion. Each graduate is required to take the state board exams for licensure.

Tuition and Additional Costs

Disclaimer of Approximate Expenses

Effective Sept 2022	Evening Program 760 hours (2022-23)	Day Program 915 hours (2022-23)
Registration fee <i>non refundable after 3 days of WSP submission</i>	\$100	\$100
Tuition	\$13,500	\$16,250
Additional Modality Training (CE)	Varies per class	Varies per class
Textbooks, Required	Included in Student Kit	Included in Student Kit

Textbooks, <i>Suggested</i>	<i>\$0-250 Price varies</i>	<i>\$0-250 Price varies</i>
Supplies <ul style="list-style-type: none"> • Linens • Oils/lotions at home • Table and Tools • Massage Chair 	\$20-100 \$40-100 \$250 + \$150-500	\$20-100 \$40-100 \$250 + \$150-500
Student Starter Kit	\$450	\$450
Testing fees WA State Licensing Fees	MBLEX \$195 (as of the print date) Washington State DOH \$226	MBLEX \$195 (as of the print date) Washington State DOH \$226
Additional Fees 4 Professional Massages	Varies Average \$50-120 per hour	Varies Average \$50-120 per hour
Total Program Fees Total Testing Fees	\$14,710-\$15,730 \$421 (as of print date)	\$17,260-\$18,380 \$421 (as of print date)

Students will need to meet all financial responsibilities before a Certificate of Completion will be issued.

By initialing, you accept the terms of this financial approximation: _____

Tuition Payment

In house financing is available for students that meet qualifications. **\$1,000 of total tuition is due upon acceptance to the program** with equal monthly or quarterly payments made by the 1st of the month due. Payment schedules are arranged between students and the Director of Education.

If a student has a tuition balance upon finishing the program or dropping out, 5% interest will be applied to the balance. Monthly payments will be arranged between the student and WNWSM. Once all fees and tuition have been, the transcript will be released to the student.

Students must prove full financing or the ability to pay for the program by September 1 (Day Program) or March 1st (Evening Program) of the school year they wish to attend.

Financial Aid Assistance

Meritize is a third party lender that may be an option for students wishing to acquire a student loan. Rates and fees vary. Please see our website for information and a link to apply.

WNWSM offers interest free monthly payment options for students able to pay off their tuition by the end of the school term. Any balance will prevent the student from obtaining their Certificate until fees are settled. There is a 5% interest on any balance due after graduation.

By initialing, you accept the terms of this financial approximation: _____

Grading System/Standards of Progress for Graduation

Graduation from West by Northwest School of Massage requires full completion of our 760/915 hour hybrid program. Required elements of completion are:

- 90% (minimum) attendance, no less than 625 hours must be attended
- 2.7 or above GPA (75%)
- Full participation in all aspects of program
- 50 Clinic hours
- All homework completed and turned in on time is recorded as full credit. **Late submissions will be ½ credit.**
- Incomplete or missing assignments that are not graded will result in **1% reduction of overall GPA** for the program per assignment
- All Fees paid
- All borrowed material returned in good condition
- In good standing with Administration

Test/Quiz/Homework

- **Open Book** tests are not retaken. First submission of answers are recorded.
- **Midterms** and **Final** exams are not retaken.
- **Tests** and **Quizzes** that are *eligible*, can be retaken once on the scheduled date.
- 75% of the assigned **Online CE classes** (AMTA or similar) must be completed and passed with a certification to acknowledge competency.
- 75% of the **Study Guide pages** that are assigned must be completed and correct.
- 75% of the **Anatomy Coloring Book** must be completed
- A 1% penalty of the overall GPA will be assessed if less than 75% of work is achieved by the due date.

Graduation Requirements

All students must meet the above requirements to graduate from West by Northwest School of Massage. Once the student has submitted all required paperwork related to the program, paid all outstanding fees and tuition, and completed the required hours in each category of education they will officially graduate from West by Northwest School of Massage, LLC. Upon successful completion of a WNWSM program, students will receive a Massage Therapy Certification and be authorized to take the Massage and Bodywork Licensing Exam.

By initialing, you accept the terms of this grading expectation: _____

Student Evaluation Techniques/Progress Policy

Students will be advised of tests, written and physical exams but may also be administered pop quizzes without warning.

- Grading is based on each module taught.
- Students must earn 75% or higher to pass each module or class.
- Open Book Tests **turned in by the due date** will count as 1 point per correct answer.
- Late submission of an OBT will count for ½ point per correct answer, and can be accepted up to one week past the due date for grading.
- Grading is done within a week of module ending or after each quiz, test or exam, unless a break or holiday delays testing.

One make up test is offered for tests except open book, midterms and finals, with or without tutoring. If the student fails to retain the information required to pass at the approved levels, he or she may be required to pay for tutoring to understand material to a satisfactory level. Make up tests are not allowed for Midterms or the Final exam.

Tutors

Tutors are approved educators through West by Northwest School of Massage. Outside tutoring must be approved before it will be accepted, no exceptions. Tutoring fees are subject to the educators fees. Grading and transcripts are available in the Administration office at any time. For up to date information, written requests are granted within 7 business days.

Incomplete Grades

Incomplete grades are given when a student is unable to complete a course because of illness or other serious problems. An incomplete grade may also be given when students don't turn in work or don't take tests within the approved timeline. If a student does not make arrangements to take missed tests, a failure grade will be given. A student who misses a final test must contact the instructor within twenty-four hours of the test to arrange for a make-up examination. Incomplete grades are penalized against the student's overall GPA using the "**Grading System/Standards of Progress for Graduation**" outlined above.

Probation For Below Acceptable Grades

West by Northwest School of Massage works diligently to provide a safe and effective learning environment. We expect compliance with our code of conduct, attendance, participation and grading policies. Non-compliance of any West by Northwest School of Massage policy will be grounds for corrective measures.

- Upon the first infraction, a warning will be issued and documented by faculty and student(s) involved. A plan for improving behavior will be agreed upon.
- Upon a second infraction, whether a new issue or repeat, the student will be put on probation status. Probation will last for one-four weeks, depending on the severity of the incident. The student may not be eligible for student massage exchanges if the infraction was moderate or unethical in nature. The student will be asked to return any borrowed resources and may not borrow future resources until after probation has been successfully lifted. The student will also write a formal notice of behavior correction for the staff.
- Upon the third infraction, the student may be terminated from the program which may also result in forfeiture of paid tuition. The calculation of a partial tuition refund will be aligned with the West by Northwest School of Massage Withdrawal procedure.
- If the student had a severe infraction, or has broken the law, immediate termination and no refund of tuition will be the consequence.

By initialing, you accept the terms of this Probation Policy: _____

Attendance Requirements

- **We require a 90% attendance of each module to pass the class.**
- **Arriving 5-15 minutes after class has begun or leaving class early is**

considered Tardy

- **Arriving 50 minutes after class, or leaving 50 minutes early, is considered a Conditional Absence.**
- **When attendance in person is inappropriate (ill), attending all of the lecture portion of a remote class is considered attended. Educators will notify the student(s) of the required duration to be considered present for the class.**

Probation for below acceptable attendance

- After 5-10 Tardies or Conditional Absences, the student will be put on Non-academic Probation. Upon the first infraction, a warning will be issued and documented by faculty and student(s) involved. A plan for improving behavior will be agreed upon.
- Upon a **second infraction**, whether a new issue or repeat, the student will be put on probation status. Probation will last four weeks. During this time, no additional tardies or Conditional Absences may occur. If the student fails to meet this standard, the third infraction will go into effect. The student will be asked to return any borrowed resources and may not borrow future resources until after probation has been successfully lifted. The student will also write a formal notice of behavior correction for the staff.
- Upon the **third infraction**, the student may be terminated from the program which may also result in forfeiture of paid tuition. The calculation of a partial tuition refund will be aligned with the West by Northwest School of Massage Withdrawal procedure.

If the student had a severe infraction, or has broken the law, immediate termination and no refund of tuition will be the consequence. All Tardies and Conditional Absences will be documented in the student's file.

- If the student must be tardy, leave early or absent on a regular basis for the majority of the program, the student may be marked absent/tardy and notify the educators/administration beforehand. **Students are advised to commit to the program that fits their schedule best.** All schedule adjustments are at the discretion of administration staff.

By initialing, you accept the terms of this Probation Policy: _____

Religious Accommodation

West by Northwest School of Massage, LLC will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work.

Examples of religious accommodations may include:

- rescheduling of an exam or giving a make-up exam for the student in question;
- altering the time of a student's presentation;

- allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates;
- releasing a graduate assistant from teaching or research responsibilities on a given day.

Make-up Work

Lessons and/or assignments missed due to absences must be made-up within **five business days** of returning to school. Students should meet with their instructors to get missed assignments. Not all lessons or classes are eligible for make-up. Contact administration for details on whether a make-up class is required.

Make-up work may be required to complete the approved hours of the program(s). Without completing all the missed hours the school may withhold the final certificate until the hours are completed. *By initialing, you accept the terms of this Policy:* _____

Withdrawing from School

We encourage all students to take time and consider that massage therapy or West by Northwest School of Massage may not be the best fit for your future. While we will do our best to work through adversities that come up with each student, there are options for withdrawal. Inform WNWSM administration in an email or written letter that you wish to withdraw, including effective date and signature of student. Emails are checked often each day. The effective date cannot be prior to the email date. Written letters can be effective 3 mailing days prior to being received. WNWSM administration will reply via email with receipt of withdrawal and give detailed information on any financial balance due or overpaid. See Refund Policy chart for details. If a student needs to return textbooks or equipment that was borrowed, WNWSM may charge full replacement value if not received within two weeks of withdrawal.

Refund Policy

If the student completes this amount of training:	The student may receive this percentage of <u>tuition</u> costs as a refund:
One class week or up to 10% of the program, whichever is less	90%
< One class week, > 25% of program, whichever is less	75%
< 25% but > 50% of the program	50%
< 50% of the program	0%

1. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:

- A. When the school receives written notice of the student's intention to discontinue the training program;
- B. When the student is terminated for a violation of a published school policy or law which provides for termination; or,

- C. When a student, without notice, fails to attend classes for 30 calendar days.
2. All refunds must be paid within 30 calendar days of the student's official termination date. If you need to withdraw from West by Northwest School of Massage but foresee attending again in the future, you must reapply to the program. You may qualify to test out of modules you have successfully passed, if admissions approves this process.
- By initialing, you accept the terms of this Withdrawal/Refund policy: _____*

Student Clinic Failure

If the student has successfully passed all other aspects of the West by Northwest School of Massage program, however fails student clinic in any way, the student has the following options:

1. Short on shifts
 - a. Pick up additional shifts, if still available
2. Not passing either due to
 - Participation
 - Attitude
 - Attendance
 - Poor client interaction
 - Poor peer interaction,
 - Professionalism
 - Any other offense the Student Clinic Supervisors deem unfit
 - A. meet with administration to agree on professionalism policy
 - B. Modify behavior immediately
 - C. Follow Code of Conduct and Conditions for Dismissal for each occurrence

The West by Northwest School of Massage faculty will meet with the student after two poor student clinic reviews to aid in modifying behavior or improving the situation. After an additional poor review, the student will be given an opportunity to create a verbal and written plan to modify his or her behavior and address concerns. By the 4th poor review, the student forfeits the ability to attend student clinics and is subject to failing the West by Northwest School of Massage program with no refund.

By initialing, you accept the terms of this Withdrawal/Refund policy: _____

Code of Conduct/ Bullying Policy

West by Northwest School of Massage teaches qualified students ethical massage practices. While some interactions lie in a gray area of ethical behavior, we enforce precautions and conservative behaviors.

At all times, students and faculty will be respectful. This includes words, actions, intentions and thoughts. We stand by the Golden Rule: Treat others as you wish to be treated.

We will educate students on possible scenarios that are uncomfortable. These situations are not dangerous or explicit in nature. There will be room for role playing to

actively work through potential issues that may arise in a massage therapist's career. **There are certain guidelines all students and faculty are required to adhere to.**

1. Respect each other's choices, beliefs and backgrounds.
2. Think before you speak or act. Will this harm or offend someone?
3. Take responsibility for your actions and words.
4. At no time is nudity permitted. Always prepare for exchanges under sheets and respect each others' privacy.
5. No sexual behavior, whether explicit or implied, will be permitted. Immediate dismissal from the program may result from such behavior.
6. No sexual innuendo, verbiage or joking will be permitted. Disciplinary action will be taken upon the first reported offense.
7. Be on time to each class. Showing up more than 15 minutes late is considered tardy.
8. Listen and allow others to process information. This included time to ask and answer questions, troubleshooting and respecting the teachers instructions.
9. Do not interrupt.
10. Use the Resolution Steps to aid in conflict resolution.
11. Appropriate hygiene including nails, hair and grooming to uphold a professional standard.
12. Dressed modestly and to Code of Conduct guidelines.
13. Come prepared for class each day. Bring textbooks, sheets, homework, etc.
14. Must be awake during exchanges.
15. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud may result in immediate dismissal from the school.
16. All forms of bias, including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed as demonstrated through verbal and/or written communication and/or physical acts may result in disciplinary actions, including immediate dismissal from the school.
17. Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings and programs, or other school activities may result in disciplinary action.
18. Theft or damage to the school premises or damage to the property of a member of the school community on the school premises may result in legal action.
19. Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances may result in legal action.
20. Violation of published school policies may result in disciplinary action or dismissal from the school.
21. Ask for preferred pronouns and use them accordingly.
22. When discussing pathologies or sensitive scenarios, be cautious and think before you speak.
23. _____
24. _____

By initialing, you accept the terms of this Code of Conduct: _____

Massage Oils/Lotions and Lubricants

Students must use the provided oils/lotions in class for exchanges and in Student Clinic. These are hypo-allergenic and unscented. For outside class massages, students are permitted to use appropriate oils and lotions, including aromatherapy, if the client approves.

Personal Property

West by Northwest School of Massage, LLC is not responsible for damage or loss of personal property either on site or while attending a class/clinic. Please take appropriate precautions to secure your belongings.

Smoking and Tobacco Use

Students and staff are not permitted to smoke or consume tobacco products while on campus. This includes vaping. Campus is considered anywhere inside our main door from Hewitt, and externally surrounding 25' from the front entrance.

Cell Phone/Tablet Policy

Cell phones may be used in the kitchen or break areas when lecture or bodywork is not being conducted. If a student needs to use a personal device to aid in education (translation, note taking, visual learner, etc) the device use must be approved by an educator. Cell phone use is not permitted during class time and phones are to be left in a cubby, bag or on the kitchen table.

Professionalism Policy

West by Northwest School of Massage is training adults to become professionally licensed Massage Therapists. Therefore, actions, words, dress code and behavior will be professional while attending the program. Professionalism includes behavior outside of class, as this can negatively affect our profession as a whole, not just the individual.

- **Behavior:** Respect fellow students, graduates, staff and visitors. Eye contact, handshake with introductions, staying focused and present at all times.
- **Tardiness:** Arrive 5-10 minutes before class begins to organize yourself and be ready to participate in the class. Arriving after the start time is disruptive and disrespectful to your peers and educators. If you tend to be late in most things, please set yourself up for success and adjust your clocks. If we notice continuous tardies, our admissions team will set up a meeting to help get you back on track. For full details, see Attendance Requirements above.
- **Confidentiality:** Follow HIPAA laws pertaining to personal information.
- **Correspondence:** Check emails/texts daily from the school for updates. The student is responsible for lost emails or information by asking administration for another document to be sent.
- **Communication:** Do not interrupt students or instructors while in lecture.
- **Grooming:**
 - Students must shower/bathe daily
 - No fragrances
 - Hair and makeup (if worn) neat and professional
 - Nails trimmed and filed before class/clinic
 - No odor from smoking
- **Dress Code:** No words or art that will be construed as offensive.

- No shoulders left bare (cap sleeve, short sleeve preferred).
- Pants/shorts/skirts that are well maintained with no signs of distress (holes even if fashionable).
- Close toed shoes while in the Student Clinic.
- Shorts and skirts must be modest while squatting or lunging.
- When bending over, squatting or lunging the gluteal cleft or midriff should not be visible.
- **Alcohol/Drugs or Weapons are not permitted on campus.**
- **Endorsements:** Students and staff will not be permitted to sell or endorse a product (product line) while on campus.
- **Disclosures:** Students are expected to disclose they are **not** licensed massage therapists.
 - When the student learns a modality, they will disclose to clients and peers that they are not certified to perform the modality and ask permission to practice the bodywork prior to client undressing.
 - Students may not identify as bodyworkers or massage therapists until they are licensed by the State of Washington Department of Health and Board of Massage.
 - Students found in violation of disclosures will be placed on school probation.
 - Students that advertise, use LMT or LMP, take advantage of WNWSM's credibility or receive compensation for massage practice will be reported to the Washington State DOH and may become ineligible for licensure.

Conditions for Dismissal

West by Northwest School of Massage works diligently to provide a safe and effective learning environment. We expect compliance with our code of conduct, attendance, participation and grading policies.

Non-compliance of **any** West by Northwest School of Massage policy will be grounds for corrective measures and possible expulsion from the program.

- **Upon the first infraction**, a warning will be issued and documented by faculty and student(s) involved. A plan for improving behavior will be agreed upon.
- **Upon a second infraction**, whether a new issue or repeat, the student will be put on probation status. Probation will last for one-four weeks, depending on the severity of the incident. The student may not be eligible for student massage exchanges if the infraction was moderate or unethical in nature. The student will be asked to return any borrowed resources and may not borrow future resources until after probation has been successfully lifted. The student will also write a formal notice of behavior correction for the staff.
- **Upon the third infraction**, the student may be terminated from the program which may also result in forfeiture of paid tuition. The calculation of a partial tuition refund will be aligned with the West by Northwest School of Massage Withdrawal procedure.
- If the student had a severe infraction, or has broken the law, immediate termination and no refund of tuition will be the consequence.

Not adhering to the school's rules, regulations, policies, and code of conduct may result in instant termination from the program and forfeiture of tuition up to that point of education.

1. Missing more than 20 percent of instruction time.
2. Not maintaining the minimum grade point average.
3. Not meeting financial responsibilities to the school, unless agreed to by administration.

The school director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. It is the responsibility of the dismissed student to notify the appropriate lending institution if the student has a student loan or is receiving financial aid. Prepaid tuition will be refunded according to the school's refund policy.

By initialing, you accept the terms of this Dismissal Policy: _____

Re-entry Policy

Students dismissed (voluntary or involuntary) from the school who request re-entry must put the request in writing to the school director. This is a case by case acceptance with full discretion by the administrator.

In cases where the student was dismissed for excessive absences (greater than 20 percent) or financial concerns, it may be possible to re-enter within the same school term. In cases where the student was dismissed due to failure to maintain the minimum grade point average, it may be possible for the student to receive private tutoring and then reenter the school during the same school term. In cases where the student was dismissed due to unacceptable conduct, the student will have to meet with the director before re-entering the school. The decision of the director is final and the student will receive a letter within five business days stating the decision.

Transfer Policy Credit for Previous Training

Students wishing to transfer to West by Northwest School of Massage must go through the same application process as a new student. Former West by Northwest School of Massage students who had to withdraw for non-disciplinary actions must also re-apply. We require a written statement describing a success plan for re-entering the program. Transfer Program acceptance will require the following:

1. Success Statement/Plan
2. Tuition payment in full, or approved payment plan/financing
3. Partial repetition of the last module attended if deemed necessary
4. Successful (75% or 2.7 GPA and above) of all previously attended modules.

Transfer students from other programs are admitted on a case by case basis, at full discretion of the administration. You must provide certification of past programs completed with scores and a letter stating all fees and tuition has been paid.

In order to receive a Transfer Certificate of Completion from West by Northwest School of Massage, you must successfully pass all module tests and make up hours required by Washington State Department of Health to qualify for Massage Therapy State Board exams.

Up to 50% of the program may qualify towards transfer hours. No more than 400 hours will be allowed for transfer. This is at the administrators discretion.

Tuition will be the current hourly rate when transferring. Test rates will be outlined for each subject. Tests may not be taken twice. If the student fails a test (less than 75%), the student will take the module from the beginning to ensure competency. See Transfer Student Contract for details.

Placement Assistance

Check wnwsm.com for current employer ads. WNWSM may offer internship programs if local affiliates are available. Placement assistance is not offered at this time.

Externship Policy

Not applicable at this time.

Internship Policy

WNWSM partners with local massage businesses and therapists to encourage student participation and growth outside of the classroom. Please see Administration about current opportunities. Not all students will qualify for an Internship.

Students are expected to:

1. Respect the Internship Program participants (staff, clinic, educators, etc)
2. Commit to what is achievable for you during the school calendar
3. Notify the school and Internship location manager of conflict, issues with availability, communication needs and preferences.
4. Give feedback to school when requested.
5. Give Internship 2 weeks notice when no longer available/interested.

Student Grievance-Complaint/Appeal Process

Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint. Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school director. The written request should include the following information:

1. Student's full name and current address
2. A statement of concern including dates, times, instructors, and if applicable, other students involved
3. Date of complaint letter and signature of the student
4. Three dates in which the student would be available for a meeting with the school director.

These dates should be within 10 business days of the complaint. The school director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.

Cancellation and Refund Policy

(Compliance with WAC 490-105-130)

Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule.

1. The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school.

2. The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training.
3. The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A “registration fee” is any fee charged by a school to process student applications and establish a student record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, plus a percentage of the total tuition as described in the Refund Policy.

Student Records

Student records will be maintained by the school for 50 years or until the school closes. If the school closes, whether voluntary or involuntary, educational records or transcripts will be forwarded to the Workforce Training and Education Coordinating Board. Upon graduation, each student will be given a copy of his or her transcript. These records should be maintained indefinitely by the student. Students may request copies by writing to the school. Student records are available for review by the student at any time.

All students' records and transcripts are maintained on the West by Northwest School of Massage site either in paper or electronic format. Records will be maintained per local laws.

Students may obtain their records at any time by requesting them from the program director. Students may allow a parent, spouse, significant other or sibling to pick up documents in lieu of their presence. Please contact the administrators to fill out a Release of Record.

Transcripts may be obtained by written request. There may be a nominal fee to receive official transcripts. Please allow up to 2 weeks for official transcripts to be received.

Current students have access to their grades at any time. Please request access through your instructors or the program director. Tests and turned in assignments that were graded may not be available for immediate viewing, but will be maintained while the student is active with West by Northwest School of Massage as well as 50 years post withdrawal.

Grades on a GPA scale of 0 to 4 will be calculated at the end of each module, term or session, depending on the subject matter.

To receive written reports, other than official transcripts, please allow up to one week for the most current grades to be posted.

<u>Grade</u>	<u>Acad./Basic</u>	<u>Honors</u>	<u>Sem.</u>	<u>AP</u>
A+ = 97-100	4.2	4.7	5.2	5.7
A = 93-96	4.0	4.5	5.0	5.5
A- = 90-92	3.8	4.3	4.8	5.3
B+ = 87-89	3.2	3.7	4.2	4.7
B = 83-86	3.0	3.5	4.0	4.5
B- = 80-82	2.8	3.3	3.8	4.3
C+ = 77-79	2.2	2.7	3.2	3.7
C = 73-76	2.0	2.5	3.0	3.5
C- = 70-72	1.8	2.3	2.8	3.3
E = 60-69 (Non-passing; eligible for summer school)				
F = below 60 (Not eligible for summer school)				

Disqualifying Crimes Checklist

BY READING AND SIGNING BELOW, YOU AGREE TO THE TERMS OF EDUCATION AT WEST BY NORTHWEST SCHOOL OF MASSAGE. NO ONE HAVING BEEN ACCUSED OR PROVEN GUILTY OF ANY OF THE FOLLOWING CRIMES IS PERMITTED INTO ANY HEALTHCARE PROGRAM, INCLUDING MASSAGE THERAPY PROGRAMS. YOU WILL NOT BE ELIGIBLE FOR LICENSURE AFTER GRADUATION IF YOUR CRIMINAL BACKGROUND CHECK REVEALS A CRIME LISTED IN THIS OUTLINE.

Initial here that you have read and acknowledge the Disqualifying Crimes checklist _____

RCW 9A.04.040 - Classes of Crimes (1) An offense defined by this title or by any other statute of this state, for which a sentence of imprisonment is authorized, constitutes a crime. Crimes are classified as felonies, gross misdemeanors, or misdemeanors. (2) A crime is a felony if it is so designated in this title or by any other statute of this state or if persons convicted thereof may be sentenced to imprisonment for a term in excess of one year. A crime is a misdemeanor if it is so designated in this title or by any other statute of this state or if persons convicted thereof may be sentenced to imprisonment for no more than ninety days. Every other crime is a gross misdemeanor. RCW 9A.20.010 - Classification and Designation of Crimes (1) Classified Felonies. (a) The particular classification of each felony defined in Title 9A RCW is expressly designated in the section defining it. (b) For purposes of sentencing, classified felonies are designated as one of three classes, as follows: (i) Class A felony; or (ii) Class B felony; or (iii) Class C felony. Crimes: A person who has a felony crime listed below will be denied access to Massage School. A person who has a felony crime listed below will have an overall assessment of the person's character, competence, and suitability to determine if they will have access to Massage School.

For the purpose of enrollment to West by Northwest School of Massage, have you committed or been accused of the following:

- Burglary Counterfeiting Extortion 1
- Extortion 2
- Fraud and Swindles Forgery
- Identity Theft Money Laundering
- Assault 1
- Assault 2
- Assault 3 Domestic Violence
- Assault 3 not Domestic Violence
- Assault of a child
- Coercion of Involuntary Servitude
- Custodial Assault
- Dealing in depictions or minor engaged in sexual explicit conduct Domestic Violence
- Drive by shooting
- Homicide by abuse
- Leading organized crime
- Malicious mischief Domestic Violence Manslaughter
- Murder/Aggravated Murder
- Rape
- Rape of a child
- Residential burglary
- Robbery
- Sabotage
- Sexual exploitation of a minor
- Sexual misconduct of a minor
- Theft
- Use of a machine gun in a felony
- Vehicular homicide
- Violation of the Imitation Controlled Substance Act (manufacture/deliver/intent)
- Violation of the Uniform Controlled Substance Act
 - (manufacture/deliver/intent) Violation of the Uniform Legend Drug Act

○ (manufacture/deliver/intent) Violation of the Uniform Precursor Drug Act
(manufacture/deliver/intent)

- Pending Crime – A person who has a pending crime on the Secretary’s list is denied access to Massage School while awaiting a decision by a court, administrative entity, or government entity. Upon conviction or acquittal by the court, the Secretary’s List is applied.
- Attempt RCW 9A.28.020
- Conspiracy RCW 9A.28.030; and
- Solicitation RCW 9A.28.040 These crimes appear with a listed crime, such as Burglary. When the crime of attempt, conspiracy, or solicitation appears in conjunction with a crime on this list, it is treated the same as the listed crime. 10/8/2015 DSHS.WA.GOV

SOCIAL MEDIA AND BLOGGING

Many of our students and educators use social media tools as another way to connect. Whether or not you are acting on behalf of West by Northwest School of Massage, or using your personal social media accounts or blogs to talk about our programs or classes, always use good judgment and follow these guidelines:

- To use West by Northwest School of Massage-owned social media accounts, our logos and/or West by Northwest School of Massage photo/video on behalf of West by Northwest School of Massage, you must be approved and trained. Contact the Director of Education for more information.
- Don't post sensitive, private or confidential company information.
- **Respect client/student/educator privacy.** Never give out personal information (e.g., personal addresses, phone numbers or credit card information).
- **Do not post photos** unless approved by all parties
- **Do not make negative comments** about our clients/students/educators
- **Do not share details** about client visits—both private and public figures—without their written permission.(HIPAA)
- **Do not post comments** about a client/student/educator that could be perceived as **harassing, threatening, retaliatory or discriminatory.**
- You may be legally responsible for the content you post, so respect brands, trademarks and copyrights.
- Follow the terms and conditions for social networking sites.
- **Comply with our WNWSM school guidelines** by disclosing your West by Northwest School of Massage affiliation and noting that the views expressed are your own.
- **Ensure your posts do not create a real or perceived conflict of interest.** A conflict of interest exists if you have an interest outside of your education at West by Northwest School of Massage that interferes with your judgment on behalf of West by Northwest School of Massage. For example, accepting direct advertising or any type of compensation (including products, samples or experiences with value) from a competitor for your blog or other social media site, including other schools, can influence how you work with that school, thus creating a real or perceived conflict of interest. Please consult the Director of Education with questions.

In addition to the guidelines above and the Code of Conduct, you must follow all other West by Northwest School of Massage guidelines and expectations. Not following a professional code of conduct may result in disciplinary action.

By signing below, you agree to uphold the Social Media and Blogging policy.

Student Name and Signature

Date

WNWSM Representative

Date