



PACIFIC NORTHWEST  
**MASSAGE  
ACADEMY**

**School and Administrative offices located at:  
9120 NE Van Mall Loop suite 120  
Vancouver WA 98662  
(360)869-3005**



## **Massage Instructors**

### **Travis Ramberg Owner**

**Teaches:** Anatomy and Physiology (A&P), Kinesiology, Deep Tissue, Sports Massage and student clinic supervision.

Travis received his Bachelor of Arts (BA) in K-12 education at Concordia College in Portland in 1995. In 2001, he received his LMP Licensure from Cedar Mtn. School of Massage (CMCM) and went into private practice focusing on a therapeutic style of massage therapy, integrating trigger point therapy and other deep tissue modalities to help clients and athletes recover from injuries and the aches and pains of everyday life.

Travis started teaching A&P at CMCM while still in school for his massage training. In 2006 he started teaching at Evergreen Center for the Healing Arts where he became the lead instructor of the program, teaching A&P, Kinesiology, Pathology, Deep tissue and Trigger point classes, and leading staff meetings and development. He was later named head of curriculum development from 2009-2011. Travis has since taught a number of different courses at Everest College 2012-13 and at Bodymechanics School of Myotherapy and Massage from 2017-2018.

Travis comes from a family of instructors and administrators and is one of the few licensed massage therapists to have a teaching degree in the state of Washington. This has allowed him to develop a college level curriculum for a trade school environment.

### **Suzanne Reynolds**

**Teaches:** A&P, Introduction to massage, Pathology, Business and Student Clinic Supervisor.

Suzanne received her initial massage therapy training at the Honolulu School of Massage in 1999. After graduation she taught and ran the student clinic at Remington College. When she moved to Vancouver, Washington in 2009, she attended the Evergreen Center for the Healing Arts to attain her Washington licensure. While maintaining a professional practice, Suzanne later became the program director at Everest College Vancouver campus, and in 2017 became an instructor and campus manager at Bodymechanics School of Myotherapy and Massage.

Suzanne has spent most of her massage career developing and revising curriculum to ensure her students' success on state and national tests. Since becoming licensed Suzanne has immersed herself in all things massage. She stays up to date on the issues that affect professional massage therapists and has been involved in massage-related political issues. She has worked with a diverse group of clients, addressing different types of massage treatments as well as many physiological and anatomical disorders and conditions.

Suzanne believes in the mind/body connection which she brings to all of her treatments and instruction. She uses many techniques such as Deep tissue, pre- and post-natal work, and sports massage techniques, and integrates them into different styles and techniques to make each client's massage a unique experience.

## **Gail Lordi**

**Teaches:** Eastern Theory and Thai Massage

Gail is a 1993 graduate of Colorado State University with a BA in Social Sciences with an emphasis on education. She began her massage career in 2000 and has furthered her studies with a shiatsu apprentice, acquired her Reiki level 1 attunement, and studied yoga and meditation techniques while living in Japan. Gail has since completed advanced training in acupuncture, Thai massage, yoga, and aromatherapy techniques. Gail utilizes her experiences to provide skilled, integrative techniques to provide professional, therapeutic care in her massage sessions.

## **Pacific Northwest Massage Academy 725 clock hours class list**

<b>Academics and lecture-based classes</b>	
Anatomy and physiology/ Intro to Kinesiology	112 hours
Kinesiology	120 hours
Pathology, CPR/First Aid, HIV/AIDS	76 hours
Business and Ethics for Massage Therapy	60 hours
<b>Massage theory and practice</b>	
Introduction to Massage therapy	36 hours
Introduction to deep tissue massage	34 hours
Advanced deep tissue and treatment	86 hours
Eastern theory and application	32 hours
Spa techniques theory and practice	16 hours
Prenatal and Lateral Recumbent massage	18 hours
Chair massage techniques and practice	8 hours
Sports Massage	16 hours
Special populations	16 hours
Lymphatic drainage/cancer treatment	8 hours
Thai massage and stretching	8 hours
MBLEX prep class	3 hours
Student clinic orientation	4 hours
Student clinic (hands on hours)	72 hours

## **Hours of operation**

**Day classes** are held Monday-Thursday, 10am- 2pm

**Night classes** are held Monday-Thursday, 6pm-10pm

**Student clinic** hours are held on Friday and Saturday -times to be decided. The number of appointments and the hours of operation depend on the number of massage students that are enrolled.

Office staff will be available Monday-Friday 10am-6pm by phone or appointment.

\*During weeks that have a Monday holiday, classes will run Tues-Friday at the above listed times.

## **Program start and end dates**

The open enrollment and application process time period runs until the end of the first week of classes unless otherwise specified

<b>Class</b>	<b>Start date</b>	<b>End date</b>	<b>Graduation</b>
Night Class	April 18 <sup>th</sup> , 2022 Mon Oct. 10 <sup>th</sup> , 2022	Thur. Feb, 2 <sup>nd</sup> 2023 Thur. July 27 <sup>th</sup> 2023	Feb 2023 Aug. 2023
Day Class	Mon. Jan. 31 <sup>st</sup> , 2022 Mon. Aug. 15 <sup>th</sup> , 2022	Thur. Nov. 17 <sup>th</sup> 2022 Thur. June 1 <sup>st</sup> 2023	November 2022 June 2023

All dates are subject to change due to weather-related cancelations.

We will attempt to schedule make up classes within the scheduled 44-week school term.

Please check the PNWMA website for weather related school closures and current calendar.

## **Observed holidays**

The school will be closed to observe the following holidays. Holidays are not counted as part of the contracted time schedule.

<b>Holiday</b>	<b>2022</b>	<b>2023</b>
New Year's Day	Saturday January 1st	Sunday Jan 1st
Martin Luther King Day	Monday January 17th	Monday January 16th
Presidents Day	Monday February 21st	Monday February 20th
Memorial Day	Monday May 30 <sup>th</sup>	Monday May 29th
Independence Day	Monday July 4 <sup>th</sup>	Tues July 4 <sup>th</sup>
Labor Day	Monday Sep. 5 <sup>th</sup>	Monday Sep. 4 <sup>th</sup>
Thanksgiving	Thursday Nov 24 <sup>th</sup>	Thursday Nov 23rd
Christmas break	Friday Dec 23 <sup>rd</sup> -Monday Dec 26th	Saturday Dec 23 <sup>rd</sup> -Tues Dec 26th

## **Facilities and Features**

The PNWMA features an Americans with Disabilities Act (ADA)-compliant facility with well-lit easy-access parking. There is a reception area and 2 classrooms for massage instruction and clinics. There is a faculty/student lounge with sink, microwave, refrigerator and storage space for each student to store their school related supplies. Male and female restrooms equipped with showers are provided. This is an ADA accessible facility with a ground level 1<sup>st</sup> floor location, compliant restrooms and access to all rooms in the space.

The school is located less than a ¼ mile from the Vancouver Mall, where there is a C-Tran bus station and many food options. There are restaurants, gas stations and financial institutions are within close proximity to the school.

The maximum class size is 16 students, the maximum student to teacher ratio will be 16 to 1.

## **Admissions Requirements**

To apply to PNWMA, students must:

- Possess a High school diploma or General Education Development (GED) to apply to PNWMA
- Have government-approved ID (Drivers license or passport)
- Be 18 years old by the time of graduation
- Be able to take tests in English if it is your second language.

The PNWMA encourages diversity and accepts applications from all minorities. PNWMA does not discriminate on the basis of race, creed, color, national origin, sex, veteran or military status, sexual orientation, 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.

The PNWMA acknowledges that information pertaining an applicant's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, we will

reasonably attempt to provide an accommodation to overcome the effects of the limitation of the applicant as it pertains to massage therapy.

Please direct all inquiries about accommodations to Suzanne Reynolds, admissions administrator, upon application to the program. To be qualified, an individual with a disability must meet the basic skill, education, training and other eligibility requirements for the massage therapy profession, and must be able to perform the essential functions of a Licensed Massage Therapist either with or without reasonable accommodation. The employment and academic standards are the same.

In some cases, criminal offenses could prevent you from being eligible for licensure in the massage therapy field in the state of Washington or Oregon. If you have a criminal record let us know so we can help you inquire about your individual situation.

## **Massage Therapy Program and Credentialing**

The PNWMA offers a 725-hour massage therapy program that provides solid foundational courses that reach beyond the state-set requirements of 625 hours. The school provides massage therapy instruction in a wide variety of complimentary modalities and treatment types that are trending in the profession.

Upon completion of the 725-hour course with a minimum 90% attendance rate and maintaining a 75% or greater grade percentage in all courses, the student massage therapist will need to pass the state-mandated Massage & Bodywork Licensing Examination (MBLEX) to receive their Licensed Massage Therapist (LMT) license from the Washington State Board of Massage, governed by the Washington State Department of Health.

## **Tuition and Fees**

Application fee	\$100
Full tuition for the 725-hour massage therapy course	\$13,475
Down payment (due at time of contract signing)	\$1,000
**Textbooks (acquired by student)	\$200-\$275
Workbooks and classroom supplies	\$50-\$100
Massage supplies (sheets, lotions etc.)	\$25-\$100
*MBLEX state licensure test	\$265
<b>Total</b>	<b>\$14,200-\$14,500</b>

\*The student must meet all financial and academic responsibilities before a certificate of completion is issued. If the student is on a payment plan, then they must be paid up to date to qualify. Upon issuance of the certificate of completion, the student may schedule their MBLEX test to receive state licensure.

\*\*All textbooks and workbooks are to be purchased by the student. We will provide a list of all required textbooks that the student needs to purchase before the first day of the related class.

The books can be new or used as long as they are the correct book and edition. Check with administration, as they may know of previous students looking to sell some of their textbooks.

## **School loans**

The PNWMA offers four different payment options to choose from. The first payment needs to be made to the school prior to the students first day of class.

Pay in full (PNWMA will pay for your MBLEx test)	\$13,475
12-month plan	12 payments of \$1157 (3% interest)
24-month plan	\$1000 down payment+ 24 payments of \$573.00 (5% interest)
30-month plan	\$1000 down payment+ 30 payments of \$470.00 (5% interest)

All loans, whether through the school or your bank must be satisfied, regardless of your success or lack of success at Pacific Northwest Massage Academy. This loan is the same as any other loan and the student has the full responsibility for managing the loan and its repayment.

PNWMA is not authorized to offer Federal financial aid.

## **Transfer Program**

The student is required to contact their previous school and order an official transcript to be delivered to PNWMA. When the school has received the official transcript, we will contact the prospective student and set up a meeting to go over the records with them. (this can be in person or on zoom)

If it is clear that the previous class(es) fulfill the PNWMA requirements the student will be scheduled to test out of the class.

Lecture based classes (A&P, Kinesiology, Pathology and Business) can be given partial credit depending on the subject area covered when previously taken.

Bodywork based classes (intro to Massage, Deep Tissue and Treatment etc.) The prospective student must fully demonstrate competence in all areas of the subject matter. They will get full credit for the hours or must take the class at PNWMA.

If the class requires hands-on bodywork to pass then the prospective student will demonstrate their skills on Suzanne Reynolds or Travis Ramberg.



## **Transferring Credits Cont.**

To receive full credit the student must take all tests listed on the class syllabus for that subject area and pass with a 75% or higher grade on each test.

If the student passes the test, they will be given credit for the class they will receive a “pass” on their transcript and will be excused from taking that class.

If the prospective student doesn't pass with a 75% or higher, they will be required to take the class in the PNWMA program.

After evaluation and testing of the classes in question the students, tuition will be based on the total hours that they are still required to take.

Example: Student has 600 remaining hours to complete the program. The tuition rate is \$19 a credit.  $600 \times \$19 = \$11,400$  would be the base tuition.

Individual testing costs can be added into the total tuition if they choose.

Transfer student costs:

Application fee: \$100 (same as full program )

Transcript evaluation fee: \$100

Cost per credit hour: \$19

Test per class: \$150

## **Grading policies**

You are **required to pass each individual class** offered in the 725-hour course to receive your certificate of completion.

You need to maintain a **75% or higher** to receive a pass for each individual class in the program.

**In lecture and academic-based classes**, your grade is determined by scores on written tests, class participation, homework and subject based class work. Specific requirements and expectations will be provided in the class syllabus and discussed by the instructor on the first day of the class.

**In massage theory and practice classes**, your grade will be a combination of written tests, class participation and hands on skills evaluations administered by the instructor. Specific requirements and expectations will be provided in the class syllabus and discussed by the instructor on the first day of class.

## **Student and LMT placement assistance**

The staff and instructors will work with interested students to make connections with local massage therapy businesses during their education to provide mentorship and internship opportunities to get a better understanding of the massage profession and the different opportunities that are out there.

After state licensure PNWMA will support its graduates with letters of recommendation upon request. There will be a job postings board available to pre and post grad students so that they can stay up to date with job availability in the local area. PNWMA will also host job fairs 2-3 times a year to bring the job opportunities to the school and it's students.

## **Incomplete grades**

Incomplete grades are given when you are unable to complete a course because of illness or other serious personal or family-related problem. In this case the administration will make every reasonable effort to work with you to get back on track to complete the program.

An incomplete may also be given if you don't turn in homework, complete the necessary tests or evaluations or maintain a 90% attendance rate. If you receive an incomplete for the above reasons it is your responsibility to contact the instructor or school administration to arrange make up work or tests. If the class needs to be retaken, it is your financial responsibility to pay for all retaken classes (charged at \$20 per hour).

## **Student progress reports**

Each student will receive a progress report after the 5<sup>th</sup> and 10<sup>th</sup> week of each 15 week trimester. Students who may be struggling with below average grades are encouraged to schedule an appointment with administration to increase the frequency of the progress reports.

## **Attendance policy**

PNWMA has a **85% attendance policy**. If the class is fewer than 10 classes long you must attend all sessions of that class or arrange for makeup work with the appropriate instructor.

If the class is more than 10 class sessions and you miss a class you are still responsible for all make up assignments and tests that were missed during your absence.

## **Make-up work**

Missed tests must be made up at the next available session of that class. Homework assignments are due per instructor discretion. It is the student's responsibility to contact the instructor about all make up tests or other missed classwork.

Make-up work may be required to complete the approved hours of the massage program. Without completing all the missed hour's the school may withhold your final certificate of completion.

## **Tardiness**

Developing a good work ethic and being punctual are two critical components of building a successful massage practice. The following system will be followed for recording tardiness.

- 1-15 minutes late will count as 15 minutes late
- 16-30 minutes late will count as 30 minutes late
- 31-60 minutes late will count as 60 minutes late

## **Dress code**

We are professionals in our field and expect our students to demonstrate professionalism in class and at student clinic. Part of this is professional attire. During student clinic, you are expected to dress in a professional manner that reflects the schools policies:

- No bare midriffs
- Long hair must be tied back
- Casual and modest attire is suggested
- No artificial scents, perfumes or colognes
- No inappropriate or offensive logos on clothing
- No visible cleavage of any sort (breast or gluteal)
- Fingernails must be trimmed and filed without polish
- Closed toed shoes or socks must be worn at all times
- Good personal hygiene at any school related sessions
- No jewelry on the hands and wrists during hands on work
- Skirts and shorts must be at mid-thigh, no booty shorts or daisy dukes

## **Code of conduct**

The following conduct is unacceptable and will not be tolerated. Violation of one or more of these rules will place the student under administrative review or discipline including possible dismissal.

- 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.
- Sexual harassment including creating a hostile work environment and coercing an individual to perform sexual favors in return for favor.

- All types of proven dishonesty, including cheating on tests or exams, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration of institution documents with the intent to commit fraud.
- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, student clinic or other school related activities.
- Theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
- Students acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds or off-site school related events.
- Violation of a law on school premises. This includes, but not limited to, the use of alcoholic beverages or controlled substances.
- Violation of published school policies.

## **Conditions for dismissal**

Students may be dismissed from the school for the following reasons:

1. Not adhering to the school's rules, regulations and code of conduct.
2. Missing more than 10% of class during a 15-week trimester. If attendance is over 10% during the trimester the students are able to make up the missed class time and related homework. Students are welcome to inquire at any reasonable time as to their standing in the class. Students over 10% will receive multiple warnings and potential solutions so as to avoid being in violation of the school attendance policy.
3. Not maintaining the minimum 75% grade percentage on all classes at the end of a 15-week trimester. Students can inquire at any time as to what their standing is in the class, and will receive warnings and potential solutions to avoid failing classes and possible dismissal.
4. Not Meeting financial responsibilities to the school in a timely manner.

The school directors 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. If the student has an outstanding balance with the school that it will be paid in its entirety.

## **Withdrawing from PNWMA**

The student must prepare and submit a written notification and submit it to Suzanne Reynolds Director of Admissions. The document must contain the students name, address, date and the

reason for withdrawal. All financial obligations on the part of the school and the student will be calculated based on the hours not yet completed.

## **Re-entry policy**

Students dismissed from the school can request re-entry by submitting the proper paperwork and a \$100 administrative fee to the school admissions personnel for review. In cases where the student was dismissed for excessive absences or financial concerns, it may be possible to re-enter the same school term or upcoming class. In cases where the student was dismissed due to failing grades, they will need to meet with the administration to set up a plan to include tutoring and possibly an Independent Education Plan before re-entering the program. The decision of the administration is final and the student will receive a letter within five business days stating the decision.

## **Student complaint and appeal process**

Nothing in this policy prevents the student from contacting the Workforce Board 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 administration. The written request should include the following information:

1. Students full name and current address
2. A statement of the concern including dates, times, instructor(s) and if applicable other students involved.
3. Date of the complaint letter and signature of the student.
4. Provide 3 dates in which the student is available for a meeting with the school administration. These dates should be within 10 business days of the complaint being filed.

A school administrator 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 resolution to the concern. Should it be necessary, a panel of instructors and administrators 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 tuition paid if the applicant is not accepted. This includes instances where a starting class is cancelled by the school.
2. The school must refund all money paid if the applicant cancels within five business days after 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 five business days 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 rule #3 above, plus a percentage of the total tuition as described in the following table.
5. When calculating refunds, the official date of the student’s termination is the last day of recorded attendance:
  - A. When the school receives notice of the student’s intentions to discontinue the training program.
  - B. When the student is terminated for a violation of the published school policy which provides for termination; or,
  - C. When the student, without notice, fails to attend classes for 30 calendar days.
6. All refunds must be paid within 30 calendar days of the student’s official termination date.

## **Refund table**

<b>Student hours completed</b>	<b>Percentage of tuition costs charged/retained</b>
One class up to 10% of course hours	10%
More than 1 week but less than 25%	25%
25-50% of the course completed	50%
More than 50% of the program completed	100%

## **Student records**

Student records will be maintained by the school for 50 years or until the school closes. If the school closes, whether voluntarily or otherwise, 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 their certificate of completion and their transcripts will be sent to the Washington State DOH. Sealed transcripts are available by written request for a \$15 fee. Unsealed transcripts are available for review by the student at any time.

## **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 10<sup>th</sup> Ave. SW  
Olympia, Wa. 98501

(360) 709-4600

[workforce@wtb.wa.gov](mailto:workforce@wtb.wa.gov)