THE PROFESSIONAL MASSAGE ACADEMY

FALL 2020/SPRING 2021

THE PROFESSIONAL MASSAGE ACADEMY

ONLINE MINNESOTA

110 2nd St S.
Waite Park, MN 56387
320-252-6832
www.theprofessionalmassageacademy.com

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General Information

Mission Statement

We strive to educate and inspire knowledgeable, compassionate and confident therapists who positively impact the community. We pledge unwavering dedication to excellence in education, ethics and professionalism in the massage industry.

History and Location

PMA is owned by Sweetman/Virnig – St. Cloud LLC. PMA was started and is run by Scot Ziessman and Tammy Virnig who collectively have over 35 years of ownership and operations experience in the health, wellness and beauty fields. The main campus of PMA is located at 110 2nd St S., Waite Park,MN 56387. The population at the 2015 U.S. Census estimate was 68,000.

Amenities and Equipment

PMA is a 1,000 square foot facility dedicated to training students in the field of Massage Therapy. PMA has 6 massage tables, one student break room with lockers, one instructor's office and restroom facilities for men and women outside the facility. PMA is a non-smoking facility.

Responsibility for Catalog Information

Each student who enrolls is responsible for reading and becoming knowledgeable of the information contained in this catalog. PMA reserves the right to change policies, as well as to revise the curriculum.

Essential Information

The Application and Enrollment Process

Upon receiving the completed application, the potential PMA students must:

- Schedule initial admissions meeting via Skype
- Send a copy of valid state issued I.D.
- Send a copy of high school and post-high school transcripts.
- Upon acceptance to PMA, the student will be notified by a phone call from administrative staff. The student must sign the enrollment agreement and pay the registration fee. Then the student will receive instructions on how to access the online portion of the program.

Educational Requirements

All students must have a high school diploma, G.E.D. certificate (or equivalent). The prospective student's educational background is considered prior to enrolling a student.

Admissions Requirements

The following documentation is required for admission to all programs at PMA:

- Enrollment Application
- Proof of High School Graduation:
  - Student's official high school diploma or G.E.D (or equivalent)
  - An official high school transcript with the student's graduation date to show proof of graduation **PMA does not accept online diplomas*
- Personal Identification:
  - Copy of the student's photo identification, such as a driver's license, passport, or other government-issued photo identification exhibiting that the student meets the state required compulsory school age.
- A completed and signed enrollment agreement
- PMA required registration fee

Should an enrolling student provide a foreign high school diploma, the institution will work with the student to obtain an English translation of the document along with confirmation that the education received is equivalent to a U.S. high school diploma. This documentation must come from an outside agency.

Program Re-entry
Any student who has previously withdrawn from a program at PMA may be entitled to re-enter that program. Students may re-enter a program under the following terms:

- The student had satisfactory progress in both grades and attendance when the temporary withdrawal began.
- The student had extenuating circumstances that made attendance and academic progress extremely difficult which led to the withdrawal.
- The student or student's family member required medical attention that required the temporary withdrawal.

Under any one or a combination of the above conditions, the student will be re-admitted without prejudice. Upon re-entry, all tuition and fees owed to PMA from the original enrollment must be paid in full.

Transfers
Applicants for transfer into PMA is considered on an individual basis. PMA may, at its discretion, refuse transfers if admission requirements, including tuition, cannot be met. PMA may accept transfer hours into any course. The determination of the hours accepted for transfer will be based on an examination of the individual's technical skills and knowledge of the program and subject matter.

PMA does not recruit students that are currently attending, or admitted to attend, another school offering a similar program of study.

Transfer students will be charged per hour according to the current rate of tuition for hours required and the cost of any additional equipment required, plus a registration fee of $100.00 or 15% of the total cost, whichever is less. The total cost will not exceed that of a regular new student.

Objective
The objective of PMA is to educate and train students to become massage therapists with professional standards in massage therapy.

Orientation
A one-on-one in person meeting or Skype interview will be conducted.

Class Size
Online classes are taken independently. Hands-on classes will be 4-6 students to one instructor.

Hours
Depending upon the student's selection of commitment level, this will determine how long the program takes to complete:

- Commitment A at 15 hours per week will take about 40 weeks to complete.
- Commitment B at 29 hours per week will take about 21 weeks to complete.
- Commitment C at 40 hours per week will take about 15 weeks to complete.

Hands on training will be scheduled at student's convenience. Each student's experience with the time to completion may vary.

Class Start Dates
Since it is online, the student can start whenever they want. If PMA cancels or alters a program start date, the applicant can request to move any money paid to an alternate start date and does not affect the student's right to a refund.

Scholarships
Please see Admissions office or website for available scholarship applications. Scholarships are available up to $3,500 per student.

Financial Assistance
Payment plans may be offered by PMA. Please ask for details.

Books and Supplies
- Students are required to purchase online access to curriculum and supply items required for the educational program in which they are enrolled. Upon paying their online access fee of $150 to PMA. PMA will send the student a link and instructions on how to access the online portion of the program and will mail the student a welcome package containing necessary supplies.
- The student's massage table is included in the cost of tuition and will be shipped directly to the student's residence within a month of starting the program.
- Costs for the required PMA textbook and supply items, including sales tax, shipping and handling are listed in the program descriptions on page 14. In order to keep learning materials current with changes in the industry and regulatory changes, PMA, from time to time, may change the selection of textbook and supply items and it reserves the right to do so at its discretion.
- Students provide their own basic classroom school supplies. A list of required materials for school supplies is provided at the time of enrollment and again during orientation.

Apparel Code
Students are required to wear hospital scrubs, black workout pants or black dress pants and an approved PMA t-shirt sent in welcome package, when meeting in person training. Students are required to comply with the Dress and Apparel Code for the program in which they are enrolled.

Graduation
A diploma is awarded to graduates at the completion of their training during the exit interview process.

Transportation
In person training sessions are located within 50 miles of the student's home address. Students are responsible for their own transportation to the sessions. If the student has an emergency, it will be the responsibility of the student to reschedule their training or to attend the main PMA campus.

Academic Information

Graduation Requirements

- Program required hours must be successfully completed
- All assignments including tests and projects must be completed
- PMA requires a 70% GPA
- All tuition and fees agreed upon per the enrollment agreement must be completed or alternative arrangements must be made. All contract fees must be paid in full.
- Each student shall complete the required number of clinic assignments during each clinical training period, even though successful completion of this requirement may, in fact, cause the student's training to exceed the contract hours for the respective program.

If, at any time during the course, PMA determines in its discretion that the student cannot meet the education standards of PMA, PMA reserves the right to terminate the student's training. All unused portions of the tuition will be refunded or settled in accordance with the refund and settlement policy.

Grades

PMA uses a 100-point grading scale of which 90-100% is equivalent to an "A", 80-89% is equivalent to a "B", 70-79% is equivalent to a "C", and 0-69% is not passing. Grades are given for classroom theory and practical work. A student must be at a 70% or higher GPA to graduate. 50% or less may warrant the student to be removed from the hands-on portion of the massage program and returned to the theory class. A zero will be given for refusing a service without educator's approval.

Incompletes

Students may receive an incomplete from an educator when the student is attempting to learn a skill or subject but needs additional time to complete the work successfully. Students will be given timelines to complete the work and a description of the work yet to be completed.

Inadequate Grades

Inadequate grades may indicate a lack of student inability or motivation. When a student is struggling in one or more areas of study or skill level, the educator will advise the student on how the deficiency can be successfully completed and will determine a deadline for the work to be completed satisfactorily. The student will be notified immediately after a grading period of how the deficiency can be successfully completed.

Suspension
Students may be suspended for tardiness, absences, or for inappropriate behavior with a peer, staff member. If a student is suspended, the student will be advised by staff about the existing problem and what the student must do to correct the problem. It is PMA's intention to establish professional behavior for the likelihood of success in the industry. PMA accepts the responsibility to inform the student about the deficiencies and how to correct the problem.

Termination
The student's enrollment may be terminated by PMA for any of the following reasons: failure to meet any of the policies including insufficient progress; nonpayment of tuition; failure to comply with PMA rules or policies (including, but not limited to, refusal to follow directions of educators); violation of State Laws or Regulations; disruptive behavior and improper conduct; and any action which causes or could cause bodily harm to a client, a student or employee of PMA; willful destruction of PMA property; and theft or any illegal act. In the case of termination by PMA, the student will receive a refund, according to the Refund Policy described in this catalog. PMA will issue an Official Transcript of Hours to students who withdraw prior to program completion when the student has successfully completed the required exit paperwork; attended an exit interview and made final payment of debts owed PMA. The student may also be terminated for failure to fulfill tuition requirements as agreed upon per the enrollment agreement.

Terms of Re-entry
See "ADMISSIONS REQUIREMENTS" on page 4.

Complaint Procedure
If the student has a complaint that needs to be addressed, the student should discuss the situation or concern with an educator. If further action is desired, the student should submit a written complaint in accordance with the complaint procedure policy that is given to students during orientation.

The Professional Massage Academy is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

Career Forecasting

Placement

PMA does not provide career placement. PMA does however maintain contact with massage clinics, chiropractors and hospitals in order to assist students in employment opportunities. Although PMA does not guarantee job placement, every effort is made to help graduates find employment opportunities. As part of their training, students are advised on how to seek employment. Job openings are posted on the student bulletin board. Follow up interviews with PMA alumni and their employers are conducted to help PMA to continually prepare for future employment opportunities for PMA graduates.

Reciprocity

Licensed massage therapists from Minnesota may apply for licenses in their field of expertise in other states. 47 states recognize and accept online training, while Connecticut and Michigan however do not recognize online training. Graduates must comply with each state's laws and rules to become licensed.

Licensing Requirements

Licensing massage therapists is determined by each individual city in the state of Minnesota. The City of St. Cloud requires proof of 500 hours from an approved massage therapy program. It is up to the individual student to know licensing requirements in the city they are choosing to work in. PMA will provide resource assistance and share information they have with the student.

Career Opportunities

Licensed massage therapists have many work opportunities available to them in the industry. PMA prepares all graduates for entry-level positions in massage clinics spas, chiropractic offices and hospitals as well as the opportunity to start their own business.

PMA Policies

Policies

During the enrollment process, each student is informed of PMA policies and procedures and must agree to abide by those policies and procedures, including, but not limited to, the standards of attendance, conduct, appearance and courtesy to all. All students attending PMA must maintain Satisfactory Academic Progress (SAP) which is defined as reaching each checkpoint of training with an average theory and practical grade of 70% and 80% attendance.

Standards

Students attending PMA reflect the school. Students must exemplify good grooming habits. Lack of honesty and integrity will not be tolerated and will result in a termination. Expulsion does not relieve a student of financial responsibility, nor deprive a student of refunds to which a student may be entitled.

Attendance Policy

Students must spend the agreed amount of time each week on their courses.

Tardy Policy

Pertaining to the hands-on component of this course. If the student is running unexpectedly behind due to unforeseen circumstances out of the student's control, it will be the responsibility of the student to contact the instructor or training site and to reach an agreement with the instructor for the training that was missed.

Contract Charges

If the student does not complete training by the contractual graduation date, an additional fee per clock hour will be charged until the required clock hours/coursework are completed. The fee charged per hour for clock hour contract fees are based on the contracted rate of tuition. Please see the program descriptions below for the current hourly rates for each program.

Taking days off can result in contract fees. Excused and unexcused days may not exceed the maximum time frame allowed to complete the program in accordance to the Student Satisfactory Academic Progress Policy. If the student exceeds the maximum completion time frames permitted, the student will not be allowed to graduate from the program.

Contract fees are calculated after the student's contract graduation date expires. Payment arrangements must be agreed upon by PMA and the student at that time. Contract fees do not negate any current payment plans for tuition.

Contract hours must be completed by the maximum time frame to complete the program as listed in the Satisfactory Academic Progress Policy. If these contract hours are not completed with an 80% grades and attendance within the maximum time frame, the student will not be eligible for graduation.

Dismissal and Appeal Process

A student who is dismissed due to unsatisfactory progress may appeal the dismissal to the Board of Academic Advisors ("BAA") in writing. The BAA will make a final determination. If the appeal is approved, the student will be readmitted to PMA. However, the student will still be on academic monitoring upon re-entry. The student must achieve SAP by the next checkpoint to remain enrolled at PMA.

Leave of Absence

A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to PMA with no loss of SAP if the student was making SAP when the student left. A student may be granted a LOA for any of the following reasons:

1) Medical issues
2) Military requirements
3) Jury duty
4) Mitigating circumstances beyond the student's control
5) Administrative issues

The LOA must be requested and approved in writing prior to the LOA occurring. The LOA must be dated and signed by the student. The student is required to list the reason for the LOA. Emergency LOA without prior written request, may be granted, provided the student completes the LOA form and returns it to PMA via mail or in person within a reasonable resolution of the emergency. No LOA shall be granted unless there is a reasonable expectation that the student will return from the LOA. Any student requesting a LOA should continue attending school until he/she receives official notification that the LOA has been approved.

The day the student returns from a LOA the student is required to inform the admissions/financial assistance/education offices of their return. A leave of absence extends the students contract period and maximum time frame by the same number of days taken in the leave of absence without penalty to the student. The maximum time frame for a LOA is 90 calendar days. PMA may permit more than one LOA, provided the total number of days of all LOA's does not exceed 90 calendar days in a 12 month period.

If a request for LOA is granted, the student is not considered to have withdrawn from the program and no refund calculation will be made at that time. If the student does not return from the LOA, the student will be dropped from PMA and the student's loans, if applicable, will enter repayment per the terms of the loan disclosure. The student's withdrawal date for determining any applicable refund shall be the date on which the student was last in attendance.

Massage Therapy Program

Massage Therapy Program Tuition

Online access fee: $150.00 due at the time of signing the Enrollment Agreement
Tuition: $7,500.00
Program Length: 600 hours

All prices are subject to change without notice. Book and supply prices are subject to change based on price adjustments from our suppliers. Contract fees, if applicable, shall be charged at a rate of $12.50 per hour.

Payment Plans

Checks or TFC financing are acceptable for any payment. Tuition assistance and scholarships are available.

Objectives

PMA provides education in all phases of massage therapy. The graduate will have knowledge in the business skills of today's industry as well as the theory and practical skills.

DESCRIPTION OF PROGRAM:

The program is western based in theory and application; however, the program does give introductory theory and application of eastern modalities and skills. Course study includes theory, demonstration and practical application techniques necessary to perform professional; massage services with confidence. The program covers the state laws governing the subjects as well as all knowledge necessary to obtain licensure weather thru city or state and national certification by the National Certification Board of Massage Therapy.

Curriculum: PMA hybrid utilizes Milady curriculum. It uses the same curriculum that is in the text books, with the same quizzes and exams. It also allows for personalization of training based on the students' interests. Milady online curriculum tracks all time spent, quizzes and grades.

The hands-on portion of training will occur in 4-6 student groups at Massage Envy's around the Twin Cities metro area. Students will be allowed to sign up for training once they have completed the required hours and passed the required exams to attend the hands-on session.

Externships will be held at local Massage Envy locations. After completing the 500-hour classroom portion, a 100-hour externship will be required to complete the program. A minimum of 6 practice massages on the trainer, lead therapists and management team will be done before providing massages on the public. The extern will be supervised by the Massage Envy trainer and after every 25 massage hours a practical will be required to assess body mechanics, draping and overall skill.

Class Title	**Online**	**Hands-On**
Video conference Interview with potential student (this is where we verify identity)		
Anatomy	70 hours online	
Medical terminology	20 hours online	
Kinesiology	46 hours online	
Total hours spent online	136 hours online	
Video conference training w/instructors		4 hours
Complete Body Massage	69 hours online	
Total Hours	**209 hours**	
Student hands on hours of massages on friends or family with evaluation form to be filled out for each massage		15 hours
Total Hours	**224 hours**	
Hands on training w/instructors		10 hours
Total Hours	**234 hours**	
Deep Tissue Massage	90 hours online	
Total Hours	**324 hours**	
Student hands on hours of massages on friends or family with evaluation form to be filled out for each massage		15 hours
Total Hours	**339 hours**	

Class Title	Online	Hands-On
Hands on training w/instructors		10 hours
Total Hours	**349 hours**	
Sports Massage	15 hours online	
Specialized Massage	34 hours online	
Advanced Techniques	48 hours online	
Total Hours	**446 hours**	
Student hands on hours of massages on friends or family with evaluation form to be filled out for each massage		15 hours
Total Hours	**461 hours**	
Hands on training w/instructors		10 hours
Total hours	**471 hours**	
Business Law & Ethics	25 hours online	
CPR/First Aid	4 hours online	
Total Hours	**500 hours**	
Externship		100 hours

Break down of student total of hours:

Online curriculum	**421 hours**
Video Conference w/instructors	**4 hours**
Student required massages	**45 hours**
Instructor led training	**30 hours**
Externship	**100 hours**

Course Descriptions

Advanced Massage Techniques - 48 Hours
Advanced techniques are taught to give students a better idea of a "spot treatment" massage. The class is broken down into sections of the body for students to learn in-depth techniques for giving a beneficial massage to a particular problem area. Charting and pathology are also reviewed.

Business Law & Ethics - 25 Hours
The code of ethics, educational and legal requirements for massage therapy as well as professional standards for practicing therapeutic massage will be discussed. Students will learn bookkeeping, advertising, marketing, office management, business plan development and other aspects of running a business.

Complete Body Massage - 69 Hours
Students will learn Swedish massage and seated massage, their movements and techniques. Pathology will be discussed. Students will be taught how to conduct a client consultation and chart their findings using a S.O.A.P. format. Students will demonstrate and practice by working on each other throughout the class. One professional massage is required for this class.

Cardiopulmonary Resuscitation (CPR) and First Aid - 4 Hours
Basic Life Support taught by a Certified Red Cross Instructor. First Aid techniques are learned with competency. Demonstration is required. Students that currently hold certification in CPR and First Aid must show proof. This course is not offered by PMA, students will be required to complete an American Heart Assoc. BLS certified course at the students convenience and the student is responsible for any additional costs that they may inquire. Student is responsible for having this completed before their anticipated graduation date.

Deep Tissue Massage - 90 Hours
Increased knowledge of anatomy, kinesiology, pathology and palpatory skills are learned. Students will have a basic knowledge of trigger point Therapy and be able to treat common areas of Trigger Point formation. Different types of myofascial tissue will be identified along with treatment techniques. Students will learn which muscles to check for when a client complaint of an injury or pain in a described area. Students will learn an integrated approach to deep tissue massage.

Externship Practicum - 100 Hours
This part of the course is completed once the student has reached a total of 500 hours with a combination of online course work, hands-on training and friends and family massage hours. The student completes the final 100 hours of the program working at a local spa that The Professional Massage Academy has partnered with. The students receive real work experience while still under non-direct instructor supervision.

Hands-On Instructor Led Training - 30 Hours
Students will meet for hands on training at a predetermined approved training site, based on student's geographical location. Students will be required to show a valid government issued ID, verifying the student's identity. Students will not be allowed to attend hands on training unless they have reached the pre-approved agreed upon hours for that section. Students will practice the hands-on techniques of complete body, deep tissue, sports, advanced and specialized massage techniques. Students will have the opportunity to work one on one with the instructor having questions answered and receive professional feedback

Human Anatomy & Physiology & Pathology - 70 Hours
Students will extensively study the human body and all its functions which is the foundation for understanding and practicing therapeutic massage. Students will be able to comprehend dysfunction as it affects the human body. This comprehensive course will include the 11 body systems, pathology, cells and tissues. Students conclude this module with an understanding and appreciation for the core systems that contribute to the structure and function of the human body.

Kinesiology - 46 Hours
An in-depth study of musculoskeletal anatomy. This course will train students to recognize origin, insertion, and actions of muscles through palpation. Memorization of muscles and bones is required to identify the functions of each.

Medical Terminology - 20 Hours
This class is designed to give students the ability to analyze, pronounce and spell medical terms. The class will also focus on organization of the body systems, prefixes and suffixes of medical terms.

Specialized Massage Topics - 34 Hours
Reflexology, lymph massage, acupressure, pathology, eastern philosophy, chair massage and pressure point are some of the topics covered.

Sports Massage - 15 Hours
The focus of this class will be learning specific techniques for treating the athlete. Students will learn pre-event and post-event massage, along with common injuries athletes may display

Student Required Massage - 45 Hours
Students must complete 15 documented practice massages, before attending any of the 10 hours of in-person trainings. PMA will provide students with an evaluation form. This form will be filled out by the individual receiving the massage to evaluate the students massage skill set.

Video Conference with Instructor - 4 Hours
Students will have a live video conference with an instructor. Topics to be discussed vary based on the students' academic progress.

STATE LICENSURE REQUIREMENTS

Currently the state of Minnesota does not have any requirements for Massage Therapists. PMA provides an approved course of instruction in massage therapy that totals 600 hours and exceeds most cities in the State of Minnesota's minimum of 500 training hours. With each student it is their responsibility for their own research into the municipality's licensing requirements that they are interested in working in to determine if the 600-hour program offered by PMA meets the requirements. Based on feedback from students and employers, PMA believes that by providing students with an additional 100 hours of clinic training beyond the city minimum, students will gain additional hands-on experience and business skills. This additional training may result in additional employment opportunities and higher income potential for graduates.
Disclosure statement; State and local laws and regulations are subject to change at any time.

Regulatory Information

Owners

PMA, 110 2nd St S., Waite Park, MN 56387 is owned by Sweetman/Virnig – St. Cloud LLC. Scot Ziessman and Tammy Virnig are active owners/ members of PMA.

Organizations

PMA is licensed by the Minnesota Office of Higher Education, 1450 Energy Park Dr #350, St Paul, MN 55108. Phone: 651-642-0567 or online at www.ohe.state.mn.us pursuant to Minnesota Statutes, sections 136A.821 to 136A832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

Bonding

PMA is bonded against fraud and misrepresentation, violation of any State Administrative Rule, statute or policy relating to licensing or operation, against failure to perform contractual obligations, and refusal to refund tuition to which a student is entitled. Claims may be made to Cincinnati Insurance Company, P.O. Box 145496, Cincinnati, OH 45250-5496. Phone: 513-870-2000.

Rights and Policy

It is the policy of PMA to abide by the Family Educational Rights and Privacy Act of 1974. This act guarantees students and parents / guardians of dependent minors the right of access to the student's personal file and information and the student's rights to the privacy of that file. Information from a student's file will only be released upon written permission from the student. Accrediting agencies and government officials may gain access to a student’s files without the expressed permission of that student. Student records are maintained for a minimum of five (5) years.

Non-Discrimination

PMA does not discriminate based on sex, age, race, color, religion, or ethnic origin in admitting students nor does it recruit students currently attending or are admitted to another school offering similar programs of study.

The facilities are open Monday through Friday according to assigned class/salon area schedules. The building may also be open for educational classes for licensed professionals in cosmetology or to groups securing the use of the facilities through the owner. Only authorized personnel have keys to the building. A staff member made aware of a crime will notify the rest of the staff as soon as possible, perhaps even prior to notifying police, depending on the situation. It is critical that all staff be aware of any report of crime and that the local police be notified immediately. This information will be provided to all prospective students. At regular intervals during training, staff and students will be reminded about security and safety procedures including crime prevention, personal safety off-campus, fire and tornado procedures.

Withdrawal, Settlement & Refund Policy

For applicants who cancel enrollment or for students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure. Inquiries concerning withdrawals or refunds you can contact us via phone at (320)-252-6832, letter at 110 2nd Street South, Ste #105B Waite Park, MN 56387 or email at pmainfo@stcloudacademy.com

ENROLLEES' RIGHT TO CANCEL: PMA is required to inform you of your right to cancel this contract in your primary language and to give you two copies of the notice of your right to cancel this contract immediately after you sign it. If a student (or in the case of a student under age, his/her parent or guardian) cancels his/her enrollment before midnight of the third business day after the signing of the enrollment agreement/contract, regardless of training received, all monies shall be refunded.

The cancellation date will be determined in one of three ways. The first would be by the postmark on written notification from the enrollee or the date said notification is delivered by the enrollee to the Director of Admissions or School Supervisor at PMA, 110 2nd St S., Waite Park, MN 56387. The second would by email sent to pmainfo@stcloudacademy.com and the date will be determined by the date on which the email was sent, verified by printing out said email. The third way would by telephone (320)-252-6832, the date shall be determined by the date of the phone call verified by a PMA representative filling out a phone withdrawal, refund or settlement form. With respect to any student on an approved leave of absence at the time of withdrawal, the cancellation date shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that he/she will not be returning.

DENIAL OF ADMISSION: If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees and other charges if you give notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the institution notifies you that you have been accepted into the institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees and other charges minus 15%, up to $50, of the total cost of the program. You will be provided a prorated tuition, fees and other charges refund minus a 25% fee, up to $100 administrative if you give notice of your withdrawal after your program has begun, but before 75% program has been completed. If you withdraw from the program after 75% has been completed, you are not entitled to a refund of tuition, fees and other charges.

You will receive written notice acknowledging your withdrawal request within 10 business days after receipt of the notice, you will receive a refund of any tuition, fees and other charges within 30 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notices are effective the date of the postmark you send by mail, the day it was hand-delivered to the institution, by the date of email sent or by the date on the TPMAH telephone withdrawal, refund or settlement form. If you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

You may be entitled to a refund of your equipment and supply costs if you return your equipment and supplies within 10 days of withdrawing and if your supplies are in a condition suitable for resale. If you do not return your equipment and supplies or the supplies are not in a condition suitable for resale, this cost will be deducted from your tuition, fees, and other charges refunded that you may be eligible for.

Satisfactory Academic Progress Policy (SAP)

SAP is consistently applied to all students enrolled at The Professional Massage Academy (“PMA”). It is printed in PMA’s catalog to ensure that all students receive a copy prior to enrollment.

SAP is defined as reaching each evaluation period with a cumulative 70% average theory and practical grade and 80% attendance. The student must have attended a minimum of 80% of the scheduled hours at each evaluation period and have 70% theory and practical grades to be considered making SAP until the next scheduled evaluation period.

PMA utilizes a 100-point grading scale of which 90-100% is equivalent to an “A”, 80-89% is equivalent to a “B”, 70-79% is equivalent to a “C”, and 69-0% is not passing. Grades are given for classroom theory and practical work. A student must be at a 70% or higher GPA to graduate.

Course incompletes, repetitions, non-credit remedial courses and transfer hours have no effect on PMA’s Satisfactory Progress Policy. Inadequate grades may indicate a lack of student inability or motivation. When a student is struggling in one or more areas of study or skill level, the educator will advise the student on how the deficiency can be successfully completed and determine a deadline for the work to be completed satisfactorily. The student will be notified immediately after a grading period of how the deficiency can be successfully completed. Students may receive an incomplete from an educator when the student is attempting to learn a skill or subject but needs additional time to complete the work successfully. Students will be given timelines to complete the work and a description of the work yet to be completed.

SAP is monitored at each evaluation period based upon scheduled hours. All students will be presented with a hard-copy of their SAP at the time of each evaluation. A copy will be placed in the student’s academic file.

Massage Therapy (421 online hours and 179 clinical)

The maximum time frame in which a massage therapy cash-paying student can complete the program is not to exceed more than 600 scheduled hours, or 11.75 scheduled weeks beyond the contract end date.

Any student who does not complete the requirements for graduation from the program within the time frame stated above will not be eligible to graduate.

If enrollment is temporarily interrupted for a Leave of Absence (LOA), the student will return to school in the same progress status as prior to the leave of absence. Hours elapsed during a leave of absence will extend the student's contract period and maximum time frame by the same number of days taken in the leave of absence and will not be included in the student's cumulative attendance percentage calculation. Students who withdraw prior to completion of the course and wish to re-enroll will return in the same satisfactory academic progress status as at the time of withdrawal.

With respect to transfer students, a student's transfer hours will be counted as both attempted and earned hours to determine when the allowable maximum time frame has been exhausted. SAP evaluation periods for transfer students will take place at the midpoint of the student's contracted hours or the established SAP evaluation periods set forth above.

If at one of the above evaluation periods, the student is not making SAP, the student will be advised by the education office that she/he is being placed on academic warning with documentation placed in the student's file. During the advisory session, the student will be informed that she/he has until the next evaluation period to comply with SAP. Students may re-establish SAP by meeting minimum attendance and academic requirements by the end of the warning period.

If a student is dismissed due to unsatisfactory progress, the student may appeal the determination within ten calendar days. The student must submit a written appeal to the school explaining why they failed to meet satisfactory academic progress standards, along with supporting documentation of the reasons why the determination of dismissal should be reversed. Appeal documents will be reviewed, and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the appeal is approved, the student will be re-admitted to the institution. The student will return in the same SAP status as at the time of dismissal. The student must achieve SAP by the next evaluation period to remain enrolled at the institution.

Inserts

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Catalog Insert #1 Class Start Dates

Massage Therapy

March 1st, 2019
Class start date is also contingent upon receiving prospective students completed application and has met the approved requirements set forth in the application process.

PMA is closed between December 25 and January 1 each year. PMA is also closed on the holidays listed below. These dates are subject to change.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas

Catalog Insert #2 Administrative and Instructional Staff

PMA Presidents:	Scot Ziessman & Tammy Virnig
School Administrators:	Tammy Virnig & Jason Kelly
Instructors:	Jason Kelly, Meagan Lydeen & Marie Lang
Admissions:	Tammy Virnig, Jason Kelly & Bailley Biwer
Scholarships & Financial Aid:	Tammy Virnig

Catalog Insert #3 Apparel and Dress Code

Students should maintain professional standards of personal hygiene, appearance and dress while attending school. Unless otherwise noted below, the following guidelines apply to all students regardless of whether the student is in the classroom or on the clinic floor. Any student not in compliance with this Apparel and Dress Code will be required to clock out until appropriate adjustments are made.

Hair and Makeup

- Hair and makeup must look professional
- Makeup must be applied prior to clocking in
- Hair must be styled prior to clocking in
- Hats and other head coverings are not permitted

Shoes

- Shoes must be all black
- Open toe shoes are not permitted

Tops

- Tops must be PMA provided t-shirts
- Visible logos, graphics, and other wording are not permitted except for the PMA logo. If items containing logos, graphics or other wording are worn, they must be covered by a smock or apron at all times.

Bottoms

- “Bottoms” refers to pants only
- Bottoms must be predominately black. May be yoga, workout, khaki, hospital scrubs or dress pants.
- Shorts are not permitted
- Jeans and other denim are not permitted except on pre-approved days

Jewelry

- Jewelry is permitted so long as it is professional in nature
- Jewelry that interferes with the ability to perform services, or that could present a safety concern, is not permitted
- Students are advised not to wear valuable jewelry. PMA is not responsible for any lost or stolen items

Staff members shall at all times reserve discretion in determining whether an item is “professional” in nature as that term is referenced herein.

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