About NWSAM

The Northwest School of Animal Massage was created in 2001 to answer a need for professional training in the State of Washington. Since that time, NWSAM has become the leader in animal massage training across North America and abroad.

Our History

Since the beginning, NWSAM has worked closely with shelter and rescue organizations. By holding many of our classes in animal shelters, donating proceeds to charities, and providing free training to shelter staff, NWSAM supports the mission of fostering compassion for animals.

Our Mission

NWSAM was founded on three guiding principles:

- To foster compassion for animals
- To provide a higher standard of education for our industry
- To nurture the continued growth of our student body

Owners and Officials

NWSAM is a Washington LLC
Official: Lola J. Michelin, Founder and Director of Education

Affiliations/Accreditations

WA WTECB • WA DOH • WA BOM • NBCAAM • NCBTMB • ABMP • IAAMB

Our Partners

We proudly support the following organizations, whose work is a constant source of inspiration:

- Oregon Humane Society
- Best Friends Animal Sanctuary
- Kauai Humane Society
- Vashon Island Pet Protectors
- Little Bit Therapeutic Riding Center
- Island Haven Animal Sanctuary
- Emerald City Pet Rescue and Ghost Owl Farm

Current Satellite Campuses

- Oregon Humane Society
  1067 NE Columbia Blvd.
  Portland, OR 97211

- Animal Ease Therapies
  6315 Trout Creek Ridge Rd. Parkdale, OR 97041
  (Hood River, Oregon)

About Our Main Campus: Paxhia Farm



NWSAM's main campus "Paxhia Farm" is located on Vashon Island... just a short ferry ride from Seattle.

Paxhia Farm Equine Retirement and Rehabilitation is a 12.5 acre retreat featuring a large, updated classroom space, barn, and covered arena. Students can immerse themselves in learning while enjoying a serene pastoral environment, walking trails, camping opportunities, and a charming nearby downtown. Camp sites and RV rental are available on-site and nearby.





About Vashon Island

Vashon is a rural artist community rich with cultural activities, art galleries, and charming boutiques. There are over a dozen parks and recreational areas offering hiking, trail riding, boating, and fishing. Enjoy farm stands and a weekly farmers market. Visitors flock to the annual Strawberry Festival, Art and Garden Tours and other unique events.

Students stay at local bed and breakfasts, campgrounds or at The Lodges. Take in all the island has to offer in your spare time.

Learn more:
www.vashonchamber.com
www.PaxhiaFarm.org



About Our Students

At NWSAM, everyone is an honored student. Without the animals, there would be no NWSAM.

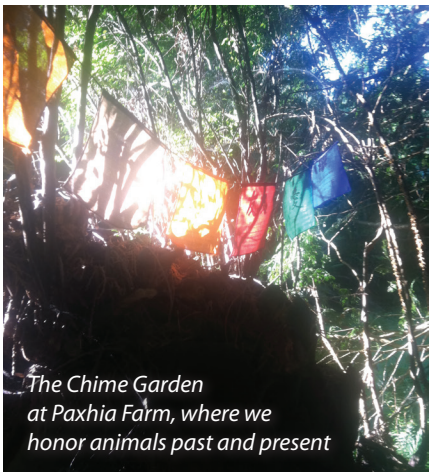
Every animal brings with them a unique gift... often not realized until months or even years later.

We are grateful for all the four-legged friends and teachers that grace our classrooms and show us the way.

Come join the NWSAM family of students and graduates and truly learn from the very best... the animals themselves.







The Chime Garden at Paxhia Farm, where we honor animals past and present



NWSAM—where everyone is an honored student.

About Our Faculty

All NWSAM faculty members are practicing professionals in the field of animal massage, each with a unique background, talents and skillset.

Kim Bauer

Animal Ease Therapies, Parkland, OR
www.animaleasetherapies.com

After teaching in the public school system for years, Kim shifted her career to animal therapies—becoming a veterinary technician, graduating from NWSAM, and eventually starting her own animal massage and acupressure business. She specializes in Bach Flower Remedies, and Equine Temperament Typing, and teaches both small and large animal acupressure classes at NWSAM.



In addition to our classroom instructors, we are proud to have an accomplished group of graduates and professionals who serve as distance-learning instructors to our student body, including **Donna Baxter, Helga Karisch, Susie Sarachman.**

Dr. Michael Salewski, DVM

Hindsight Veterinary Care, Carlton, OR
www.hindsightcare.com

Dr. Salewski is an expert in the field of veterinary Traditional Chinese Medicine—his input and guidance in developing the NWSAM programs has been invaluable. In addition to maintaining his private practice in Carlton, Oregon, Dr. Salewski travels nationally to speak and educate.



Joan Sorita

Therapy Corner Store, Montesano, WA
www.therapycornerstore.com

As a horse enthusiast for over 50 years, Joan founded Therapy Corner Store
(TCS) in 2002, where she provides equine sports massage and therapy, as well as massage therapy for canines and people. Hers is one of the most successful Equine Sports Therapy businesses on the West Coast.

About Our Administration



Lola Michelin
Director of Education

As the Founder of NWSAM, Lola spends much of her time developing curriculum, teaching and mentoring staff. A Licensed Massage Practitioner for people and animals, Lola also holds a Bachelors degree in Animal Science from Michigan State University. She has worked as a veterinary technician and a zookeeper. Her massage career spans four decades and she is considered by many to be one of the pioneers of modern animal massage education.

Sandy Dochnahl

Student Services Representative

As NWSAM Student Service Representative, Sandy assists students from first contact through graduation and beyond. In addition to managing enrollment and transcripts, Sandy fields students questions and helps our graduates through licensing processes. She maintains all school records and acts as a liason be-tween governing agencies and the school. Her background is in business, office management and retail.

Armando Cota-Robles
Information Technologies

"David" manages and maintains the school's technology and social media. His background in computer science and his love of animals combine uniquely to serve the technical needs of our programs and our students. He fulfills many of the daily tasks that keep the campus running smoothly, from animal care, to fence mending, to greeting students upon arrival.





Small Animal Massage Programs (SAMT)

The following certification programs are licensed by the WTECB. They include online lessons and practical training.

Small Animal Foundation Massage Program

200 Clock Hour Program
Designed to teach the fundamental skills needed to provide massage for the health and well-being of small animals (dogs, cats, companion animals). This blended learning program is completed through a combination of distance-learning (140 hour program) plus resident instruction (60 hour hands-on practical). Subjects of study include:

- Behavior & Handling (30 hrs)
- Anatomy & Physiology (55 hrs)
- Kinesiology (30 hrs)
- Massage Theory & Practice (55 hrs)
- First Aid & Pathology (20 hrs)
- Business Practices & Ethics (10 hrs)

Prerequisite
GED or Equivalent

Small Animal Performance Massage Program

150 Clock Hour Program
Designed to teach the advanced skills needed to provide massage for small animals involved in athletic activity, work or competition. This blended learning program is completed through a combination of distance-learning (100 hour program) plus resident instruction (50 hour hands-on practical). Subjects of study include:

- Behavior & Handling (50 hrs)
- Anatomy & Physiology (30 hrs)
- Kinesiology (30 hrs)
- Massage Theory & Practice (35 hrs)
- Case Studies/Report/Journal (5 hrs)

Prerequisite
Level 100 Small Animal Foundation Massage Program or successful completion of comparable program and testing.

There is not a more competent or caring person in the field of animal care. Lola and her staff bring a very practical and informed approach to assessment of injuries and other issues, from dogs to horses. I'd recommend NWSAM to anyone thinking of a career in animal massage, or who just wants to learn some practical techniques for making their pet feel really good.

– Phil C.

Small Animal Rehabilitation Massage Program

150 Clock Hour Program

Designed to teach the advanced skills needed to provide massage for small animals recovering from injury or illness. This blended learning program is completed through a combination of distance-learning (100 hour program) plus resident instruction (50 hour hands-on practical). Subjects of study include:

- Behavior & Handling (48 hrs)
- Pathology (A&P) (25 hrs)
- Ethics (5 hrs)
- Massage Theory & Practice (25 hrs)
- Kinesiology (30 hrs)
- Case Studies/Report/Journal (5 hrs)
- Geriatric Care & Hospice (MTP) (12 hrs)

Prerequisite

Level 100 Small Animal Foundation Massage Program or successful completion of comparable program and testing.







Large Animal Massage Programs (LAMT)

The following certification programs are licensed by the WTECB. They include online lessons studies and practical training.

Large Animal Foundation Massage Program

200 Clock Hour Program
Designed to teach the fundamental skills needed to provide massage for the health and well-being of large animals (horses and livestock). This blended learning program is completed through a combination of distance-learning (140 hour program) plus resident instruction (60 hour hands-on practical). Subjects of study include:

- Behavior & Handling (30 hrs)
- Anatomy & Physiology (55 hrs)
- Kinesiology (30 hrs)
- Massage Theory & Practice (55 hrs)
- First Aid & Pathology (20 hrs)
- Business Practices & Ethics (10 hrs)

Prerequisite
GED or Equivalent

Large Animal Performance Massage Program

150 Clock Hour Program
Designed to teach the advanced skills needed to provide massage for large animals involved in athletic activity, competition or work. This blended learning program is completed through a combination of distance-learning (100 hour program) plus resident instruction (50 hour hands-on practical). Subjects of study include:

- Behavior & Handling (50 hrs)
- Anatomy & Physiology (30 hrs)
- Kinesiology (30 hrs)
- Massage Theory & Practice (35 hrs)
- Case Studies/Report/Journal (5 hrs)

Prerequisite
Large Animal Foundation Massage Program or successful completion of comparable program and testing.

There aren't sufficient words to express how highly I regard this school and its instructors. I completed the Small Animal Massage Practitioner course. The content was comprehensive, easy to understand, questions were answered promptly, and they were always easy to deal with. The highlight was the practical with Lola, which is an experience I shall treasure forever.

– Denise M.R.

Large Animal Rehabilitation Massage Program

150 Clock Hour Program

Designed to teach the advanced skills needed to provide massage for small animals recovering from injury or illness. This blended learning program is completed through a combination of distance-learning (100 hour program) plus resident instruction (50 hour hands-on practical). Subjects of study include:

- Behavior & Handling (48 hrs)
- Pathology (A&P) (25 hrs)
- Ethics (5 hrs)
- Massage Theory & Practice (25 hrs)
- Kinesiology (30 hrs)
- Case Studies/Report/Journal (5 hrs)
- Geriatric Care & Hospice (MTP) (12 hrs)

Prerequisite

Large Animal Foundation Massage Program or successful completion of comparable program and testing.







Animal Acupressure Programs

The following certification programs are licensed by the WTECB. They include online lessons and practical training.

Small Animal Acupressure Program

200 Clock Hour Program
Designed to teach the fundamental skills needed to provide acupressure for the health and well-being of small animals (dogs, cats, companion animals). This blended learning program is completed through a combination of distance-learning (140 hour program) plus resident instruction (60 hour hands-on practical). Subjects of study include:

- Behavior & Handling (30 hrs)
- Anatomy & Physiology (55 hrs)
- TCM Theory / Meridian Theory (30 hrs)
- Acupressure Theory & Practice (55 hrs)
- First Aid & Pathology (20 hrs)
- Business Practices & Ethics (10 hrs)

Prerequisite
GED or Equivalent

Large Animal Acupressure Program

200 Clock Hour Program
Designed to teach the fundamental skills needed to provide acupressure for the health and well-being of small animals (dogs, cats, companion animals). This blended learning program is completed through a combination of distance-learning (140 hour program) plus resident instruction (60 hour hands-on practical). Subjects of study include:

- Behavior & Handling (30 hrs)
- Anatomy & Physiology (55 hrs)
- TCM Theory / Meridian Theory (30 hrs)
- Acupressure Theory & Practice (55 hrs)
- First Aid & Pathology (20 hrs)
- Business Practices & Ethics (10 hrs)

Prerequisite
GED or Equivalent

Animal Aromatherapy Program

The following certification program includes online lessons and practical training.

Animal Aromatherapy

100 Clock Hour Program

Designed to teach the fundamental skills needed to provide aromatherapy for the health and well-being of animals. This blended learning program is completed through a combination of distance-learning (60 hour program) plus resident instruction (40 hour hands-on practical). Subjects of study include:

- Behavior & Handling (15 hrs)
- Anatomy & Physiology (15 hrs)
- Aromatic Science (30 hrs)
- Aromatherapy Theory & Practice (30 hrs)
- First Aid & Pathology (8 hrs)
- Business Practices & Ethics (2 hrs)



I've completed all 3 SAMP levels, plus Trigger Point Therapy, Stress Point Therapy, Manual Lymphatic Drainage, and Myofascial Release Therapy specializations through NWSAM. I couldn't have asked for better instructors, training, or a more beautiful setting. I felt confident and prepared and appreciated how we were encouraged to succeed.

– Valerie B.

Prerequisite
GED or Equivalent

Continuing Education

The following workshops are for continuing education or self improvement and are not required to be licensed by the WTECB.

Animal Foundation Manual Ligament Therapy

2 Day Workshop, 16 CEUs

Manual Ligament Therapy is a new osteopathic massage technique developed for use in people by Arik Gohl and interpreted for animals by Lola Michelin. NWSAM is the exclusive provider of training in this tremendously effective modality.

MLT utilizes movement and positioning while applying specific massage pressures to resolve joint imbalances and restore health to the ligaments while reducing muscle tension and guarding. Courses may be focused on canine, equine, or combined.

Cost: $750.00
Time: 9:00 am - 4:00 pm (days vary)



Animal Advanced Manual Ligament Therapy

2 Day Workshop, 16 CEUs
NWSAM is the exclusive provider of training in this advanced workshop on Manual Ligament Therapy for animals.

The Advanced MLT course will explore several pathologies affecting the highly mobile joints of the limbs and spine. Students learn specific MLT protocols to dramatically reduce hypertonicity in the muscles, restore balance and stability of the joints and improve patterns of movement. Courses may be focused on canine, equine, or combined.

Cost: $750.00
Time: 9:00 am - 4:00 pm (days vary)



I'm a graduate of NWSAM's Small Animal Massage Practitioner program. The online and in-class materials were excellent, but the very best part was learning the practice from Lola Michelin. Learning animal behaviour, anatomy, physiology, and kinesiology felt really intimidating, but Lola made it accessible and really built my skills and confidence. I am now one year into my practice, and have been using my SAMP skills to help animals live longer, healthier lives.

– Heather J.

MAPs: Massage and Acupressure Protocols

2 Day Workshop, 16 CEUs
These two day courses focus on a specific area of the body or a specific pathology, and address treatment approaches using massage techniques, acupressure, and Tui-Nah. Courses may be offered as canine, equine, or combined.

Cost: $250.00
Time: 9:00 am - 4:00 pm (days vary)



Horse Temperament Typing

Online Course, 16 CEUs Developed in cooperation with Dr. Madalyn Ward, DVM. This course examines the horse types according to the Five Element Theory in Traditional Chinese Medicine.
Cost: $250.00
Time: Self-Paced

Equine Fascial Lines

Online Course, 16 CEUs Developed from the Myokinesthetic Lines, this course explores the major fascial anatomy trains found in horses, their biomechanical role and how to recognize and address tension.

Cost: $250.00
Time: Self-Paced (optional one day hands on class available following completion)

Introductory Workshops

The following courses are for continuing education or self improvement and are not required to be licensed by the OHECC or WTECB. These courses are open to all students. For a schedule of courses, visit www.nwsam.com or call. Cost of each course includes registration, tuition and materials.

Introduction to Animal Massage/Acupressure/ Aromatics

FREE online classes
Learn the benefits of massage for animals in this self-paced online course. Visit our website at www.nwsam.com to enroll.

FUN-damentals of Animal Bodywork

6 hour hands-on workshop
Learn basic animal massage for your pets or livestock in this interactive one-day course. This class is ideal for the pet owner or horse-owner wishing to learn basic skills. It is also an ideal primer for our career certification courses or as a refresher course.

Cost: $95.00
Time: 10:00am–4:00pm (day varies)



FUN-damentals of Animal Acupressure

6 hour hands-on workshop
Learn basic animal acupressure for your pets or livestock in this interactive one-day course. This class is ideal for the pet owner or horse-owner wishing to learn basic skills.

Cost: $95.00
Time: 10:00am–4:00pm (day varies)

Course Calendar

NWSAM's course calendar follows a seasonal schedule; specific dates are listed on our website. This schedule may change seasonally from year to year based on interest and new courses; classes are added throughout the year based on enrollment. Additional courses may be offered as needed at other satellite locations on a rotating basis.

Spring

SAMP Foundation - Vashon, WA
SAMP Performance - Vashon, WA
LAMP Performance - Hood River, OR
Animal Acupressure - Vashon, WA
FUN-damentals of Animal Massage

Fall

LAMP Foundation - Vashon, WA
SAMP Foundation - Portland, OR
LAMP Performance - Vashon, WA
FUN-damentals of Animal Massage

Summer

LAMP Foundation - Vashon, WA
SAMP Foundation - Vashon, WA
SAMP Rehabilitation - Portland, OR
Continuing Ed Weekend Workshops

Winter

SAMP Foundation - Portland, OR
SAMP Rehabilitation - Portland, OR
LAMP Foundation - Redmond, WA
FUN-damentals of Animal Massage

I love NWSAM. The places they hold their classes, the work ethic, and quality standards are right on. I have been working in this field for over 20 years, and have been to a lot of schools, and worked with many well-known practitioners and veterinarians up through World Cup and Olympic level. Anyone looking to learn about this wonderful way to help the animal world is in the right spot. You can't go wrong with NWSAM.

– Joan S.



School Admissions and Enrollment

Entrance /Admissions Requirements and Ability to Benefit

NWSAM is dedicated to providing training to all those who have the desire and ability to learn. Students must possess a High School Diploma or a General Education Development (GED) Diploma. If you need special assistance in your learning, please contact our office so that we can discuss how to best accommodate your needs. Students are required to have reasonable upper body mobility to allow for the movement of arms and hands in performing massage. Enrollment does not require ABT testing for placement. Enroll online, by phone or by mail. Notification of application denial or acceptance is generally provided within 72 hours of receipt of application and registration fee. Shipping and handling fees additional.

Admissions & Enrollment

To apply for enrollment, prospective students must:

- Exceed the age of compulsory attendance (16)
- Possess a high school diploma, GED, or recognized equivalency certificate
- Submit application (by phone, online or by mail)
- Submit registration fee for the specific course as described

Admissions decisions are based on the application. Applicants will be notified of acceptance or denial of application within 7 days. After notification of acceptance, applicants will have 5 days to complete the registration/ enrollment process. We recommend you register early, as some class sizes are limited. Applicants who have been denied admission may reapply once every 30 days, for a maximum of 5 times.

To complete enrollment, approved applicants must sign and return the Student Contract for each course and, where indicated, return the First Assignment document.

Payment must be received or payment arrangements made prior to your first course.

Credit for Previous Training

Proof of previous training can be submitted for consideration. Due to the curriculum and the clock hour nature of the course, award of credit is at the discretion of the school and requires successful completion of a placement exam. Transfer credit processing may take up to 60 days. A transfer credit fee of $150.00 will be assessed.





Payment Options

Payments are received as cash, check or credit card. All credit care transactions are secured. Financing options are also available. For financing, a minimum deposit of $300 is required with the remaining tuition paid in monthly installments at an interest charge of 18% and a $5 transaction fee per payment. (financing contract required).

Scholarships

Two scholarship opportunities exist. Gorilla Grants and the Susan Kaetz Memorial Tuition Scholarship are offered annually in the amount of $500. Applications are available online and may be submitted at any time. Funds are awarded by merit at the discretion of a selected panel. Applicants will be notified within 30 days and awards are applied to tuition only. No cash value or refunds.

Certificates Offered

Students who successfully complete the distance-learning portion of the program may receive a Certificate of Completion in Animal Massage or Acupressure indicating the hours and subjects covered.

Students who successfully complete the distance-learning combined with the practical session receive a Certificate of Achievement as an Animal Massage Therapist or Animal Acupressure Practitioner.

Each level of training results in its own Certificate. Workshops likewise result in a Certificate of Completion indicating subject matter and hours.

School Policies

Nature of Physical and Property Risk

Student acknowledges that, due to the nature of animal massage, injury or damage may occur to the Student's self and or property. Student agrees to assume the risks involved in all School activities. Student and Student's agents, heirs, successors and assigns do release and hold harmless the School, its principals, agents, employees, volunteers, representatives, heirs, successors and assigns, as well as affiliates including Paxhia Farm, LLC or other properties where the School is located and/or conducts class, and owners of all animals that are provided as models for class or are encountered during class, from any and all liability, costs or damage incurred by Student resulting from Student's involvement, unless as a direct result of the costs or damage incurred by Student resulting from Student's involvement, unless as a direct result of the School's gross negligence or intentional misconduct.

Grading System

100% .....Excellent ..... Pass

90-99% .....Good ..... Pass

80-89% .....Fair ..... Pass

0-79%.....Poor ..... Fail

Satisfactory Progress Standards for Academics and Attendance

Students must maintain satisfactory academic and attendance progress while enrolled in training. Distance-learning students study at their own pace, but must complete all activities and quizzes within the enrollment period. Resident students must attend all class meetings or schedule make-up sessions for missed hours to maintain satisfactory progress.

If a student fails to maintain satisfactory progress by failing to adhere to the academic or attendance standards outlined, the student may be placed on a 30 day probation. The Student is responsible to complete the actions determined to rectify their situation within the 30 days. If the Student fails to take action or meet the actions determined, they may be terminated from the program.

If the student completes the work but does not reach the 80% passing grade requirement, the Student must contact the school to arrange for additional study time or retesting. The Student is responsible for making all arrangements and fees associated with make-up time or retesting.

Progress records are kept by the school until course grades are transcripted. Academic transcripts are maintained in the student file for a minimum of 5 years.

School Policies

School Refund Policy

Minimum requirements for student refunds.
(See RCW 28C.10.050 (1)(b).)
(1) At a minimum, schools must use the following applicable refund and cancellation policies; however, the agency may approve refund policies whose terms are more favorable to students than the following established minimums.
(2) The official date of termination or withdrawal of a student shall be determined in the following manner:
(a) The date on which the school recorded the student's last day of attendance;
(b) The date on which the student is terminated for a violation of a published school policy which provides for termination;
(c) No student shall be continued on an inactive status in violation of school policy without written consent of the student. Inactive students must be terminated within thirty days of the next available start date and refunded appropriate prepaid tuition and fees at that time.
(3) Refunds must be calculated using the official date of termination or withdrawal and the date designated on the current enrollment agreement executed with the student. Refunds must be paid within thirty calendar days of the student's official date of withdrawal or termination.
(4) Application/registration fees may be collected in advance of a student signing an enrollment agreement; however, all monies paid by the student shall be refunded if the student does not sign an enrollment agreement and does not commence participation in the program.
(5) For resident programs:
(a) 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;
(b) 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; the applicant may request cancellation in any manner, in the event of a dispute over timely notice. The burden of proof rests on the applicant;
(c) The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, 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 records system;
(d) If training is terminated after the student enters classes, the school may retain the registration fee established under (c) of this subsection, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:
(e) The school may keep this percentage of the tuition cost:
(f) One week or up to 10%, whichever is less
(g) 10%
(h) More than one week or 10% whichever is less but less than 25%
(i) 25%
(j) 25% through 50%
(k) 50%
(l) More than 50%
(m) 100%

School Refund Policy continued

(6) For discontinued programs:
(a) If instruction in any program is discontinued after training has begun or if the school moves from one location to another, it must either:

(i) Provide students pro rata refunds of all tuition and fees paid; or
(ii) Arrange for comparable training at another public or private vocational school. Students must have the opportunity to accept or reject comparable training in writing.

(b) If the school plans to discontinue a program it must notify the agency and affected students in advance. The notification must be in writing and must include at a minimum, the data required under WAC 490-105-210(3);
(c) Students affected by a discontinuation must request a refund within ninety days.

(7) For distance education programs:

(a) A student may request cancellation in any manner and upon such request for cancellation being received and recorded by the school demonstrating the last date of attendance and/or completion of a lesson.
(b) The following is a minimum refund policy for distance education courses without mandatory resident training:

(i) An applicant may cancel up to five business days after signing the enrollment agreement. In the event of a dispute over timely notice, the burden to prove service rests on the student.
(ii) If a student cancels after the fifth calendar day (excluding Sundays and holidays) but before the school receives the first completed lesson, the school may keep only a registration fee of either fifty dollars or an amount equal to fifteen percent of the tuition, but no greater than a registration fee of one hundred fifty dollars.
(iii) After the school receives the student's first completed lesson and until the student completes half the total number of lessons in the program, the school is entitled to keep the registration fee and a percentage of the total tuition as described in the following table:

If the student completes this percentage of lessons:	The school may keep this percentage of the tuition cost:
0% through 10%	10%
11% through 25%	25%
26% through 50%	50%
More than 50%	100%

(iv) Calculate the amount of the course completed by dividing the number of lesson assignments contained in the program by the number of completed lessons received from the student.
(8) Combination distance education/resident training programs:
(a) The following is a minimum refund policy for a distance education program that includes mandatory resident training courses.
(i) Tuition for the distance education and resident portions of the program must be stated separately on the enrollment agreement. The total of the two is the price of the program.
(ii) For settlement of the distance education portion of the combination program, the provisions of the table in subsection (2)(b)(iii) of this section apply.
(iii) For the resident portion of the program, beginning with the first resident class session if the student requests a cancellation, the provisions of the table in subsection (1)(d) of this section apply.
(iv) Calculate the amount of resident training completed by dividing the total number of training days provided in the resident training program by the number of instructional days the student attends resident training.
(b) A distance education student who cancels after paying full tuition is entitled to receive all course materials, including kits and equipment.

School Policies

Self-paced learning programs require discipline. Distance-learning instructors provide regular (minimum 1x per month) contact and progress reporting via email, and progress
is measured electronically through testing and forums.

Progress reports are maintained electronically by instructors. Questions regarding progress reports can be directed to the student's assigned distance-learning instructor or the Student Service Representative by email, phone or in writing. Rubrics used for evaluating progress are available upon request. In class progress is maintained through instructor feedback and visual proficiency evaluations.

Attendance Policy

Distance Learning students must meet minimum progress standards within the online enrollment period. Resident students must attend all classes and complete the defined hours of study. Students must abide by school and farm/kennel/facility rules as provided by School or as may be implemented by School from time to time.

Readmission Policy

Readmission is at the sole discretion of the school.



Tardiness

Repeated tardiness is disrespectful to fellow students and instructors. Anticipated tardiness must be excused by an instructor prior. Students with two unexplained or unexcused absences will be placed on probation and may be terminated upon the next offense. Due to the limited class meetings, tardiness
will seriously impair your ability
to demonstrate proficiency for certification.

Makeup Policy

Students may schedule time to makeup work for missed class
times. The student is responsible for coordinating a make-up time with an instructor and may be responsible for fees associated with that instructor's time at the discretion of the school.

Student Conduct Policy

Student assumes the responsibility for reasonable standards of behavior while on School property or while participating in program activities. Student agrees not to engage in inappropriate or illegal con-duct, which may be the basis for Student suspension or termination, including but not limited to; attending class under the influence of alcohol or narcotics, disruption of class or classes, violation of school regulations or policies, showing lack of respect for another student, animal and/or instructor, stealing or destruction of property, misrepresentation, unprofessional or unethical conduct, excessive absence or tardiness, negligence in the practice of animal massage and any other conduct which the School, its instructors or other students reasonably deem to be harmful to the School's reputation, the academic process or inappropriate for the profession of animal massage therapy. Students may not bring children, pets or other guests to class sessions unless specifically instructed or invited to do so.

Disciplinary Process

Warning notices may be issued to students who are in jeopardy of probation, unsatisfactory progress or termination. Lack of response to warning notices may result in action including probation, suspension, termination and/or loss of financing. Warning notices may be issued for violations of academic, attendance or conduct policies. A first warning may be issued verbally or in writing to indicate the policy violation. A second warning will include the school's decision to pursue probation, suspension or termination and the action required.

Probation

A notice will indicate the length of probation, specific areas of deficiency and a demand for the student to arrange a meeting. The Student is responsible to coordinate the date/time/place/method of meeting. Terms of the probation and action required for resolution will be determined and a written document prepared to be kept in the student file.

Suspension

A student who fails to respond to prior warning notices or has not remedied a violation may be suspended from attending classes or access to online learning may be denied. Return to school is contingent upon Student meeting the School's identified standards.



Termination

Student may be permanently terminated from school if they fail to respond to repeated warnings or to meet the requirements to remedy probation or suspension. A student who has been terminated is due no refund and can only be reinstated at the school's discretion. Balances owed will be due immediately.

Although the school has established a progressive notification process, the authority is retained to impose immediate probation, suspension or termination when appropriate.

Non-Discrimination Policy

NWSAM 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 NWSAM acknowledges that information pertaining to an applicant's disability is voluntary and confidential and will be made on an individual basis. If this information is presented, NWSAM will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries bout accommodation should be made
at the time of enrollment. Medical documentation may be required for certain courses of study.

Standards of treatment of students who are members of protected classes are based on definitions provided in ORS 659.850. Any person unlawfully discriminated against, as described in ORS 345.240, may file
a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries. Policies governing employees will be enforced in situations where instructional staff or other school personnel have been found to have engaged in discriminatory behavior. Students wishing to file a grievance should direct their claim in writing to the Director of Education. A decision, remedy or plan for mitigation will be communicated within 14 days.
If a satisfactory remedy cannot be determined, third part arbitrators may be invoked.



Release of Information / Student Records

Student information is kept confidential and financial transactions are encrypted when applicable for student security. Student records are maintained electronically and physically in secured locations. Students may request transcripts or records in writing; a fee applies for copies or duplicate certificates. Requests will be processed within 30 days of receipt of request. Sensitive student information is protected under the requirements of the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. 1232g; 34 CFR Part 99).

Return of Materials

Materials may be returned within the first five days of enrollment in cases of withdrawal. Following the first five days of enrollment, materials are non-refundable/non-returnable.

Leave of Absence

NWSAM does not recognize leave of absence, but does provide for extension of enrollment period. If you require a leave of absence following enrollment, contact our office to request an extension. A $40 fee applies per 1 month extension.

Discounts and Fee Waivers

On occasion, discounts may be offered. Discounts are applied to tuition only and may not be used toward materials or registration fees. There are no fee waivers offered. Grants or scholarships may be available on occasion.

Cancellation/Discontinued Program

School reserves the right to discontinue a program. Student may be entitled to a) a refund of payment(s) made to School based on refund policy or b) an opportunity to reschedule a later course in such an event. Student may elect to cancel enrollment at any time by requesting to withdraw in writing. A full refund is issued only if withdrawal occurs within five days of receipt of acceptance and access to the program. The refund policy is compliant with WAC 490-105-130 or as determined by the Executive Director, whichever is more favorable to the student. Withdrawals/terminations may take 60 days to process. Materials including books, supplies and digital resources are not refundable or returnable except at the discretion of the school or within five days of enrollment acceptance.

School Facilities, Hours, and Services

Training Facilities

Our main campus is located on Vashon Island, Washington, a short ferry ride away from Seattle. Our administrative office address remains Fall City, WA.

Satellite campuses are located throughout the United States, Mexico, and Canada, and facilities vary depending on time of year and amenities available. Specific facility information can be seen at www.nwsam.com.

All facilities are equipped with classroom space, restrooms, break area or kitchen, kennels or stables as needed, and all animal models are provided. Personal pets or visitors are not allowed in class except under prior arrangement due to safety reasons, and to ensure a consistent educational environment for all.

Hours of Operation

Administrative Offices:
Monday–Friday: 9:00 am–5:00 pm
Practical Hours:
Tuesday–Saturday: 8:30 am–4:30 pm

The NWSAM campus is closed on weekends except by arrangements or when class is in session. Tours may be arranged by contacting the office.

The NWSAM office is closed on all major holidays, including Independence Day, Thanksgiving, Christmas, and New Years Day.

Student Services

Our student service representative is available to assist students. Our website is also a resource for student service information.

Student Housing

Student housing is addressed on our website facility page and is generally arranged through local accomodations by the student.

Students attending classes at our Main Campus / Paxhia Farm are also welcome to camp on-site by permission. Contact us to make arrangements.

Placement Services

NWSAM does not currently offer formal career placement or counseling services, however we post job opportunities on our website, maintain a Graduate Directory for referrals, and communicate with grads and alumni on a regular basis.

School Licensing

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

Workforce Board
128—10th Ave. SW
Box 43105
Olympia, WA 98504

Web: wtb.wa.gov
Phone: (360) 753-5662
E-Mail: wtecb@wtb.wa.gov



With NWSAM, The Future is in Your Hands

Fee Schedule

Foundation Certification

Small or Large Animal

Registration Fee ..... $ 150.00
Distance Learning Tuition ...1000.00

Practical Registration Fee 50.00

Practical Tuition.....950.00
Materials/Books 1000.00

Total $3150.00

Performance or Rehabilitation Massage Certification

Small or Large Animal

Registration Fee ..... $ 150.00
Distance Learning Tuition ..1000.00

Practical Registration Fee 50.00
Practical Tuition.....950.00
Materials/Books 750.00

Total $2900.00

Payment plans are available for approved students.

Distance-learning and Practical courses may be purchased separately, however, both must be completed to receive a Certification of Achievement.

Registration and material fees are non-refundable.

Some courses may be subject to WA State Digital Goods Tax.

Tuition discounts offered when purchasing multiple courses.