Class 2025-2027

Heart and Soul Massage School, LLC Catalog

627 North Coalter Street

Staunton, VA 24401

We are certified to operate in the State of Virginia by the State Council of Higher Education.

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Programs/Course Offerings

Heart and Soul Massage School, LLC offers training in massage and natural healing techniques. Massage, bodywork, and other healing modalities are taught from a whole perspective, integrating several cultural approaches to the healing arts. The school offers 1 program:
Massage Therapy Certification Program- For students seeking to become a professional, licensed massage therapist. This program will prepare students to sit for the MBLEX and apply for state certification.
We offer a 500 hour program. 200 hours hands on, 40 hours Pathology, 125 hours Anatomy, Physiology and Kinesiology, 10 hours in business and ethics, and 125 hours in related areas of study. Students are required to have 75 hours in the clinic. In the clinic you will be working on the public, this will help you learn massage therapy on different body types. You will get a certificate of completion once all requirements are met and tuition is paid. Students will study lecture (anatomy, physiology, kinesiology and pathology online.

History and Development of Heart and Soul Massage School, LLC

Heart and Soul Massage School, LLC (HSMS) was established in 2019 as a Massage Therapy School in hopes to expand massage therapy throughout the county, as well as providing the first secondary school in the County . Today, we offer a full massage therapy certification program. HSMS is committed to providing an excellent and practical massage therapy education to students of all levels.

Certification

Heart and Soul Massage School, LLC is certified to operate in the State of Virginia by the State Council of Higher Education.

General Description of Space, Equipment and Facilities

The school consists of 1 classroom with capacity for 8 students, student clinic will be held in the classroom, administrative space and a small library. The classroom is set up with massage tables, anatomical posters and drawings. The classroom provides space for class instruction and clinics. The facility is situated at 627 North Coalter Street, Staunton VA, with plenty of room for student parking, additional parking across the street in Food Lion parking lot. All classes and clinics will be held there. Students will study lecture/bookwork, at home.

Our Mission

At Heart and Soul Massage School, LLC, students will learn basic massage techniques and theory. Experienced and dedicated faculty here, will provide hands-on training that focuses on the individual needs of each and every student. We will prepare students to take the MBLEX, so they can practice as a Licensed Massage Therapist wherever they may go, and start their career in the growing Massage Therapy field.

Staff and Contact Info

Nicole Frye, Owner, Director, Administrator, admissions
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(540) 292-0568
Email: npuffenbarger@yahoo.com

Purpose

Heart and Soul Massage, LLC will provide the knowledge necessary, so that a student wishing to become a massage therapist will be eligible to sit for the MBLEX examination. Passing the examination will allow the student to become a licensed massage therapist in the state of Virginia (or the state for which you so choose).

Instructors

Main Instructor is Nicole Frye, LMT She will be available through email each week, and the online classroom, while you study theory/lecture online. Scheduled video chats will be available upon request.

Massage Therapy Certification Program

Heart and Soul Massage School offers a Massage Therapy Certification Program. The program prepares students for employment in the profession of massage therapy. The program integrates several approaches to massage and bodywork. Students study Swedish massage, deep tissue, myofascial release, in addition to Anatomy, Physiology, kinesiology and Pathology. The program may be undertaken on a part-time basis.

Educational Objectives

The Heart and Soul Massage Therapy Certification Program strives to prepare students to enter the field of massage therapy as a professional with massage skills, basic business knowledge, and an understanding of ethics and other skills as it relates to massage therapy. The program assist students to:

· Gain the skills necessary to perform a therapeutic massage.

· Acquire a thorough knowledge of anatomy, kinesiology and physiology as it relates to massage.

· Understand ethical issues that may arise relating to massage.

· Learn basic business practices related to massage

The Massage Certification Program, includes:

· Level I Massage- SWEDISH

· Level II Massage- DEEP TISSUE

· Level III Massage- MYOFASCIAL RELEASE

· Anatomy and Physiology

· Muscle Actions/kinesiology

· Pathology

· Student Clinic

· Aromatherapy

· Intro to Spa therapies

· Hot and Cold Stones

*Intro to Reiki *Intro to Spa Reflexology

*CPR and First Aid

The Massage Certification Programs meet the requirements for massage licensure and certification. Students complete 500 hours of instruction. Students take coursework to satisfy requirements to complete Virginia basic certification requirements and sit for the MBLEX massage exam.
Upon completion of the program, students will be awarded a certificate and be eligible to sit for the Massage and Bodywork Licensing exam (MBLEX) and apply for Virginia state licensure as a certified massage therapist. You will also be able to get your license in any state that requires 500 hours.

Class Schedule
HSMS offers day class (part time). Lecture lessons will be taught online. Hands on training will be offered on Mondays 12pm-3pm and Wednesdays 10:30am-4:30pm. This class will take students approximately 10 months to complete.
Evening class will be Mondays 5-8pm and will take 16 months to complete.
*Upon request, faculty will be available before and/or after classes to discuss anything students may need help with. If additional help is needed, we will schedule extra time outside of class. Teachers will be available for online help throughout the week as well. Please reach out to us with any questions. **Teacher will not be available Saturdays 9am-5pm.** We offer tutoring sessions for additional fees.

Clinic Schedule
Supervised clinic is open on scheduled days. Students are required to complete 75 hours total of clinic, after Level 1 massage is complete. Students are required to do at least 3 community outreaches, which will count towards the total 75 clinic hours. Clients will fill out an evaluation form to help assess skills of the student. These are used to help the student learn and grow, and get a feel of what it will be like once they start their massage therapist journey. If a student has signed up for clinic hours, and they find he or she cannot attend, it is the responsibility of the student to find a replacement from the pool of classmates asap. The student must contact the school and speak to the office staff to approve any clinic changes. Any changes to the clinic schedule should be approved <u>at least</u> 24 hours prior to the start of the scheduled clinic. Clinic days will be after class on some Wednesdays (for day class students) and on selected Fridays, Saturdays and Sundays.

Course Descriptions
Level I Massage Therapy Class -
Massage Therapy I provide students with the first level of massage education. Students learn a full-body relaxation massage in the Swedish tradition using the basic 5 Swedish strokes, draping, proper body mechanics and seated massage. They will also learn basic spa therapies. They will learn basic anatomy and physiology focused on the musculoskeletal system. This class teaches the basics in the art of massage. Upon completing this course, students will be able to do an intake form and provide an hour Swedish Massage using proper body mechanics all while keeping the client comfortable and satisfied with their massage.

Level II Massage Therapy Class -
Students learn deep tissue massage theory and techniques, as well as intro to Aromatherapy. This class teaches students muscle groups, anatomy, pathology, client interaction practices and assessment skills. This course will teach the students, origin, insertion and muscle actions. Students will complete a lab project focused on treatment design, record keeping, and treatment delivery. Upon completing this course, students can perform an hour deep tissue massage.

A minimum of 25 Clinic practice hours are requested.. Check the clinic hours to schedule practice times.

Level III Massage Therapy Class -
This class focuses on the integration of healing techniques through advanced deep tissue, Neuromuscular and myofascial release. Students will also learn about Reiki, Spa Reflexology, Hot and cold stones.. Students practice the integration of these massage techniques in treatments tailored to meet the needs and pathology of each individual client. We will learn about business and ethics as well. Upon completion of this course, students will be able to incorporate several different modalities into their massages.

Remaining clinic hours are due at this time. Check the practice lab hours to schedule practice times. You must have all clinic hours completed before you are able to get your certificate of completion.

Level 1 will be a total of 180 hours. 50 hours in a related field, 36 hours in Anatomy/Kinesiology/physiology, 20 hours in Pathology, 2 hours business, ethics/boundaries, and 72 hours of hands on, in class experience.
Level 2 will be a total of 180 hours. 24 hours in Other related field, 70 hours in Anatomy/Kinesiology/physiology, 8 hours Pathology, 6 hours ethics/boundaries. 72 hours hands on in class. You will be required to have a minimum of 25 clinic hours.
Level 3 will be a total of 140 hours. 51 hours in a related field, 19 hours in Anatomy/Kinesiology/Physiology, 12 hours in pathology, 2 hours in business and ethics, and 56 hours hands on, in class experience.
The remainder of 50 Clinic hours are due.

Admission Policies & Course Attendance Policy

Admission Policies:

A prospective student must:

1. Submit a high school diploma or GED equivalent.
2. Students must be at least 18 years of age.
3. Submit a signed application form and the non-refundable $50 application fee.
4. Must not have a criminal record.

After successful enrollment, students may begin attending classes on the next starting date indicated in the school calendar. Space in each class is very limited, you are not guaranteed a spot. We reserve the right to deny admittance to any person whose physical condition, mental condition, legal history or behaviors, would make it inappropriate for them to enter the program.

We attempt to make all reasonable accommodations for applicants with special need as prescribed by Federal Law. We do not discriminate against a prospective student for reason of gender, age, race, national origin, religion, or sexual orientation.

Attendance:

Students are encouraged to arrive on time for class and stay the entire class. Students will be considered tardy if they arrive 30 minutes late. Three tardy arrivals will constitute one absence. Students are expected to attend every class session. **Excused Absence Policy:** An excused absence has to be approved and documented by a Heart and Soul Massage School Instructor. Approved excused absences are for: illness, family emergency or unforeseen circumstances. Chronic absences may result in dismissal from the program. **Students are still required to make up lost hours if they are in jeopardy of affecting their required minimum of 500 hours of training.** Makeup days will be held on Sundays and/or Fridays.

Cancellation and Refund Policy

Withdrawal:

Students withdrawing from the program are asked to sign a statement for their academic records documenting the reason for withdrawal. Refund policy applies concerning student's withdrawal and receiving the withdrawal letter.

Leave of Absences (LOA): A leave of absences is only granted in extreme cases, due to the nature of the program. prolonged illness or accident, death in the family, or other special circumstances that make attendance impossible or impractical.

A leave of absence may be granted to the student if requested in writing by the student or designee.

No monetary charges or accumulated absences may be assessed to the student during a leave of absence.

A school need not treat a leave of absence as a withdrawal if it is an approved leave of absence.

A leave of absence is an approved leave of absence if:

a. The school has a formal, published policy regarding leaves of absence;

b. The student followed the institution's policy in requesting the leave of absence and submits a signed, dated request with the reasons for the leave of absence;

c. The school determines that there is a reasonable expectation that the student will return to the school;

d. The school approved the student's request in accordance with the published policy;

e. The school does not impose additional charges to the student as a result of the leave of absence;

f. The leave of absence does not exceed 180 days in any 12-month period; and

g. Upon the student's return from the leave of absence, the student is permitted to complete the coursework he began prior to the leave of absence.

If a student does not resume attendance at the institution on or before the end of an approved leave of absence, the institution must treat the student as a withdrawal, and the date that the leave of absence was approved should be considered the last date of attendance for refund purposes.

If a student does not return from an LOA, when calculating the refund, the withdraw date will be the last day of attendance. Students returning from a leave of absence must return to school in the same satisfactory academic progress status they had prior their departure.

Refunds will be made according to the following refund schedule: Cancellation must be made in person or by mail. Refunds will be paid within 30 days after the effective date of the termination. Refunds are for students who pay the full tuition at the beginning of the program.

- All monies (excluding the non-refundable) application fee of $50) will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) business days after signing the Enrollment Agreement and making the initial payment but prior to the first class.

- A student who starts the program but withdraws up to and including completion of the first quarter (25%) of the program or is terminated is entitled to receive as a refund a minimum of 75% of the stated cost of the course or program for the period which they have paid.
- A student who starts the program but withdraws after completing up to the second quarter or is terminated (more than 25%, but less than 50%) of the program is entitled to receive as a refund a minimum of 50% of the stated cost of the course or program for the period which they have paid.
- A student who starts the program but withdraws after completing up to the third quarter or is terminated (more than 50%, but less than 75%) of the program is entitled to receive as a refund minimum of 25% of the stated cost of the course or program for the period which they have paid.
- A student who withdraws after completing the third quarter (75%) or more of the program is not entitled to a refund.

*A student with a truth in lending agreement will no longer make payments.

Tuition Costs and Payment Plans

There is a non-refundable application fee of $50. Tuition for the 500 hour program is $7,000. This includes all books required for the program, however you will need to supply your own sheet set, pillow and massage cream and/or oil. We recommend 2 sets of sheets. Tuition can be paid in full at the beginning of the program, or paid per month on a payment plan.

Failure to pay tuition in a timely manner is one of the causes for dismissal from our school. **A student will not receive final graduation confirmation without paying for their program in full.**

Student Insurance

All students will receive student insurance through the American Massage Therapy Association (AMTA). Upon graduation students will be responsible for purchasing their own liability insurance. A discount code will be given to students upon graduation for insurance renewal if they would like to renew with AMTA.

If students practice on people outside of the course sessions, they are strongly advised to obtain Malpractice and Public Liability insurance, as the school insurance only covers sessions on school property or during school community outreaches.

Health and Safety

GENERAL REQUIREMENTS

- After a practice session please leave the treatment area tidy and as you found it.
- You must have fingernails cut short, so you do not scratch your clients.
- Jewelry should not be worn when giving massage.
- You must wash hands before and after EVERY session.

CONTRAINDICATIONS

As students you are expected to understand treatment contraindications. If you consider you may have a condition that could make it unsafe for you to receive any form of treatment then you must inform the instructor at the beginning of the appropriate course session.

DRESS/CLOTHING

Students are expected to give and receive treatments during courses and you may feel more comfortable wearing swimming trunks or bikini style swimsuits instead of normal underwear.

Some techniques can be performed through clothing, so it is advisable to wear loose, casual clothing and NOT tight clothing.

Please wear a Heart and Soul Massage School shirt that was provided to you, while you are working in the clinic.

VALUABLES AND BELONGINGS

Please remember that you are responsible for all your own belongings and the school is not responsible for anything that goes missing. Do not wear expensive or valuable clothing or jewelry as they can go missing or be ruined during class times.

Class Conduct

Heart and Soul Massage School believes that a relaxed atmosphere in class sessions will enhance a student's learning experience, therefore we ask that all students adhere to our policies:

1) Do not wear strong fragrances, essential oils or bring them to class.
2) Strong language and explicit or harsh words are not allowed.
3) It is expected students arrive to class on time so you do not disrupt classes in session.
4) Food and snacks are not permitted during class time. Water in a container is acceptable.
5) Mobile phones must be switched off during presentations/teaching sessions and be kept in your purse or backpack.
6) Video recording of any course/workshop session is not allowed unless otherwise told by staff.
7) The use of drugs and/or alcohol is NOT permitted on school grounds. Smoking is NOT allowed in the building.

Complaints or Appeal Procedures

All complaints or appeals for academic or disciplinary actions must be submitted in writing to the administrator. A conference will be arranged within 72 hours to address the issue. The administrator's decision will be final. If the issues are not resolved to the student's satisfaction, they may file a complaint with the State Council of Higher Education at North 14th Street, Richmond, VA 23219 or call (804) 225-2600 as a last resort. No adverse actions will be taken against students seeking assistance from State Council.

Emergency Discipline Procedures

If a student attends class while under the influence of drugs or alcohol, or acts in a manner that is potentially dangerous to themselves, clients, or other students, then that student may be asked to leave the school immediately. A hearing with the administrator will be arranged within 72 hours as to the future enrollment of the student. The decision of the administrator is final. If the issues are not resolved to the student's satisfaction, they may contact the State Council of Higher Education at (804) 225-2600.

Clock Hours and Grading System

Each course taught is defined in clock hours. One clock hour equals 50 minutes. Academic progress is assessed by written examination and evaluation of massage and bodywork practices. The grades received will be on the following scale:
A-90-100%, B-80-89%, C-70-79%, Failure-69%-below
Homework 20%, Quiz 30%, Tests (including practicals) 50%
Students are required to have successfully completed the test presented at the end of each section, and a practical exam on the teacher. Students may take up to 3 test retakes.

If the student simply cannot pass the required test after three retakes, then the student forfeits their tuition and must leave the school's program. Failure results in dismissal and refund policy will be applied if applicable.

Assessment Methods

WRITTEN ASSIGNMENTS

Our course sessions are very involved; we devote as much time as possible to practical work. We set course assignments to supplement theory and practical lectures. They are also used as part of the assessment process, to ensure that you are understanding the material presented to you.

Our written assignments form part of our thorough learning package. We not only want you to pass the exam; we also want to make you a successful practitioner. Throughout our courses we use various assessment processes in order to calculate how good you are going to be as a practitioner, not as a student.

When written assignments are included as part of your online coursework, please follow these guidelines.

DO:

- Type papers and assignments, we do not accept hand written assignments, unless otherwise noted. You can submit papers online on the google classroom platform or in paper form.
- If possible, type the question number in the left-hand margin and leave a clear space of at least two inches under each answer for marker's comments.
- Include your name,course title and date.
- Place all sheets together in a plastic sleeve or folder. (if paper form)
- Keep copies of your coursework (in case it gets lost or misplaced).
- Turn in/Hand in assignments on the due date. (If you are unable to do this due to extenuating circumstances you should post it as soon as you possibly can).

Failure to submit your assignment on time incurs a penalty of 5% for each month that it is late. This is equal to only 10% of the total course mark and because it is so small we do not make any exceptions to this penalty rule.

DO NOT:

- Use large or bulky folders.
- Staple the pages together.
- Submit more than 10 pages (including diagrams) per completed assignment. (unless informed to)
- PLAGIARIZE

ORAL ASSIGNMENTS

There are no oral assignments or testing by oral exams.

VISUAL ASSIGNMENTS

Instructors will be paying attention during practice time and visually assessing the following:

Proper body mechanics used by student practitioner
Attention to detail and adherence to massage protocols
Adherence to health and sanitation procedures
Knowledge of muscles, massage techniques and other coursework studied.

Requirements for Graduation

Upon graduation, students will receive a certificate that certifies your completion of 500 clock hours of training as a massage therapist. In order to graduate, the student must maintain at least a 70% or higher in all academic courses and have paid all tuition and fees in full and have complied with all of the rules and regulations of our school. Completion of the program of study will prepare the student to sit for the MBLEX. Details regarding the examination will be given to the student. Fees for this examination are the responsibility of the student.

Books

All books that will be used in the classroom, (excluding study guides), will be supplied to the student at the beginning of that class, and is included with tuition. However, do not forget to provide sheet sets, pillow and cream/oil. Massage tables are provided by the school for in-class use and for on-campus practice after class. Students may want to save an additional $350.00 to $500.00 for the purchase of a massage table, but this is not mandatory. We recommend waiting until you arrive at school to gain a sense of exactly what size table will work best for you.

Books required for this program: Trail Guide to the Body. You will also have an online student resource center available to use that has an audio guide, images and videos. You will get an AMTA account as well, with online resources and added student limited liability insurance. **We suggest purchasing** MBLEX study guides, and an anatomy coloring book, but is not required.

Administrative Policies

Heart and Soul Massage School operates during regular posted hours. Other hours are by appointment. See calendar for designated school hours. Clinic hours are arranged on an appointment basis. We will make every attempt to accommodate each student's schedule. Most clinicals will be done on Sundays and Fridays.

Financial Aid

We do not offer financial aid at this time.

We have no scholarships available. AMTA and Massage Envy offer scholarships for massage school.

Student Services

1) Housing: Our school does not provide housing or dorms. Locating a place to stay is the student's sole responsibility. Contact us if you need assistance.

2) Placement Assistance: The school director attempts to match graduates with jobs. We cannot guarantee placement, but we will make every effort to keep graduates in the field by actively looking for open positions.

3) Student Records: All student records are permanently on file at the school administrative office. Records and transcripts of each student are confidential and can only be viewed by instructors and administrators. Students may review their own file by submitting a written request and making an appointment to view the file in the office. No records will be released to a third party unless requested by the student. The school will provide a transcript to the National Licensing Examination Board as requested. Students will receive a copy of their transcript upon completion of the program. The first copy is free; additional copies-$1.00 office charge per page.

Conduct, Rights and Responsibilities

Students are to conduct themselves in an orderly and professional manner, which includes honoring the NCBTMB Code of Conduct and Ethics. Each student is responsible for pursuing the academic objectives as set forth by Heart and Soul Massage School, turning in work in a timely manner and completion of assignments as required. Students acknowledge the grading system and agree to adhere to the school's code of conduct to avoid disciplinary procedures and/or dismissal.

Each student has the right to a conference with the Administrator to discuss any issues or violations filed against the student. The final decision will be made by the Administrator after all information is provided from each party.

Conditions for Dismissal

A student may be dismissed from our school for the following reasons:
• Unable to fulfill the requirements of the academic program.
• Failure to pay tuition.
• Coming to classes under the influence of drugs or alcohol.
• Four unexcused days of absences and after a written warning stating that the student will be dismissed because of unexcused absences.
• Emotional instability as determined by the judgment of the administrators.
• Acting in a manner potentially dangerous to self or others.
• Acting inappropriate to fellow students or clients.
• Not wearing full clothing at all times during attendance at the school except when otherwise dictated by the training procedures.
• Behaving in a manner that may be harmful to the reputation of the school.
• Unable to pass the practical skills of the curriculum for three consecutive tries.
• Unable to obtain a passing grade by the third re-entry.
• Reinstatement following dismissal is up to the discretion of the administrators.
There is no probation policy.

Definition of Clock Hours

Each course taught is defined in clock hours. One clock hour equals 50 minutes.

Transfer of Credits

Heart and Soul Massage School, LLC makes no guarantee that hours awarded at the school may be transferred to another institution. It is the applicant's responsibility to confirm whether hours awarded will be eligible for transfer to another institution of their choosing. We do not accept transfer credits into our program.

Distance Education Policies

The same procedures are used for faculty oversight in distance education courses as in any other course online or in class.

Distance education courses (or modifications thereof) shall comply with all of the standard practices, procedures, and criteria which have been established for traditional in-the-classroom courses including but not limited to, faculty involvement at the level of course development and approval, selection of qualified faculty to teach the course, determinations about appropriate class size.

The School will provide adequate support services at both the sending and receiving site for all distance education classes. Teachers will be available each week for questions and discussion. You may also bring your questions for after class sessions, please let us know in advance if you need to stay after with questions.

The distance-education course format requires that students be held to the same standards of academic honesty as students in traditional courses.

The platform/delivery method we use will be through google classroom. Your coursework will also be available on paper if you do not have internet access.

If you do not have internet access, you may request your test on paper and it be taken in person at Heart and Soul Massage School.

*Last revised 03/08/25