

Reflexology Academy NW



Program Catalogue Vol. 7, 2027

MISSION STATEMENT

Our mission is to provide quality reflexology training for those seeking to become skilled reflexology professionals. We also welcome those who wish to add reflexology to their existing massage or acupuncture practice, as well as those who'd like to administer reflexology as an avocation with a high degree of proficiency.



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OWNERSHIP, PERSONNEL AND LICENSURE

Owner: Linda Frank, RF, NBCR, Head to Heel Reflexology for Better Health, LLC dba Reflexology Academy NW, 9124 Portland Avenue East, Tacoma, WA 98445

Director, Administrator, Instructor: Linda Frank, RF #60511875, NYS LMT #002589, NBCR #01603. **Accredited by the National Council for Reflexology Educators (NCRE).** Former Director, 240-hour Reflexology Certification Program at the Northwest Academy for the Healing Arts Tacoma campus; Former lead instructor, 207-hour Reflexology Certification Program at Bellevue Massage School; Taught a reflexology class at Bastyr University, Kenmore WA. Educates about reflexology via radio, tv, print articles and live and Zoom presentations listed at <https://reflexologyforbetterhealth.com/about-linda> along with Linda's professional memberships and hundreds of hours of post-graduate reflexology class listings.

GOVERNING BODIES

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

Workforce Training and Education Coordinating Board

128 10th Avenue Southwest

Olympia, WA 98501

360 709-4600

workforce@wtb.wa.gov

Joint Jurisdiction: Washington State Department of Health (DOH)

111 Israel Rd SE, Tumwater, WA 98501

360 236-4700

hsga.csc@doh.wa.gov

All reflexologists must either be certified by the Department of Health or be a licensed massage therapist or acupuncturist. To use the title *Certified Reflexologist*, all healthcare practitioners including massage therapists and acupuncturists must be certified as a reflexologist by the Washington State Department of Health. For certification requirements, you can visit <https://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/Reflexologist/LicenseRequirements>

American Reflexology Certification Board® (ARCB®)

All students must take and pass the psychometrically-calibrated exam administered by the American Reflexology Certification Board® (ARCB®) in order to qualify for Washington Reflexology Certification. Students may additionally opt to apply for National Board Certification from ARCB® to further their bona fides. To achieve National Certification, students can schedule the ARCB® practical exam for the same day as their written exam.

CLASS SCHEDULE, SCHOOL CALENDAR & PROGRAM DATES

This 240-hour certification program is designed to run on alternating Saturdays and Sundays from 9-4:15 each day with 45 minutes for lunch and 10-minute breaks every hour during Zoom classes.

Alternating Sat. classes are via Zoom, and in-classroom, hands-on classes will be the day after (alternating Sundays).

For the weekends in the alternating-weekend schedule in which there is a holiday, such as Mother's Day, students will collectively (and anonymously) decide -- before or on the first weekend of classes -- whether to proceed with that class on such a holiday; flip the Zoom and hands-on classes; or schedule an alternative date altogether (e.g. such as coming in on the Sunday following the holiday).

Classes will not be held on the following holidays: New Year's Day, Thanksgiving Day, Christmas Eve Day & Christmas Day.

Proposed 2027 PROGRAM DATES

Class dates can vary if all students elect for a different date. All class start dates are dependent on enrollment sufficient to meet class size requirements.

Proposed Program Dates for Winter 2027:

Jan 9 & 10 plus alternating weekends thereafter for local students. Last Sat Zoom class is June depending on students' opting for any holiday dates for a total of 12 Zoom classes and 10 hands-on classes.

Distance students will attend the alternating Saturday Zoom classes and complete their in-classroom hands-on training over three 3-day weekends with proposed dates below.

Proposed dates of 3-day in-person hands-on classes in Tacoma for distance students contingent on all students' availability:

Jan 15, 16, 17

Mar 19, 20, 21

May 14, 15, 16

FACILITY

Reflexology Academy NW is conveniently located one mile off the Portland Avenue exit of Highway 512 for those coming from Olympia and farther south or from Highway 167 in the north, and less than three miles from the Portland Avenue Exit of Interstate 5 for those coming from the north (you would exit before Tacoma Dome and downtown traffic!)

The facility sits on an acre of land, with a large picnic table and benches where lunch could be had during warm weather and areas where some hands-on practice work could be done in warm weather if students so opt. There are a couple of graveled areas for parking additional to the driveway.

There is a separate entrance to the recently-built classroom addition that opens into an anteroom with the reflexology library. There's a lavatory with toilet and sink, and a microwave and refrigerator are available. The reflexology classroom has five windows that can all be opened, and the classroom addition is extra-insulated for warmth in winter and cooling in summer. There is a massage table and the leather zero-gravity chair in the classroom for hands on work and, post-Pandemic, a portable zero-gravity chair can comfortably be added. There is another room that can serve as an additional classroom if necessary. The maximum class size during the Pandemic is six students in one cohort. A waiting list will be created for more than six students for the possibility of creating a second cohort on weekends alternate to the first cohort. The student-teacher ratio averages 4-1 during Pandemic times; may be as high as 10-1 in non-Pandemic times.

PROGRAM ENTRANCE REQUIREMENTS

Applicants must be 18 years of age or older with a high school degree or equivalency.

ADMINISTRATIVE POLICIES

Admission and Graduation Policies

Students will be required to submit a completed enrollment application along with a \$100 application fee by cash, check or credit card. All applicants must be 18 years or older with a high school diploma or equivalency.

Upon completion of the course, the student will graduate the program after completing the Program requirements. A certificate will be issued with the school owner's or director's signature stating the student has successfully completed the 240-hour Reflexology Certification Program.

240-Hour Reflexology Certification Program objectives

The three primary objectives of this 240-hour program are:

1. To graduate students who are, as one former student stated she experienced upon graduation, "totally prepared to start a reflexology business";
2. In the spirit of the Latin origin of "educate" that means "to draw out", the Academy seeks to draw out students' curiosity and love of learning with a Program that's engaging and filled with awe-inspiring information about the bodymind's structure and function and the remarkable impact foot, hand and ear reflexology may have on them;
3. To fully prepare students to take the WA state exams required for state reflexology certification and the state's issuance of an "RF" number conferring professional status. The cost payable to the ARCB for the state-approved exam is \$500. The fee to apply to WA state for professional RF status is listed as \$50 (with renewal fee currently at \$40 for subsequent years)

Students will receive a Certificate of Completion of the 240-hour Program upon graduation which then entitles them to sit for the WA-state approved and mandated ARCB exam.

Title of Job Position: Certified Reflexologist (RF#) as well as Nationally Board Certified by the ARCB®.

We also aim to keep our students as safe as we can by following state hygiene recommendations and mandates.

Syllabus

The Reflexology Academy NW offers a comprehensive 240-hour course. It is designed for those that want to be a professional reflexologist by satisfying the WA state educational requirements. However, it is also for professional bodyworkers who want to add it their practice, as well as for anyone who is fascinated with reflexology and wants to learn more.

In this 240-hour program, students will discover the relationship between foot reflex points and other parts of the body according to the art and science of reflexology. They will understand how many people suffer from foot pain and how reflexology may help. Instructors will explain the practices of reflexology: what they can and cannot do as a reflexologist, the benefits and contraindications, the theories of how/why reflexology so often helps. The student will learn classic reflexology techniques including thumb and finger walking. They will understand how the reflexes are mapped onto the feet, and the difference between zones and meridians. They will learn to create a business and marketing plan and to establish good and ethical business practices.

This course includes formal lectures about the practice of reflexology, and most of these formal lectures will be conducted online via Zoom with the aid of PowerPoint presentations (tutorial videos are available if you have not used Zoom). Students will spend about half of their requisite class time practicing reflexology techniques and applying what they've learned about anatomy, physiology and pathology to the feet. By the end of this course the student will be able to apply a one-hour reflexology treatment, as well as shorter sessions and sessions on themselves for self-help.

Students will learn to document their sessions as required by law and to effectively follow their clients' progress through the course of their reflexology sessions.

Students will learn how to conduct appropriate online research that may help them best select a course of reflexology applications for clients' conditions, and will research some of the most common conditions they are likely to encounter so as to have some basic knowledge of those conditions.

The 240-hour program includes:

Reflexology Theory, History, Zones, Maps	30
Anatomy & Physiology	30
Body Systems, Applied	40
Practice Sessions & Documentation/Charting	70
Ethics & Business Management	10
Research & Other Independent Studies	35
Supervised Practicum &/or clinic	25
Total Program Hours	240

Grading System-Measuring Student Progress

All students must complete the course in its entirety and pass a hands-on exam and final written test. The minimum standards for passing are 80% hands-on practicum and 70% on the final written exam.

Students will be evaluated by: their participation in class; their documented practice sessions and case studies; their research projects; their completed homework; and in-class quizzes and written and practical exams. Student's practicum will be monitored and assessed during each class.

Written quizzes will be administered regularly and are solely for learning purposes and therefore not graded. A final exam will be graded and recorded in student's file, though again this is for instructional purposes and to help students gauge the amount of study they may need to apply in order to score passing grades on the two portions of the ARCB-administered exams required by WA for State Reflexology Certification. (100% of my students to date have passed their exams.) Transcript grades are Pass/Fail. A second transcript will be issued in the style of those at The Evergreen State College, which denote in text each student's strengths, limitations, and progression through the Program.

Students must attend 90% of the required classroom attendance. Any absences will be required to be made up by additional reading and/or watching learning videos. A written essay on the make-up learning will be submitted within 15 days of their absence.

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

Tardiness

Lateness without due cause will accrue as missed class time: 1-15 minutes late counts as 15 minutes missed class time; 16-30 minutes as 30 minutes missed; 31-60 to as 60 minutes missed. Persistent lateness is considered unacceptable as it interferes with the other students' learning.

Policy on Non-Discrimination and Gender Identity

It is our policy that the Reflexology Academy NW treat all students, instructors, and employees with dignity and respect and to provide a workplace that is free from discrimination based on race, creed, color, national origin, sex (including gender identity or pregnancy), military or veteran status, political affiliation, marital status or mental or physical disability or the use of a trained guide dog or service animal by a person with a disability. RANW will attempt in all communications to address students in their preferred gender identification terms, e.g. he, she, they/them. RANW 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, RANW will reasonably attempt to provide accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator upon registration to the program. To be qualified, an individual with a disability must meet the basic skill, education, training and other eligibility requirements of the Program, and must be able to perform the essential functions of the Program, with or without reasonable accommodation. The employment and academic standards are the same for all individuals enrolled.

PROGRAM COSTS

Tuition	\$4,195*
*plus state sales tax as per 2025 legislature's passing of ESSB 5814	
Application fee (non-refundable)	\$ 100
Other approximate costs excluding ARCB/WA exam & DOH (Dept. of Health) fees	
Books -	approximately \$ 150
Massage Table or Zero Gravity Chair	\$ 170 -\$300
Sheet(s), towel or other foot wraps	approximately \$ 25

Financial Aid* is not available directly from Reflexology Academy NW, though we do offer a no-interest payment plan for the tuition that's comprised of a \$1,200 initial down payment prior to the first class plus five subsequent monthly payments that include a processing fee of \$20.

Payment in full (PF) **discount of \$250** is for those **paying full tuition**, post-tax amount prior to the first class. PIF discount of \$150 is for those receiving distance discounts or discount for previous healthcare training.

For those wishing to pay via credit card, a 3% card fee will be added. For Venmo, a 2% fee will be added. **There is no card fee on the Application fee.**

Non-school related fees: Student Insurance for practice sessions : free with one provider (highly recommended). First aid/CPR, <> \$40-\$80. \$50 to WA for the application for your professional status (just \$40 annual renewal fees). \$500 to the American Reflexology Certification Board for the state-mandated exam + background check (exam is now conveniently administered at Prometrics in locations in most cities state- and nation-wide.) I also recommend joining our Washington Reflexology Association (WRA) at the student rate of \$25 as well as the national reflexology organization, Reflexology Association of America (RAA) which is also \$25 for a student.

**It should be noted that student loans with a bank must be satisfied regardless of the success or lack of success at Reflexology Academy NW.*

Placement Assistance

Reflexology Academy NW does not currently offer placement assistance, though you'll get lots of ideas during the Program for work opportunities.

Continuing Education

Continuing Education classes are typically given or hosted by RANW in Summer/Fall months.

Transfer Policy – *does not apply due to current WA state policy*

Reflexology Academy NW (RANW) will consider applications for transfer into the Program. A transfer student must fulfill all hours and subjects required for WA State Certification. The student must send an official transcript of classes, in English or translated into English, sealed and mailed directly to RANW. A copy must also be mailed to the WA Department of Health.

A fee of \$200 will be paid to RANW for the transcript review process and there is no guarantee that credits may be transferrable. Credit(s) accepted are dependent upon whether reflexology and/or other classes are equivalent to RANW's classes and whether they will meet the state's requirements. If credit is requested for hands-on classes, an applicant must demonstrate techniques on the Program Director at a mutually-agreed upon time outside of Program classroom time.

Cancellation Policy

If the School cancels a Program a full refund will be made within 30 days. If an applicant has not begun training and cancels within 5 business days, a full refund will be made within 30 days of any tuition paid. If the applicant cancels within at any time, the \$100 deposit will be retained.

If the applicant cancels after the reflexology course has started, a deposit of \$100 will be held by the school and a percentage of the tuition will be refunded as follows:

Applicant completes:

1-10% of the reflexology course – 90% of tuition will be refunded less the \$100 deposit

11-24% of the reflexology course – 75% of tuition will be refunded less the \$100 deposit

25-50% of the reflexology course – 50% of tuition will be refunded less the \$100 deposit

51-100% of the reflexology course – 0% - no money will be refunded

The date of termination will be acknowledged when student sends a written withdrawal letter to the school. Email constitutes as written notice. The withdrawal letter must be given to the owner or director of the school. The last day student attends class or the date of the withdrawal letter, whichever is the latest will determine the termination date in which to calculate refunds. If a student does not attend for a period of 30 calendar days and does not provide a withdrawal letter, the termination date will be the last day of the 30 day "no show" period. If a student is terminated for violating school policy the date of the violation will be the termination date.

All refunds will be made within 30 calendar days of the official termination date.

A charge of \$50 will be applied for any checks returned as insufficient funds or stopped payment or closed account, or for any reason the check is not honored by the bank.

Code of Conduct for Students

1. Report to class and any scheduled clinics on time prepared to learn.
2. Notify the instructor when planning to be late or absent from class.
3. Read assignments and objectives prior to classes and laboratories.
4. Spend as much time on assignments as it takes to learn the material.
5. Submit assignments on time according to the guidelines.
6. Seek help from faculty when needed.
7. Report any scheduled reflexology clinics on time, professionally dressed, and prepared to give safe, effective sessions.
8. Treat each other and each client in clinic with dignity and respect. Refrain from all forms of bias including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed in verbal and/or written communication and/or physical acts.
9. Refrain from any and all forms of sexual harassment.
10. Refrain from all types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the school, forgery and alteration or use of school documents with intent to defraud.
11. Refrain from intentionally disrupting or obstructing teaching, administration, disciplinary proceedings, public meetings and/or programs, or other school activities.
12. Refrain from theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
13. Refrain from violating the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
14. Maintain confidentiality of all personal information.

Request for Student Records and Transcripts

Student records will be kept for 50 years as required by law. Students may request a copy of their transcript by completing a "Request for Transcript Form". Request must be received in writing per Federal law. RAN will release the transcript within 30 days of request. The first transcript is provided at no charge to the student. Any additional request, a fee of \$20 will be assessed for handling and postage.

Dismissal and Withdrawals

If a student is not meeting minimum standards, they will be notified in writing 1/3 of the way through the course and again at the 2/3 mark if their efforts aren't sufficient. Email constitutes as written notice. They will have the opportunity make up work or correct the work within 30 days of being notified. All work must meet minimum standards by completion of the course, or the student will not be able to graduate. Once the course is complete, any work not completed will be recorded in the transcript as "incomplete". "Incompletes" must be completed within four months in order for the student to graduate. Any exception to this policy must be in writing between the school director and the student with both signing and acknowledging special circumstances. Special circumstances include but are not limited to illness of student, family member or family emergency. If the special agreement is not met by the student, the student forfeits a right to graduate at that time.

Students may be dismissed from the school for the following reasons: 1. Not adhering to the school's rules, regulations, policies and code of conduct; 2. Missing more than 10% of instruction time without submitting required make-up work; 3. Not meeting minimum standards of engagement with the program; 4. Not meeting financial responsibilities to the school.

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

Re-entry Policy

Students dismissed from the school who request re-entry must put the request in writing to the school director. If the student was dismissed for excessive absences (greater than 10% w/o make up) or financial concerns, it may be possible to re-enter within the same school term. In cases where the student was dismissed due to unacceptable conduct, the student will meet with the director to appeal dismissal. The student will receive a letter within five business days stating the director's decision.

Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 with a concern or complaint. Students who have a complaint or who like to appeal a dismissal must request in writing an appointment for an interview with the school director. The written request should include: Student's full name and current address; A statement of the concern including dates, times, instructors, and if applicable, other students involved; Date of complaint letter and signature of student; Three dates in which the student would be available for a meeting with the school director. These dates should be within 10 business days of the complaint.

The school director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure. The student will be notified in writing within five business days of the outcome of the meeting. Should the contract be canceled by either the student or the school the last date of attendance will be used to calculate any refund in accordance with the school's refund policy.

Policy for Instructors and Faculty

Competency for Instructors

If instructors are added in the future, they must have a minimum of 3 years' experience as a professional reflexologist. They must be a graduate from a Washington State approved reflexology school. An instructor must also be certified through the Washington State Department of Health. A resume must be on file at the school. Instructors should be members of the Washington Reflexology Association (WRA) and the Reflexology Association of America (RAA) and at their 5-year teaching mark apply for Certification from the National Council for Reflexology Educators (NCRE).

Faculty participation on curriculum

Faculty members are here to assist students in acquiring knowledge and techniques to meet our combined goals. Students must do their part in making the decision to learn, apply themselves, and maintain a strong motivation to succeed.

Students may expect the following from faculty:

1. Lectures and class discussions designed to emphasize important information.
2. Practicum "hands on" experiences during which the faculty function as role models.
3. Practicum experiences that allow the application of theoretical knowledge and practice with appropriate supervision.
4. Assignments designed to assist in meeting classroom objectives and clinical competencies.
5. Assignments returned in a timely manner.
6. Classes that begin and end on time.

Application for Reflexology Academy NW 240-hour Certification Program

Please call the Director before completing your application if you do not have a computer with audio, video, and internet connection that will enable you to participate in the remote Zoom classes.

First Name _____ Last Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Alternate Phone _____

Email Address _____

Birthday _____ Driver's License # _____
Month Date Year

Educational History:

High School & City & State _____

Graduation/GED Date _____

College, if any, and dates attended _____

Degree, if any _____

Have you ever been expelled or dismissed from an educational institution? Y N

If yes, please explain why and how it was resolved

Employment History:

Current Employer _____ (please indicate if you prefer your current employer to not be contacted)

Job Title _____

Reference at Current Employer _____
Name and phone and/or email

Previous Employer #1 _____

Previous Employer Reference Person _____

Reference Person's Contact Email and/or Phone _____

Job Title _____ Dates of Employment _____

(from mo./year to mo./year)

Previous Employer #2 _____

Previous Employer Reference Person _____

Reference Person's Contact Email and/or Phone _____

Job Title _____ Dates of Employment _____

(from mo./year to mo./ year)

Medical History:

Do you have any medical conditions, that may influence your ability to complete your reflexology training or that may affect you in the future as a reflexology practitioner? Y N

If you answered YES to the above question please explain in detail any physical limitations that you believe may influence your ability to complete your reflexology training _____

_____:

Have you ever been convicted of a felony or misdemeanor other than traffic offenses? Y N

If yes, please explain _____

Personal References

(if you rent a house or apartment, please include landlord as one of these references):

Reference #1 _____

Name and relationship to you (e.g. relative, friend, co-volunteer, or landlord)

Contact info for Ref. #1: _____

Email or physical address

Reference #2 _____

Name and relationship to you (e.g. relative, friend, co-volunteer, or landlord)

Contact info for Ref. #2: _____

Email or physical address

