

# Tarzana Treatment Centers College (TTCC)

Substance Use Disorder Counseling Certificate Program

Online & Hybrid Courses

## CATALOG 2020/21

Main Campus

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[www.Tarzanatc.org/TTCC](http://www.Tarzanatc.org/TTCC)

818-654-3955

Business Hours

8:00 AM – 4:00 PM Monday – Friday

### Catalog Effective Dates

This catalog is in effect as of July 1, 2020. This catalog, as written, covers the TTCC Academic School Year of July 1, 2020 – June 30, 2021. TTCC reserves the right to amend this document at any time.

As a prospective student at TTCC, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

### KEY STAFF AND FACULTY

Albert M. Senella, President & CEO

Jose C. Salazar, Dr.PH., Vice President

James B. Golden, Psy.D., Chief Academic Officer

Alana Sanchez-Prak, Development Coordinator



TTC



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## About Us

Tarzana Treatment Centers College (TTCC) is the learning and development division of Tarzana Treatment Centers, Inc. Tarzana Treatment Centers, Inc. is a full-service integrated healthcare organization that provides high quality, cost-effective substance abuse and mental health treatment to adults and youth. We are a non-profit, community-based organization that operates a psychiatric hospital, residential and outpatient alcohol and drug treatment centers and family medical clinics. All facilities are licensed and certified by the State of California and the County of Los Angeles and are accredited by The Joint Commission. Since our founding in 1972, we have provided a comprehensive continuum of healthcare services.

Throughout its history, TTC has maintained focus on two primary goals: improving the quality of care provided to patients and expanding the number of patients who receive that care. Pursuit of these goals requires consistent attention to effectiveness of patient care combined with removal of barriers to accessing services, broadening of services to enable comprehensive care, and providing staff with the infrastructure needed to provide excellent care.

These aims require a commitment to leadership, patient advocacy, and innovation. The result of focus on these priorities has made TTC one of California's largest providers of Integrated Healthcare.

TTCC was developed in 2019 and launched in 2020 by the organization's Department of Program Development to provide exemplary education, certifications, and training to TTC

employees, prospective employees, and local Substance Use and other healthcare practitioners.

## Accreditations

TTCC is a private institution that is approved to operate by the Bureau for Private Postsecondary Education (BPPE). Approval to operate means compliance with state standards as set forth in Chapter 8 of the California Education Code, Title 3, Division 10, Part 59. *BPPE Required Statement:* TTCC does not have any pending petitions in bankruptcy under the United States Bankruptcy Code. (11 U.S.C. Sec. 1101 et seq.)

Any questions a student may have regarding this catalogue that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education (BPPE) at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), tel. 888-370-7589 or fax. 916-263-1897.

## State Accreditations

Tarzana Treatment Centers College Substance Use Disorder (SUD) Certification Program is an approved school for in-classroom and online instruction through the California Consortium of Addiction Programs and Professionals (CCAPP), California Association for Drug/Alcohol Educators (CAADE), and California Association of DUI Treatment Programs (CADTP).



## Our Objectives

Objective I: Provide progressive learning programs that engage students in strong academics

Objective II: Utilize cutting-edge technology to support instruction and encourage strong learning outcomes

Objective III: Employ strong instructional design practice to achieve alignment in learning outcomes, instruction, assessment and evaluation

Objective IV: Promote self-assessment and peer-evaluation to achieve content theory mastery and support student praxis

## Career Opportunities

SUD counseling students hone a comprehensive understanding of the addiction process and how to use best-practices to lead people to healthier lives. The SUD Counseling Certificate prepares students for a career as a Substance Use Counselor, Technician, Navigator, Case Manager, and/or Educator. The field of Addiction Treatment is open with opportunity for professionals who are certified addictions counselors. The Bureau of Labor Statistics projects that jobs for substance abuse counselors should grow by 23% through 2026. TTC is home to many employment opportunities for people looking to advance their careers in SUD treatment.

## Our Mission

The mission of Tarzana Treatment Centers College (TTCC) is to expand access to a quality and affordable healthcare learning experience for adults in all stages of their professional career and development. As part of this mission, we implement academic courses and student activities with an emphasis on the delivery of quality integrated healthcare services based on evidence-based practices, patient centered care, and reducing total cost of care.

## Our Vision

TTCC believes that a progressive education empowers and results in exemplary healthcare professionals committed to addressing the healthcare needs of their community.

## Our Core Values

TTCC is committed to incorporating and promoting the following values to our stakeholders:

Innovation | Excellence | Integrity |  
Community | Intersectionality



## SUD Counseling Certificate Program

The Substance Use Disorder (SUD) Counseling Certificate Program at TTCC offers students the educational component and preparation needed for employment in the addiction counseling field. After completing this certification program, students are eligible to apply for one of three California State recognized professional credentials—California Consortium of Addiction Programs and Professionals (CCAPP), California Association for Drug/Alcohol Educators (CAADE), or California Association of DUI Treatment Programs (CADTP). Additional testing and/or field practicum hours may be required; however, a TTCC education provides the full educational requirement to gain a full addictions certificate.

Tarzana Treatment Centers, Inc. is a nationally recognized organization that provides integrated healthcare to individuals throughout the Greater Los Angeles Area. With dozens of locations around Los Angeles, TTCC offers internships and field-placement practicum hours at many of our locations. TTCC students will additionally have access to training opportunities, subject-matter experts, professional mentors, and guidance through one of California’s most recognized integrated healthcare organizations.

The SUD Counseling Certificate program at TTCC is perfect for working professionals and individuals looking to change careers to support people in need as an SUD treatment professional. However, TTCC programs are not designed to lead to specific positions in a particular profession, occupation, trade or career field requiring licensure.

## Admissions Information

### Substance Use Disorder Counseling Certificate

Admission into the Substance Use Disorder (SUD) Counseling Certificate Program requires a High School Diploma or General Education Development (GED) equivalent and a student interview. Students are required to submit a Student Enrollment Agreement, Application Fee, and Registration Deposit in order to process admission. The TTCC SUD Certification program contains 8 courses, including two Practicum courses. TTCC’s SUD 101-107 are primarily online courses with 1-2 in-class meetings per month. SUD 108 combines internship hours with TTCC



professor sign-off. SUD 101-107 are designed to be finished within a 6-month period, with additional time offered as needed to complete SUD 108. The requirements for the Substance Use Disorder Counseling Certificate include successful completion of all 8 SUD core courses (315 hours) including 255 practicum hours and passing the Addiction Counselor Exam (ACE) administered by TTCC. All coursework must be completed with a 75% - C or higher and 255 hours of practicum must be complete to receive graduation packet and final transcripts.

*TTCC does not currently have any transfer or articulation agreements with any other colleges or universities. TTCC does not currently accept transfer credits from other institutions or provide challenge examinations or achievement tests in lieu of TTCC specific coursework.*

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## Courses

### SUD 101 – Introduction to Addiction Theory and Practice (48 Hours)

This course offers an overview of and basic understanding of the addictive process. It includes a glimpse into how substance use affects specific populations including: men, women, people with disabilities, older adults, and youth. This course includes understanding the Minnesota Model, the Twelve-Step experience, and multicultural counseling strategies.

### SUD 102 – Physiology and Pharmacology of Alcohol and Other Substances (45 Hours)

This course provides an overview of the physiology and pharmacology of the drug, alcohol, and other psychotropic mind-altering legal drugs. This course focuses on how substances affect the brain and additional motor functions. This course provides scientific approaches to understand the detoxification process, clinical assessments, and medications for addiction treatment.

### SUD 103 – Law and Ethics (52 Hours)

This course is designed to provide students with ethical considerations and issues related to addiction counseling in the state of California. It includes confidentiality requirements, HIPPA, and reporting requirements. The course largely covers laws relating to alcohol and drug use and abuse.

### SUD 104 – Case Management and Patient Navigation (52 Hours)

This course is designed to provide students with full competency in the twelve core functions of patient cases from screening to discharge. It includes an exploration of treatment planning and documentation for addictions professionals. It includes methods to create motivation for change in SUD treatment, relapse prevention, referral services, and a dive into co-occurring disorders. Students will master all writing aspects of addiction treatment, including record-keeping, reports, and case notes.



### SUD 105 – Individual, Group, and Family Counseling (48 Hours)

This course is designed to provide students with fundamental individual and group counseling skills through the employment of evidence-based practices in addiction treatment, including motivational interviewing and cognitive behavioral therapy. This course offers guidelines and techniques to work with families and explores the educational psychology of brain-compatible learning.

### SUD 106 – Personal Growth and Professionalism (46 hours)

This course is designed to provide students with tools to assess their own professional and personal growth related to the fields of addiction and mental health. It includes a review of the needs for professional growth and the means to maintain a standard of excellence. This course investigates methods of self-care, professional development, professional organizations for addictions professionals, and career planning.

### SUD 107 – Supervised Practicum (45 hours)

This course is designed to provide students with closely supervised work experience in a community clinical setting, by assessing mastery of the twelve core functions. It is used to assess clinical competency in

assessments, treatment planning, group facilitation, record-keeping, and general agency procedures. Students work with an addiction's treatment supervisor through Tarzana Treatment Centers, Inc.

### SUD 108 – Supervised Field Work Practicum [Internship] (255 hours)

This course is designed to provide students with clinical hours needed to work toward state certification. It provides internship hours with licensed professionals in a treatment setting, which may be at Tarzana Treatment Centers, Inc. or another community-based treatment center. The course will help students prepare for state certification an employment by reviewing Technical Assistance Publication (TAP) 21 addiction counseling competency guidelines. Students may complete SUD 108 congruently with other coursework.



## Student Services

### Administration Services

TTCC's Administration Services Department is accessible to provide students with individualized academic support including but not limited to tutoring, mentorship, admissions, credit evaluation, course registration, official and unofficial transcripts, and technology support. TTCC staff are cross-trained to provide or direct students to these services, which are readily available by contacting the school headquarters at [TTCC@Tarzanatc.org](mailto:TTCC@Tarzanatc.org).

### Student Interaction

TTCC encourages students to have peaceful interactions with each other throughout the entirety of their educational program. Students are also encouraged to work collaboratively with each other, allowing the core values of TTCC to guide their behavior. Students are encouraged to work together to further content knowledge building in real time via online opportunities or by scheduling time to collaborate at our campus headquarters or satellite campuses. Students may reach out to a school official to schedule a meeting room.

### Faculty Advisors

Students are offered the opportunity to be guided by working professionals throughout the entirety of their academic program. Each instructor can advise students independently to lead to mastery of content and academics. Students are expected to communicate with instructors for greater advisement and guidance in their studies. Students may reach out to a school official to set an advisement appointment with the Chief Academic Officer for career guidance by emailing [TTCC@Tarzanatc.org](mailto:TTCC@Tarzanatc.org).

### Housing

TTCC is a non-residential program, as such, we do not aid in finding student housing. The availability of housing located near institutional facilities is the sole responsibility of the student. TTCC does not provide dormitory facilities. For students looking for housing, we suggest contacting a local realtor.

### Visas

TTCC does not provide visa services and will not issue the Form 1-20 needed to apply for a student visa. TTCC will provide students with enrollment documents and transcripts but will not advocate for student status. No fees or charges associated with student visas (including but not limited to SEVIS I-901 fees) will be assessed to, collected from, or transmitted for or on behalf of TTCC students.



### English Language Instruction

All courses are taught in English Only. As such, students should be fluent in English as required by the High School Diploma or GED. English Language Services and ESL are not included in education at TTCC.

### Health Services

TTCC does not offer on campus health services. However, students are encouraged to visit one of Tarzana Treatment Centers, Inc.'s Primary Care facilities if they don't have access to general healthcare and/or a primary medical care provider.

### Placement Services

TTCC does not offer formal placement services for post-educational program hours (outside of the 255-hour practicum), however, we do have opportunities to access internship work through one of our Tarzana Treatment Centers, Inc. facilities. While not a guarantee that this program will lead to employment in any occupation or career, TTCC students are able to work with school personnel and instructors to identify organizations for placement.

### Distance Learning

TTCC is designed to be completed primarily online. Distance learning is an instructional methodology that allows for students to learn from locations outside of a physical base setting using devices that support internet access. Students complete coursework via computer software and participate in virtual activities or upload documents to the Moodle platform. Students are provided with all course tools at least one week prior to the start of each course.

In distance learning, it is important for students to allocate the appropriate amount of time to a support successful comprehension of course content. Students should plan to allocate a minimum of ten hours per week to complete a course.



## Our Faculty

### Albert M. Senella, President & CEO

President and Chief Executive Officer, for over 25 years, Albert M. Senella has guided a progressive range of integrated behavioral healthcare services at Tarzana Treatment Centers, Inc. (TTC). In this capacity, he has developed a range of drug/alcohol treatment and integrated health, mental health, and primary care services responsive to the needs of uninsured, low income Los Angeles County residents as well as persons with private resources. In response to the growing HIV epidemic, these services were interwoven with comprehensive HIV prevention, intervention and treatment services, creating a nationally recognized model of HIV services for drug users. Under Mr. Senella's leadership, TTC's services have more recently expanded to include five family primary care clinics (three in the San Fernando Valley and two in the Antelope Valley), and case management and treatment programs tailored specifically for homeless, prison parolees, and those impacted by mental health. Mr. Senella has primary oversight of the agency's budget comprised of government and private funding. As President of the California Association of Alcohol and Drug Program Executives (CAADPE), California's largest and most diverse association, Mr. Senella is an active member of many state and local

advisory bodies. Most recently, his advocacy has served to assist State legislators, policymakers and other leaders to recognize the contribution and potential of behavioral healthcare and drug/alcohol treatment agencies in major new initiatives such as Welfare and Healthcare Reform.

### Jose C. Salazar, Dr.PH., MPH, Vice President and COO

José C. Salazar, Dr.PH, holds a Master's and Doctoral degree in Public Health from the University of California, Berkeley. Since 1988, he has worked in the substance abuse, HIV/AIDS, and mental health fields as a counselor, health educator, community organizer, researcher, and administrator. He has been the primary translator (English to Spanish) of various research studies, and has co-translated The Wellness Guide, an 80-page booklet published by the UC Berkeley Center for Community Wellness. Dr. Salazar is also the co-author of Essential Spanish for Social Services, a Living Language/Random House publication. He has served in the capacity of Principal Investigator (PI) for various funded programs and services including specific programs from the Substance Abuse Mental Health Services Administration (SAMHSA), California Department of Health Services (DHCS), and Los Angeles County Department of Public (DPH) Health and Department of Mental Health (DMH).



**James B. Golden, Psy.D., Chief Academic Officer/Instructor**

James B. Golden is a Los Angeles based Learning & Development Specialist with over 10 years of organizational development experience in training methodology, design, executive coaching, systems improvement, motivation, cultural competence, and inclusion. Dr. Golden is a natural leader with compassion and emotionally intelligent praxis. He has several years of business consulting experience along with assessment, planning, implementation, and evaluation of major programs and events for non-profits, corporations, and government departments. Golden regularly presents research and data at national conferences including: The National Council of Black Studies, the American Psychological Association, the National Hip Hop Political Convention; and he has been invited to speak at colleges including: Howard University, Pepperdine University, University of California at Los Angeles, Sierra Nevada College, and Cal State University, Northridge.

Golden earned a Doctor of Psychology degree from Phillips Graduate University, a Master's of Humanities from Tiffin University, and a Master of Public Administration degree from Cal State Northridge. He has worked as a curriculum

advocate, K-12 teacher, and developer of educational programs. He has published several articles for leading magazines/publications such as The Root, LinkedIn, Vibe, and Clutch; as well as four books including an NAACP Image Award winner.

**Silvia Cadena, Chief Financial Officer**

Silvia Cadena, CPA, has worked for Tarzana Treatment Centers since 1979. She oversees the spending and management of funds on a daily basis, ensuring that these funds are spent in accordance with fiscal policy. As a member of the Board of Directors since 1984, she continues to provide sound advice for many of the organization's financial issues. Ms. Cadena is a Certified Public Accountant, and earned her degree in accounting from Central College, Ecuador in 1969.

**Alana Sanchez-Prak, Development Coordinator/Recruiter**

**Mahbubur Rahman, Training Supervisor/Recordkeeper**

**Walter Santizo, M.S., CADCII, Instructor**

**Rikki "Elle" Schwab, PhD, Instructor**

**Lorraine Ragosta, LMFT, Instructor**

**Bruce Loisel, Psy.D, CADC II, Instructor**

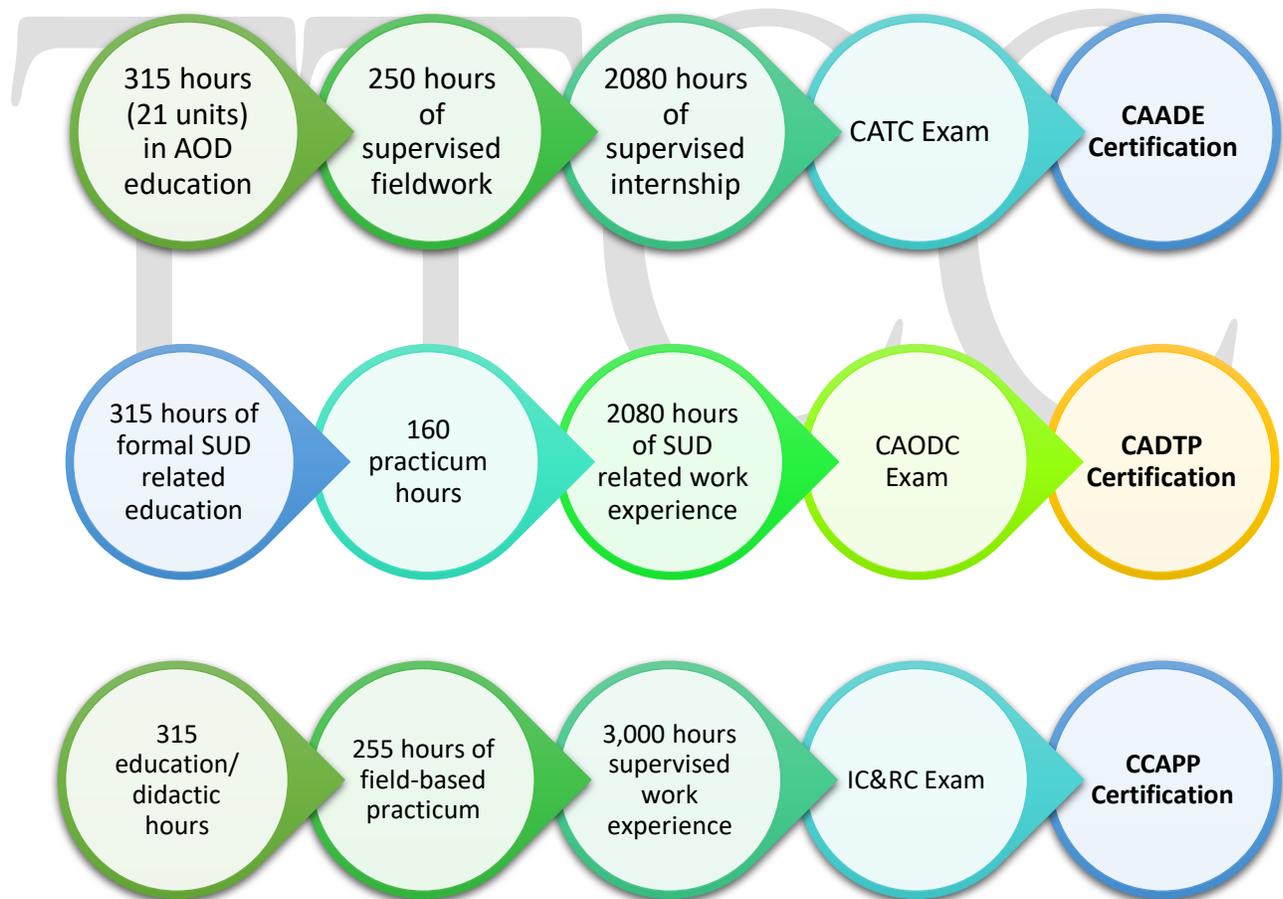


## Student Achievement

Tarzana Treatment Centers College is committed to maintaining a campus environment that offers a wide range of professional, social and cultural opportunities and where the well-being of students and College personnel is the primary focus of all decision making and actions.

In all decisions, TTCC stakeholders are encouraged to practice the College Core Values when interacting in any school-related capacity.

### State Certification Procedure



## Professionalism

All members of the TTCC community are expected to demonstrate professionalism in their interactions and daily activities. It is important that each College stakeholder is treated with respect and consideration not only during working hours, but after hours as well. All College stakeholders are expected to hold themselves to the professional virtues of commitment, transparency, fidelity, and integrity. Unprofessional behavior will not be accepted, and we encourage stakeholders to report any unacceptable behavior to the Chief Academic Officer or a school official.

## Attendance Policy

TTCC recognizes the relationship between student attendance and student retention, achievement and success. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement. Thus, TTCC monitors attendance for all online and in-person sessions and meetings.

Students are expected to attend all class sessions for which they are enrolled. Students are responsible to instructors for class attendance and any missing work during an absence. Documented absences related to personal illness, death of an immediate family member, or the like will not negatively impact a student's grade or academic standing. However, TTCC reserves the right to drop or withdraw any student due to lack of attendance.

## Grading Standard

Although grades are not routinely given for classes that are deemed pass/fail, TTCC uses the following grading system to evaluate the academic performance of the students where necessary:

*90-100% = A 4.0 = Outstanding*

*80-89% = B 3.0 = Very Good*

*75-79% = C 2.0 = Pass*

*Below 75% = D 1.0 = Not Passing*

*I = I Incomplete*

*W = W Withdrawn*

## Probation and Dismissal Policy

Students must maintain a 2.5 GPA throughout the entirety of the academic program, and in each of their classes receive at least a "C" grade. Students who fall below a 2.5 GPA will be placed on Academic Probation. Students placed on Academic Probation will be required to meet with the Chief Academic Officer to develop a Student Success Plan.



Any student who has not achieved a cumulative GPA of 2.5 for three consecutive classes will be subject to Academic Dismissal from TTCC at the discretion of the Chief Academic Officer.

### Leave of Absence Policy

TTCC will grant a leave of absence of up to a one-year maximum to an enrolled student who has a medical or personal reason that prohibits the student from progressing in his/her degree program. For a personal leave of absence, the student request may require documentation supporting the need for the leave.

For a medical leave of absence, the student request must be accompanied by a letter from a physician, physician's assistant or nurse practitioner. The letter must be on official letterhead and must include the diagnosis, the limitations it imposes on the individual and an estimation of the time required for recovery. TTCC reserves the right to verify qualification of the certifying professionals.

### Code of Conduct

Students and graduates of TTCC are expected to:

- 1) Comply with a code of conduct developed by at least one of the certifying bodies (CCAPP, CAAD, and CADTP).
- 2) Protect the participant's, patient's, or resident's rights to confidentiality in accordance with Part 2, Title 42, Code of Federal Regulations
- 3) Cooperate with complaint investigations and supply information requested during complaint investigations unless such disclosure of information would violate the confidentiality requirements of Subpart 2, Title 42, Code of Federal Regulations.

Students and graduates of TTCC are prohibited from:

- 1) Providing counseling services, attending any program services or activities, or being present on program premises while under the influence of any amount of alcohol or illicit drugs. As used in this subsection, "illicit drugs" means any substance defined as a drug in Section 11014, Chapter 1, Division 10, Health and Safety Code, except:
  - a) Drugs or medications prescribed by a physician or other person authorized to prescribe drugs, in accordance with Section 4036, Chapter 9, Division 2, Business and Professions Code, and used in the dosage and frequency prescribed; or
  - b) Over-the-counter drugs or medications used in the dosage and frequency described on the box, bottle, or package insert.
- 2) Providing services beyond the scope of his/her registration or certification as an AOD counselor, or his/her professional license, if the individual is a licensed professional as defined in Section 13015;
- 3) Discriminating against program participants, patients, residents, or other staff members, based on race, religion, age, gender, disability, national ancestry, sexual orientation, or economic condition;



- 4) Engaging in social or business relationships for personal gain with program participants, patients, or residents, their family members or other persons who are significant to them;
- 5) Engaging in sexual conduct with current participants, patients, residents, their family members, or other persons who are significant to them;
- 6) Verbally, physically, or sexually harassing, threatening, or abusing any participant, patient, resident, their family members, other persons who are significant to them, or other staff members.

TTC



## Our Facility

TTCC Headquarters and Main Campus is located adjacent to Tarzana Treatment Centers, Inc. Woodland Hills (TTCWH) Outpatient Clinic at 6022 Variel Avenue, Woodland Hills, CA 91367. The newly renovated campus houses TTCC administrative offices, the student library, computer lab, two classrooms, a reception area, and a lobby. Both heated and air-conditioned classrooms include audio/video connections, projectors, white boards, student tables and comfortable chairs. Additionally, there is an eating area for students and adjacent TTCWH rooms for experiential group learning, as scheduled.

Tarzana Treatment Centers, Inc. has locations in Northridge (8330 Reseda Boulevard), Lancaster (907 W Lancaster Boulevard), and Long Beach, CA (2101 Magnolia Avenue) that may be utilized as satellite campuses for students residing or working in distant parts of Los Angeles County. Each of these facilities contains a classroom with audio/video equipment, tables, and comfortable chairs for experiential learning. Other than audio/visual equipment used for lectures, there is no equipment used by faculty or students in this classroom setting.

Ample parking is available at each site for students, as needed, and there is no fee for parking at any TTCC campus. ADA approved restrooms are available at each TTCC campus for students and faculty.

## Our Library

TTCC has a library adjacent to the Headquarters and Main Campus consisting of reference books and articles that students may use on campus only. The TTCC Library carries additional copies of student textbooks, suggested readings, and addictions journals. Library hours are Monday through Friday (9:00 AM – 3:00 PM) or by appointment. To make an appointment to visit the library outside of normal business hours, students may email [TTCCAdministration@tarzanatc.org](mailto:TTCCAdministration@tarzanatc.org).

TTCC SUD Certification Program is largely a distance-learning online program. Students will be given free access to all texts, case studies, and books via online Moodle platform.



## Tuition, Fees, and Financial Plans

### Tuition

Tuition and fees are subject to change at the discretion of Tarzana Treatment Centers College.

The total cost of the SUD Certificate educational program is \$4,185.00. Base Tuition is the total cost for instruction, student support, exams, certificates, books and supplies for the student's entire online and in-person education.

### Fees

Application and Processing Fee of \$35.00

Registration Deposit \$150.00

Base Tuition \$ 4,000.00

*The Application and Processing Fee, and Registration Deposit are non-refundable. Total program cost is subject to change until this agreement is executed and payment of deposit. See: Refund Policy section for further clarification.*



### Financial Plans

For students who choose not to pay the entire program cost at the beginning of their educational program, TTCC offers financial assistance payment plans which divide the total program cost into incremental monthly payments. Student who choose to elect into the



payment plan program must indicate which option they desire when completing the Student Enrollment Agreement. Payment plans must be approved by a school official during enrollment.

Program Payment Options are as follows with \$185.00 Application and Registration Deposit:

- Payment Plan I – 6 Months
- Payment Plan II – 12 Months
- Payment Plan III – 18 Months

TTCC accepts the following forms of payment: cash, personal check, cashier's checks, money orders, credit cards, and PayPal. All forms of checks are made out to Tarzana Treatment Centers, Inc. with TTCC on subject line.

If a student chooses not to pay in full at the time of enrollment, TTCC offers monthly payment plans. A payment plan must be pre-approved by a TTCC official. The payment plan is a legally binding agreement to pay all tuition costs and fees until paid in full. Failure to pay may result in transcripts being withheld in addition to other remedies.

Payments that are declined or rejected will result in a \$30.00 convenience fee per occurrence. If declined more than once, TTCC is authorized to use second payment method. An auto-debit may be required after two or more late payments. Failure to pay or nonpayment may result in suspension of the student's account. Failure to pay Tarzana Treatment Centers, Inc. Financial Services within 1 month of a declined payment may result in the student account going into collections. Once payment has been made, along with any applicable fees, the student shall be able to resume courses.

### Student Loans

Traditional student loans are not available through TTCC, and the school does not participate in federal and state financial aid programs. At this time, TTCC does not participate in Federal Student Aid (FSA) programs and cannot process a request or assist with a deferment of a Title IV school loan. A student may want to contact their loan's current servicer or the guaranty agency for any other options that may exist.

Students who obtain a loan to pay for school-related expenses have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. In the case that students eligible for federal or state Loans default on their loans they may not be eligible for any other federal student financial aid at another institution or other government assistance.



Additionally, the federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

The schedule of total charges for a period of attendance and an estimated schedule of total charges for the program is one and the same.

## Withdrawals

Students who decide to withdraw from the program after enrolling are required to follow the school's official withdraw procedure. A notice of withdraw needs to be sent to a school official for review. Students are aware that the dropout deadline without an "Incomplete (I)" grade for any course is no more than two weeks past the given start date of the course.

Students who finish more than half the required hours of any course will receive a grade of an "Incomplete (I)" and may choose to return to the program as long as the reinstate date does not exceed 6 months from date of withdrawal, at which time any funds paid may be forfeited. (see: Refund Policy for more information)

## Refunds

### STUDENT'S RIGHT TO CANCEL

A refund, minus the initial deposit, will be issued to any student who cancels enrollment prior to the start date of their first course, and after signing the enrollment agreement. The effective date of termination for enrollment will be the date of receipt of written notice from the student to a school official.

Students who have paid in full will receive their entire balance back minus the Application and Processing Fee, and Registration Deposit. Students who have paid in full will be charged a \$250.00 Holding Fee if terminated prior to the start of the first course. TTCC will retain the Holding Fee to be applied toward future costs if that individual decides they would like to reapply within 12 months from the effective termination date.



Students on payment plans will not be charged for months preceding the termination date except for a Holding Fee of \$250.00. TTCC will retain the Holding Fee to be applied toward future costs if that individual decides they would like to reapply within 12 months from the effective termination date.

Students who received federal student financial aid funds are entitled to a refund of moneys not paid from federal student financial aid program funds. Students are required to submit a formal withdrawal letter in writing to a school official in order to access and obtain a refund.

TTCC shall transmit all lessons and materials to the student if the student has fully paid for the educational program and, after having received the first lesson and initial materials, requests in writing that all of the material be sent. If an institution transmits the balance of the material as the student requests, the institution shall remain obligated to provide the other educational services it agreed to provide but shall not be obligated to pay any refund after all of the lessons and material are transmitted.

## Student Rights & Disclosures

TTCC does not discriminate based on race, religion, age, sex, sexuality, disability, national, or ethnic origin in any way. TTCC is fully compliant with federal, state and local policies related to accessibility. It is important that our students receive their education in safe and appropriate conditions. All students and faculty are encouraged to maintain transparency regarding any maltreatment experienced or witnessed in any way associated with Tarzana Treatment Centers, Inc. and TTCC.

### Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the



STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

### Grievances

Any student, instructor, or school stakeholder who experiences an unsatisfactory experience with TTCC personnel or program may file a grievance through TTCC Headquarters or the Chief Academic Officer by phone or email. The reports may be either written or verbal and need not follow any formal format.

### Complaints

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888-370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

### Student Records

TTCC is required by law to maintain records of name, address, e-mail address, and telephone number of each student who is enrolled in an education program. This information is stored permanently at TTCC Headquarters and maintained by the Chief Academic Officer and Training Supervisor.

Student academic and financial records are maintained in written form/hard copy, in lockable, fireproof file cabinets, which are located at the TTCC Headquarters. Only designated school personnel have access to such records. All employees sign a confidentiality statement prohibiting them from divulging any information contained in such records. Records generated by the school itself, such as grades, and transcripts are also maintained on an encrypted computer hard disk. All records are maintained permanently.

TTCC stores additional student work and information for five years from the date of student's graduation, termination, or withdrawal. Records are available upon individual student request for a five-year period only. The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law and prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Transcripts are kept permanently.

### Transcripts

TTCC will provide an official transcript of classes taken and grades upon request. The first official transcript is free, subsequent official transcripts are \$10.00 per transcript. All unofficial



transcripts are provided to students free of charge. Requests must be made in via email ([TTCC@Tarzanatc.org](mailto:TTCC@Tarzanatc.org)). Please allow 5 working days for each request.

### [Transfer of Credits Policy](#)

Tarzana Treatment Centers College does not accept transfer of credit for the Registered Substance Use Disorder Counseling Educational Program.

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Tarzana Treatment Centers College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma, or certificate you earn in any Tarzana Treatment Centers College educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Tarzana Treatment Centers College to determine if your credits or degree, diploma or certificate will transfer.

### [Experiential Credit and Challenge Examinations](#)

Tarzana Treatment Centers College does not award experiential credit, credit based upon challenge examinations or achievement tests.

