



Tarzana Treatment Centers College (TTCC)
Substance Use Disorder Counseling Certificate Program

COURSE CATALOG

Academic School Year | January 1, 2025 – December 31, 2025

Main Campus

6022 Variel Avenue, Woodland Hills, CA 91367

TTCC@Tarzanatc.org

www.TTCCollege.org

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Business Hours

Monday – Friday

8:00 AM – 4:00 PM

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About Us

Tarzana Treatment Centers College (TTCC) is the learning and development division of Tarzana Treatment Centers, Incorporated. 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 the organization was founded in 1972, we have provided a comprehensive continuum of healthcare services.

Throughout its history, TTC (Tarzana Treatment Centers) has focused on two primary goals: improving the quality of care and expanding the number of patients receiving that care. Pursuing these goals requires consistent attention to the effectiveness of patient care combined with removing barriers to accessing services, broadening 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 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, or local Substance Use or other healthcare practitioners.

BPPE License

TTCC is a private institution approved by the Bureau for Private Postsecondary Education (BPPE). Approval to operate means compliance with state standards as outlined in Chapter 8 of the California Education Code, Title 3, Division 10, Part 59.

TTCC does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

TTCC and its programs are not accredited by an accrediting agency recognized by the United States Department of Education.

Any questions a student may have regarding this catalog that the institution has not satisfactorily answered may be directed to the Bureau for Private Postsecondary Education (BPPE) at 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834 / P.O. Box 980818, West

Sacramento, CA 95798. | www.bppe.ca.gov, toll-free telephone number (888) 370-7589, by fax (916) 263-1897, or email: bppe@dca.ca.gov

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

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.

State Accreditation

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 innovative 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 addiction and how best practices are used 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. Addiction Treatment is open with opportunities for professionals who are certified, addiction 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 careers and development. As part of this mission, we implement academic courses and student activities with an emphasis on delivering quality integrated healthcare services based on evidence-based practices, patient-centered care, and reducing the 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 with 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 complete educational requirement to earn a substance use disorder 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 County, TTCC offers internships and field-placement practicum hours at many of our sites and community partners. 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 SUD treatment professionals. This program is meant to help the careers of Substance Abuse and Behavioral Disorder Counselors (Labor Code 21-1011.00). However, **TTCC programs are not designed to lead to specific positions in a particular profession, occupation, trade, or career field requiring licensure.**

Admissions Information

Admission into the substance use disorder (SUD) Counseling Certification Program requires a student interview and High School Diploma or General Education Development (GED) equivalent. To process admission, students must submit a signed Student Enrollment Agreement, School Performance Fact Sheet, and Registration Fee. The TTCC SUD Certification program contains eight (8) courses, including two (2) 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 is designed to be finished within six months, with additional time offered to complete SUD 108. The requirements for the Substance Use Disorder Counseling Certificate include successful completion of all eight (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 to receive the graduation packet and final transcripts.

TTCC does not currently have transfer or articulation agreements with 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.

Courses

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

This course provides an understanding of addiction, the addictive process, barriers to care, and an overview of common treatment modalities. It includes a glimpse into how substance use affects specific populations, including various gender identities and sexual orientations, people of color, people with disabilities, older adults, youth, and differing socioeconomic and sociocultural backgrounds. 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 physiological, psychological, and behavioral effects of drug and alcohol addiction. It will discuss the pharmacology of drug, alcohol, and other psychotropic mind-altering drugs. This course provides scientific approaches to

understanding detoxification, clinical assessments, and medications for addiction treatment.

SUD 103 – Law and Ethics (52 Hours)

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

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

This course is designed to provide students with full competency in patient case management's twelve core functions, from screening to discharge. It includes an exploration of treatment planning and intake documentation for addiction 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 learn essential writing pieces in 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 by employing evidence-based practices in addiction treatment, including motivational interviewing and cognitive behavioral therapy. This course offers guidelines and techniques for working with families and explores the educational psychology of brain-compatible learning. Students will get the opportunity to practice counseling sessions in various formats.

SUD 106 – Personal Growth and Professionalism (46 hours)

This course is designed to provide students with tools to assess their professional and personal growth related to 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 addiction 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. It assesses clinical competency in assessments, treatment planning, group facilitation, record-keeping, and general agency procedures. Students collaborate with an instructor to complete a capstone project that synthesizes previous courses' learning and the fieldwork practicum internship in a clinical setting.

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

This course is designed to provide students with the clinical hours needed to work toward state certification. It includes 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 and employment by reviewing Technical Assistance Publication (TAP) 21 addiction counseling competency guidelines. Students will complete SUD 108 congruently with other coursework.

Student Services

TTCC's Admissions & Records, Student Services, and Academics Departments are accessible to provide students with individualized support, including tutoring, mentorship, admissions, credit evaluation, course registration, official and unofficial transcripts, and technology support. TTCC staff is cross-trained to provide or direct students to these services, which are readily available by contacting the academic program at academics@Tarzanatc.org or by phone at 818-654-3555.

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 can meet with peers outside of TTCC headquarters to collaborate on school assignments/projects. TTCC advocates for students to participate and engage with peers in TTC-sponsored events. Students are encouraged to reach out to a school official for access to our meeting rooms.

Faculty & Administrative Advisors

Working professionals offer students the opportunity to be guided throughout 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. A TTCC Administrator can also guide students to develop skills and tools to ensure they succeed in their academic program. Faculty will all have a master's degree in the related field they are teaching. Some will also be licensed faculty in mental health, marriage and family therapy, etc.

Housing

TTCC is a non-residential program; as such, we do not aid in finding student housing. The availability of housing near institutional facilities is the student's sole responsibility. TTCC does not provide dormitory facilities. For students looking for accommodation, we suggest contacting a local realtor. The average rent in Woodland Hills is \$ 2,242.00 per month.

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 do not have access to general healthcare and/or a primary medical care provider.

Student Mental Health

TTCC understands that specific courses and assignments may, at times, initiate previous or existing mental health issues for students. If a student is triggered during a class, we encourage students to reach out to a TTCC administrator by emailing academics@tarzanatc.org to discuss accommodations and other options. If a student is an employee of our parent company, Tarzana Treatment Centers, Inc, TTCC will refer them to services at one of our many affiliates' partner mental health organizations. If a student is not an employee of Tarzana Treatment Centers, Inc, we can make a referral to a TTC outpatient services facility in Los Angeles County.

Tutoring and Holistic Support Services

TTCC offers all students virtual tutoring services for academic and technology support as requested. TTCC encourages students to create study groups with peers, TTCC tutors, and instructors. One-on-one and group sessions with instructors or TTCC tutors are available online and in person upon request. To access tutoring services, students should email academics@Tarzanatc.org.

Placement Services

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

Distance Learning

TTCC coursework is designed to be completed primarily online. Distance learning is an instructional methodology that allows students to learn from locations outside the physical base 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 before starting each course. All student lessons, projects, and assignments will receive a response or evaluation within five (5) days of TTCC's receipt.

In distance learning, students must allocate the appropriate amount of time to support successful comprehension of course content. Students should plan to give a minimum of 10 hours per week to complete a course and an additional 11 hours for the practicum.

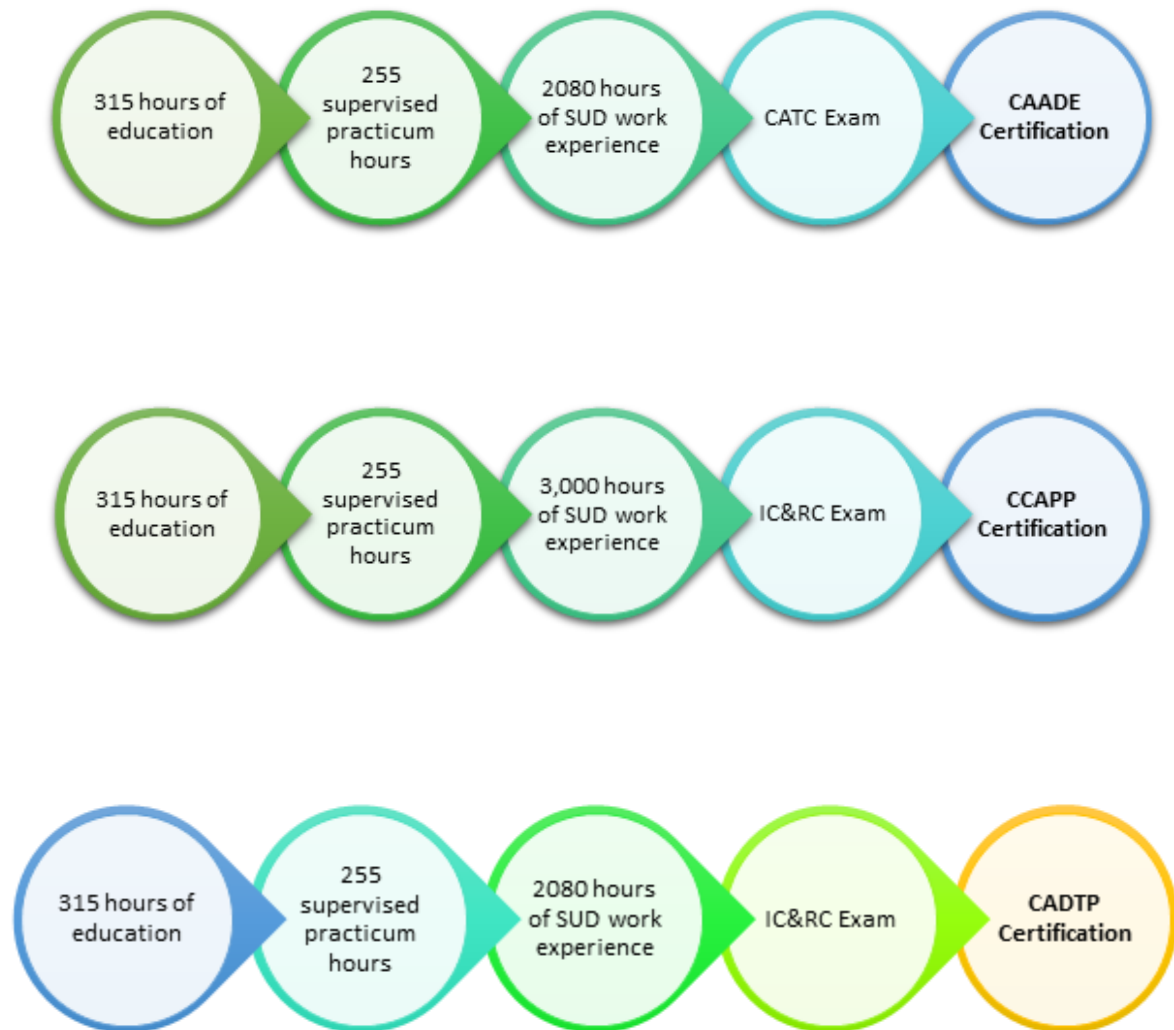
Student Achievement

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. Once students have officially enrolled in TTCC, it is highly encouraged to seek employment in substance use disorders (SUD) counseling positions under their registration with a certifying body.

Upon completion of the TTCC Substance Use Disorder Certification Program, students are encouraged to continue their Clinical Externship [Work Experience] and take the certifying exam (IC&RC or CATC, depending on the student's accredited body registered.)

State Certification Procedure



Students are encouraged to review each certifying organization to determine which organization they plan to register with: [CADE/ACCBC](#) | [CADTP](#) | [CCAPP](#)

Student Integrity & Civility

All members of the TTCC community are expected to demonstrate professionalism in their interactions and daily activities. Each College stakeholder must be treated with respect and consideration not only during working hours, after an hour, and after. Our stakeholders must uphold the professional virtues of commitment, transparency, fidelity, and integrity. Unprofessional behavior will not be accepted, and we encourage stakeholders to report unacceptable behavior to the Chief Academic Officer or a school official.

Anti-Racism Policy

TTCC proudly applauds and actively works to develop cultural and linguistic diversity within its students, staff, faculty, administrators, and other stakeholders. TTCC actively promotes this inclusion and intersectionality to enrich all teaching, training, research, and collaboration among college stakeholders.

TTCC endorses the rights of its students and employees to enjoy an education and employment environment that is unequivocally free from racism. Racism consists of principles and practices that cause and justify an unbalanced distribution of rights, opportunities, and experiences across racial groups. Structural racism is a macro social impediment perpetuating racial group inequity through public systems and policies.

TTC College will not tolerate overt or covert race-based discrimination of any type and requires its employees to report any instances of written or witnessed racism. TTCC actively works to dismantle racism within all aspects of our departments, classrooms, curricula, and the larger community.

TTC College's intersectionality core value seeks to support our students in promoting equity within the treatment and their representation as behavioral health professionals.

Racism exists. Racism is wrong and has no place at Tarzana Treatment Centers College. As such, TTCC is committed to the following:

- Recruiting employees and students from different races and historically marginalized groups.
- Celebrating the racial differences between our students and employees through honoring their customs, traditions, holidays, and family backgrounds.
- Actively advocating for equitable treatment, intersectional competence, anti-discrimination, and anti-racist conduct of students, employees, and other stakeholders through policy development, recruitment, student symposiums, orientation, and other support programs.
- Designing curricula that promote diversity of thought and experience, particularly incorporating books, assignments, lectures, and literature written by people of color and women.
- Collaborating with organizations and initiatives that support equity across racial lines.

Grading Standard

TTCC uses the following grading system to evaluate the student's academic performance where necessary. This grading system will not pertain to Credit / No Credit courses.

90-100% = A 4.0 = Outstanding

80-89% = B 3.0 = Very Good

70-79% = C 2.0 = Pass

Below 70% = D 1.0 = Not Passing

I = Incomplete

W = Withdrawn

IP = In Progress

CR = Credit (Pass)

NR = No Credit (Fail)

Dismissal Policy

Students must maintain a 2.0 GPA throughout the academic program and receive at least a "C" grade in each class. Students who fall below a 2.0 GPA will be considered for disenrollment from the program.

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 learning opportunity 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. Pre-scheduled events and symposiums sponsored by TTCC are mandatory for students to participate in, including but not limited to Student Orientation, Student Symposiums, and Student Practicum Orientation. Students are responsible for communicating with instructors about class attendance and any missing work during an absence. Documented absences related to personal illness, the 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 attendance.

Leave of Absence Policy

TTCC will grant a leave of absence of up to one year maximum to an enrolled student with a medical or personal reason that prohibits the student from progressing in their degree program. For a personal leave of absence, the student must submit a request and appropriate documentation supporting the need for the rest to academics@Tarzanatc.org.

For medical leave of absence, the student's request must be accompanied by a letter from a licensed healthcare practitioner. The letter must be on official letterhead and include the

diagnosis, its limitations on the individual, and an estimation of the time required for recovery. TTCC reserves the right to verify the qualifications 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, CAADE, or CADTP).
2. Protect the participant's, patient's, or resident's rights to confidentiality by Part 2, Title 42, Code of Federal Regulations
3. Cooperate with complaint investigations and supply information requested during complaint investigations unless such disclosure of the information would violate the confidentiality requirements of Subpart 2, Title 42, Code of Federal Regulations.
4. Students will conduct themselves according to TTCC's core values while engaged in school-related activities.

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, by 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 their registration or certification as an AOD counselor or their 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, 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.

Our Facility

TTCC Headquarters and Main Campus are located within 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, a computer lab, two classrooms, a reception area, and a lobby. Both heated and air-conditioned classrooms include audio/video connections, projectors, whiteboards, tables, and chairs. Additionally, there is a cafeteria for students and adjacent meeting 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 for students needing to complete internship hours.

Parking is available at TTC College for students, as needed, and there is no fee for parking on campus. ADA-approved restrooms are public at TTCC headquarters for students and faculty.

Office of Student Assistance

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370- 7589 or by visiting osar.bppe.ca.gov.

Tuition, Fees, and Financial Plans

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 \$3,000.00. Base Tuition is the total cost for instruction, student support, course exams, and academic certificates for the student's entirely online and in-person education. The cost of one month's enrollment is \$500.00. *Students are required to purchase required texts for classes, which are outlined in each class syllabus.*

Fees

Registration Deposit Fee: \$185.00

Base Tuition Fee: \$3,000.00

Student Tuition Recovery Fund (STRF) Fee: \$0.00

Total Program Cost: \$3,185.00

The Registration and Student Tuition Recovery Fund Fees are non-refundable. Total program cost is subject to change until this agreement is executed and payment of the deposit is made. See The Refund Policy section for further clarification.

Financial Plan

For students who choose not to pay the entire program cost at the beginning of their educational program, TTCC offers a financial assistance payment plan which divides the total program cost into incremental monthly payments. The student who chooses to elect to the payment plan program must indicate which option they desire when completing the Student Enrollment Agreement. A school official must approve payment plans during enrollment.

Program Payment Options are as follows the receipt of the \$185.00 STRF Fee and Registration Deposit:

- Payment Plan I – 6 Months - \$500 per month

TTCC accepts the following forms of payment: cash, cashier's checks, money orders, and credit cards. All statements arrangements are made to Tarzana Treatment Centers, Inc., with TTCC on the 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 Administrator. 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 diplomas being withheld and other remedies.

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

Student Loans

Traditional student loans are unavailable 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 other options.

Students who obtain a loan to pay for school-related expenses have the responsibility to repay the total amount of the loan plus interest, less the amount of any refund. If students eligible for federal or state Loans default on their loans, they may not qualify for any other

federal student financial aid at another institution or additional government assistance. Additionally, the federal or state government or a loan guarantee agency may act against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on loan.

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

Withdrawals

Students who withdraw from the program after enrolling must follow the school's official withdrawal procedure. A request to withdraw needs to be sent to a school official for review via email to academics@tarzanatc.org. 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 if the reinstatement date does not exceed six months from the date of withdrawal, at which time any funds paid may be forfeited. (See: Refund Policy for more information)

Refunds

Student's Right to Cancel (cancellation policy)

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

Refund Policy

TTC College is offered on a pay-as-you-go type plan in a distance learning format and adheres to the refund policy below. TTCC will issue any refund due to a student's withdrawal within thirty (30) days of receiving the student's refund letter. The refund for students who have completed 60% or less of the program shall be prorated. TTCC will deduct non-refundable STRF and Registration Deposit Fees of \$188.00 from the total charge and then divide that remainder by the total hours in the program. The quotient is the full hourly charge for the program (336 total program hours [\$7.44 per hour]). The amount owed by the student is derived from the total hourly charge for instruction, the total institutional charge divided by the number of program hours multiplied by the total hours attended by the student. Students who complete more than 60% of the program do not qualify for a refund.

Additionally, students who paid in full will receive their balance minus the non-refundable STRF fee and registration deposit. Students on payment plans will not be charged for months succeeding the withdrawal date. If a student completes more than 50% of any given course, they are not eligible for a refund for that course.

Students who received federal student financial aid funds are entitled to a refund of money not paid from federal student financial aid program funds. Students must submit a formal withdrawal letter to a school official to access and obtain refunds.

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

Student Rights & Disclosures

TTCC does not discriminate based on race, religion, age, sex, sexuality, disability, or national or ethnic origin. TTCC fully complies with federal, state, and local policies related to accessibility. Our students must 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. The STRF fee of \$2.50 per \$1,000 of institutional charges.

You are not eligible for protection from the STRF and are not required to pay the STRF assessment if you are not a California resident or enrolled in a residency program.

You must keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959, or (888) 370-7589.

To be eligible for STRF, you must be a California resident or be enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss because of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location within the 120 days before the closure of the institution or the location of the institution or were enrolled in an educational program within the 120 days before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The bureau has been ordered to pay a refund by the Bureau but failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has been unable to pay or reimburse proceeds received by the institution more than tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary awards by an arbitrator or court, based on a violation of this chapter by an institution or representative. Still, you have yet to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and has an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event made the student eligible, the student must have filed a written application for recovery within the original four (4) years unless another act of law has extended the period.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Authority cited: Sections 94803, 94877, and 94923, Education Code. Reference: Section 94923, 94924, and 94925, Education Code.

Grievances

Any student, instructor, or school stakeholder who experiences an unsatisfactory experience with TTCC personnel or program may file a grievance through the following

grievance form: <https://forms.office.com/r/By0g1HdZvY> . The TTCC administrative team will follow up with the report within 2 business days.

Student Records

TTCC is required by law to maintain records of the name, address, e-mail address, and telephone number of each student enrolled in an education program. This information is stored permanently at TTCC Headquarters and maintained by the Dean of Business Development and Registrar.

Student academic and financial records are maintained in written form/hard copy in lockable, fireproof filing cabinets 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 in such documents. Records generated by the school, such as grades and transcripts, are also maintained on an encrypted computer hard disk. All records are kept permanently.

TTCC stores additional student work and information for five years from the student's graduation, termination, or withdrawal date. Records are available upon individual student request for five years only. The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law that prohibits an institution from releasing school records or any other information about a student to any third party without the student's written consent. 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 via email to TTCCrecords@Tarzanatc.org. Please allow five business days for each request.

Transfer of Credits Policy

Tarzana Treatment Centers College does not accept the 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 certificate you earn in (Substance Use Disorder Counseling Certification is also at the complete discretion of the institution to which you may seek to transfer. If the (insert 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 of 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 (insert 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.