Opportunity Junction
Nursing Assistant Training Program
Administrative Assistant Program

CATALOG
January 1, 2022- December 31, 2022
Nursing Assistant Training Program

and

Administrative Assistant Training Program

RESERVATIONS OF RIGHTS The catalog of Opportunity Junction is published for the purpose of providing students, applicants and the general public with information about the educational programs, policies and procedures of Opportunity Junction. Opportunity Junction reserves the right to make changes in the regulations, rules and policies set forth in this catalog; the catalog is not to be regarded as a contract. When such changes are made, Opportunity Junction will make every effort to communicate those changes with reasonable notice to interested parties. Please note that students are responsible for understanding and complying with all policies and procedures contained in this catalog, and in other publications that the school may distribute from time to time.

3102 Delta Fair Blvd.
Antioch, CA 94509
Tel: 925-776-1133
www.OpportunityJunction.org

Effective: January 2022 - December 2022
Contents

Opportunity Junction

Mission ......................................................................................................................... 5
Summaries of Programs ............................................................................................. 5
Location of Classes ..................................................................................................... 13
Our Website .................................................................................................................. 13

STUDENT’S RIGHT TO CANCEL

Refund Policy .............................................................................................................. 14
Withdrawal From The Program .................................................................................. 15

Training Staff and Faculty Qualifications .................................................................. 16

Nursing Assistant Program

Schedule 2022 ............................................................................................................. 16

Administrative Assistant Program

Schedule 2022 ............................................................................................................. 16

Student Qualifications and Expectations

Qualifications/Expectations ......................................................................................... 16

Institutional Policies

Probation and Dismissal ............................................................................................. 17
Types of Discipline ...................................................................................................... 17
Attendance .................................................................................................................... 18
Leave of Absence ......................................................................................................... 19
Financial Aid ............................................................................................................... 19
Student Grievance Procedure ..................................................................................... 20
Information for Faculty .............................................................................................. 20

Retention of Student Records .................................................................................... 20

Course Charges .......................................................................................................... 22

Facilities and Equipment ........................................................................................... 23
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grading and Assessment Policy</td>
<td>23</td>
</tr>
<tr>
<td>English Language Services</td>
<td>23</td>
</tr>
<tr>
<td>English as a Second Language Instruction</td>
<td>24</td>
</tr>
<tr>
<td>Policies and Practices Regarding Student Information Disclosures</td>
<td>24</td>
</tr>
<tr>
<td>Policy and Procedure for the Award of Credits from prior Institutions</td>
<td>24</td>
</tr>
<tr>
<td>Articulation and Transfer of Credits</td>
<td>24</td>
</tr>
<tr>
<td>Library and other Learning Resources</td>
<td>24</td>
</tr>
<tr>
<td>Student Services</td>
<td>25</td>
</tr>
<tr>
<td>Student Housing Information</td>
<td>25</td>
</tr>
<tr>
<td>Sample Enrollment Agreement</td>
<td>26</td>
</tr>
<tr>
<td>Understandings</td>
<td>30</td>
</tr>
</tbody>
</table>
Mission:

Driven by the fundamental belief that everyone who works hard deserves the opportunity to succeed, our mission is "to help motivated Contra Costa job seekers develop the skills and confidence to launch careers that lead to financial security."

Nursing Assistant Program Summary:

Upon completion of the Nursing Assistant program, a student can take the state exam. As the student passes the state exam, the California Department of Health Services will issue a Certified Nurse Assistant certification. The Certification is mandatory to work in a long term care facility.

All lecture and lab sessions are held at our single site: 3102 Delta Fair Blvd. Antioch, CA 94509. Clinical hours are completed at a local Skilled Nursing Facility.

Classes are conducted: 6 Hours a day, 5 days a week for 12 Weeks for 300 Total Clock Hours

Nursing Assistant Program Description:

This program requires 12 weeks of training. The required hours of training include hours specified by the California Department of Health Services / Licensing and Certification Section. This program exceeds the minimum requirements to prepare a student for a wider scope of medical situations which may arise in the health industry.

Nursing Assistant Program Objectives:

This program is designed to provide a student with extensive instruction in allied Health Aide, career development as well as preparing the student for the Nurse Assistant Certification testing by the American Red Cross or Regional Testing Center for Certification.

Nursing Assistant Occupational Objectives:

Graduates will be qualified for entry-level positions in the Allied Health Industry, with Hospitals, Long-term care, Clinics, Doctors’ Offices, and specifically to care for patients confined to nursing facilities or the patient’s home.

Job Classifications: DOL # 31-1130; 31-1131
### PROGRAM REQUIRED PER CDPH REGULATIONS

**Module 1: Introductions to Health Care**

During this module, the student learns of the role and responsibility of the Certified Nurse Assistant. An overview of Title 22, division 5, California Code of Regulations. The requirements for nurse assistant certification, professionalism, ethics, and confidentiality are reviewed.

**Module 2: Patient Rights**

In this module, the student learns communications, defense mechanisms, social cultural factors, attitudes toward illness and health care and family interaction. The student is instructed in the patients' right as specified in Title 22, California Code of Regulations section 72527 and in sections 1599.1, 1599.2, and 1599.3 of the Health and Safety Code and in Title 42 Code of Federal Regulations Part 483, Sections 483.10, 483.12, 483.13, and 483.15.

**Module 3: Communication/Interpersonal Skills**

The student will learn communication and defense mechanism skills when working with the Patient and the health care team. The student will be introduced to socio cultural factors, attitudes of illness and health care in the community and family interactions.
Module 4: Prevention/Management of Catastrophic & Unusual Occurrence

During this module, the student will learn emergency procedures, general safety rules, fire and disaster plans, the roles and procedures for Nurse Assistants, and patient safety.

Module 5: Body Mechanics

In this module, the student learns of the basic rules of body mechanics, proper transfer techniques, ambulation, the proper use of body mechanics and positioning techniques.

Module 6: Medical & Surgical Asepsis

The student will learn about Micro-organisms, the procedure of universal precautions used for infection control including methods to handle patients, and all materials that are soiled with body fluids from patients. The principles of asepsis and methods prescribed shall be designed to reduce risk of transmission of potentially infectious etiologic agents from patient to patient and between patients and health care workers.

Module 7: Weights and Measures

The student will use the metric system in measuring accurately the intake and output and fluid balance, fluid intake, fluid output, forcing and restricting fluids. Measuring resident’s height and weight in the bed or upright scale. The student will learn to understand the Metric system, by weight, length and liquid volume. The student will also learn military time i.e. a twenty-four (24) hour clock.

Module 8: Patient Care Skills

During this module, the student learns the proper procedure for bathing patients and medicinal baths, dressing and undressing oral hygiene with their own teeth, dentures or to unconscious residents, hair care combing and shampooing nail care, shaving. The assistance with prosthetic devices, skin care including Decubitus ulcers, elimination needs, bowel and bladder retraining, weights and measuring the patient.

Module 9: Patient Care Procedures

During this module, the student learns how to collect specimens, including stool, urine and sputum. Students learn to care for patients with tubing to include but not limited to gastric, oxygen, urinary, and intravenous (IV). (This care does not include inserting, suctioning or changing the tubes). Student also learns meaning of intake and output (I&O), bed making, cleansing enemas, laxative suppositories, admission, transfer and discharge, bandages and non-sterile dry dressings, application of non-legend topical ointments to intact skin surfaces.
Module 10: Vital Signs
The student will learn the purpose of Vital factors affecting the vital signs, Normal ranges, methods of measuring the temperature, pulse and respiration and blood pressure... Learn abnormalities of vital sign and, recording the pr
proper documentation.

Module 11 Nutrition
The student learns the Principles of Basic Nutrition, Basic Four Food Groups, Religious Dietary Restrictions, The Four Major Types of Nutrients, The Importance of Water, Nutrient and Calorie Needs, Assessing Nutrition, Good vs Poor, Regular and Special (Therapeutic) Diets, Therapeutic Diets that Eliminate, Restrict, or Change the Proportion of Foods or Nutrients, Therapeutic Diet that are Served in 4 Particular Forms, Supplemental Food and Fluids, Principles of Fluid Balance, Nursing Assistant’s Responsibility Relating to Client’s Diet, Planning a Menu and Shopping List, Purchasing Food Wisely, Storing Food Properly, Feeding techniques for the patient, Food Preparation and diet therapy.

Module 12: Emergency Procedure
During this module, the student will learn signs and symptoms of distress, immediate and temporary intervention and emergency codes and procedures, general safety rules, fire and disaster plans, the roles and procedures for Certified Nurse Assistants, and patient safety and emergency including overview of CPR and first aid for choking resident.

Module 13: Long Term Care
During this module, the student learns the needs of persons with retardation, Alzheimer’s, cerebral palsy, epilepsy, dementia, and mental illness. General anatomy and terminology, physical and behavioral needs and changes, community resources available, psychological, social, and recreational needs, common disease/disorders including signs and symptoms.

Module 14: Rehabilitative Nursing
During this module, the student learns the importance of promoting patient potential, devices and equipment used in patient care, ADLs, Family interactions, complications of inactivity, ambulation and range of motion exercises, assistive devices to assist the resident to assist with their activities of daily living.

Module 15: Observation and Charting
The student learns observation of patients and reporting responsibilities, patient care plans, patient care documentation, legal issues of charting, in depth medical terminology for observation and charting. Introduction to medical terminologies.
Module 16: Death & Dying
During this module, the student learns the stages of grief, the emotional and spiritual needs of the patient and family, rights of the dying patient, signs of approaching death, monitoring of the patient, and post mortem care.

Module 17: Abuse
During this module, the student learns to identify and report signs of patient abuse.

*** FINAL EXAM AND LICENSE

Nursing Assistant students, upon completion of the course, and completing the final exam with a grade of 80% on the final examination will be eligible to apply for the certification test given by a regional testing center.

The certification test is not given by our organization, but by the regional testing center. This organization cannot guarantee the certification.
Administrative Assistant Program Summary:

The Administrative Assistant program combines computer training with career skills, paid experience, case management, mental health services, and long-term alumni services. Twelve weeks of full-time student training are followed with up to four months of paid student internship using the skills introduced during training. Alumni outcomes are tracked for 18 months and all alumni are offered lifetime services including career counseling, support, and mentoring.

All class sessions are held at our single site: 3102 Delta Fair Blvd. Antioch, CA 94509

Administrative Assistant Program Outline

**Training & Certification:** Students spend 35 hours per week for 12 weeks acquiring high quality technical skills, industry recognized Microsoft Office Specialist certifications, and a host of professional, life and career development skills essential for job seekers in today’s competitive workforce environment. Following the training phase, students spend 35 hours per week for up to 16 weeks acquiring career skills, searching for employment, and participating in a paid work experience.

The learning objectives include:

- Understanding operating systems and file management
- Understanding of Microsoft Office including advanced Word and Excel, and fundamental Outlook, Access, PowerPoint
- Understanding of office etiquette including professional dress, peer interaction, and responding to supervisors.
- Life skills
- Career Skill

**Student trainee phase duration is 413 hours divided between:**

- Lecture 50%
- Lab work 21%
- Life Skills Training 21%
- Test Preparation 8%

**Student Intern phase duration is up to 504 hours divided between:**

- Career Skills 45%
- Paid internship 55%

To complete the training phase of the Administrative Assistant Program, student trainees must pass three computer skills assessments and one final oral presentation assessment.

**Microsoft Office Fundamentals**

- Word
- Excel
- Project Based Final

Those who complete the course and pass the certification exam receive a credential recognized worldwide demonstrating they have the knowledge, skills, and abilities to productively use Microsoft Office. MOS enables the student to tap the full features and functionality of the
Microsoft Office system, resulting in heightened levels of individual performance, confidence, and differentiation

**Certification**: Individual certifications for Microsoft Office Specialist in Word, Excel, PowerPoint, Access, and/or Outlook

**Certification by**: Certiport

**Exam Format**: Timed, Project Based Online Assessment

**Expiration**: N/A

The Administrative Assistant Program Includes:

**Training & Certification**

At the core of Opportunity Junction’s Administrative Assistant program is our training component. Students spend 35 hours per week for 12 weeks acquiring high quality technical skills, industry recognized Microsoft Office Specialist certifications, and a host of professional, life and career development skills essential for job seekers in today’s competitive workforce environment.

**Internship & On-the-Job Experience**

Once the 12-week initial training is complete, Opportunity Junction hires students as paid student interns providing contracted services for local businesses and administrative support for the staff. High quality training is made exponentially more effective when combined with the opportunity to actually perform the work. We hire every graduate of the student training phase to work 20 hours per week for up to 4 months. The internship lasts up to 4 months because student interns resign when they find other employment, which may occur before the completion of the internship. This real-work experience gives student interns confidence in applying their new skills to real world projects and challenges while providing relevant experience for their resumes.

**Personalized Job Placement Assistance**

Administrative Assistant student interns spend 15 hours per week engaged in personalized job placement assistance activities. Opportunity Junction student interns receive the following placements services: resume writing instruction; interviewing skills and mock interviews; social media marketing training that includes how to use LinkedIn, Facebook, Twitter, and other online sources/communities to conduct job searches; professional clothing; focused career building workshops; and lifetime job placement support. Our Employer Engagement staff ensures builds employer partnerships and help ensure that employer partners are matched with candidates who have the skills and personality to succeed in each position we fill.

**Case Management**

Case managers closely support students throughout their time at Opportunity Junction and for 18 months following job placement, ensuring that each student is linked to child-care, health care, transportation, and other needed services.
**On-Site Counseling Services**

Recognizing that many of our students are in need of therapeutic counseling, our onsite counselor assesses all Administrative Assistant students and provides referrals, counseling, and workshops. Integrating these services into the program itself helps to de-stigmatize them and facilitate participation.

**Administrative Assistant Program Objectives:**

- Providing training in the computer applications most frequently needed to succeed in the office and administrative positions employers are seeking to fill;
- Preparing participants, specifically, for Microsoft Office Specialist certification in Word and Excel, industry recognized certifications that lead to employment;
- Combining that training with life skills, paid work experience, career counseling and placement assistance, and mental-health services, to enable participants to overcome barriers to employment;
- Nurturing relationships with employers to help us refine our curriculum and place participants into positions where they will succeed; and
- Maintaining long-term relationships with our alumni so that we can track our performance and provide alumni programs that will help them climb the career ladder.

**Job Classifications**

This program prepares graduates for the following United States Department of Labor’s Standard Occupational Classification codes:

43-000 Office and Administrative Support Occupations: 43-1010; 43-1011; 43-2000; 43-2020; 43-2090; 43-2099; 43-3000; 43-4000; 43-4020; 43-4021; 43-4050; 43-4051; 43-4060; 43-4061; 43-4070; 43-4071; 43-4080; 43-4081; 43-4170; 43-4171; 43-4190; 43-4199; 43-6000; 43-6010; 43-6011; 43-6014; 43-9000; 43-9020; 43-9021; 43-9022; 43-9050; 43-9051; 43-9060; 43-9061; 43-9070; 43-9071; 43-9190; 43-9199.
Required Bureau for Private Postsecondary Education Disclosures

Catalog Update (5 CCR 71810(a)) this institution, pursuant to section 94909 of the Ed Code, annually updates this catalog. Annual updates may be made by the use of supplements or inserts accompanying this catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying this catalog.

"Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd., Sacramento, CA 95834, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or by fax (916) 574-8900."

"As a prospective student, you are encouraged to review this catalog prior to signing prior to an enrollment agreement. You are also encouraged to review the School Performance Fact signing Sheet, which must be provided to you prior to signing an enrollment agreement." 94909(a)(3)(B)

"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: http://www.bppe.ca.gov

The institution’s office is located at 3102 Delta Fair Blvd., Antioch, CA 94509

Tel: (925) 776-1133; www.OpportunityJunction.org

Opportunity Junction is non-profit institution approved to operate by the Bureau for Private Postsecondary Education, and that approval to operate means compliance with the state standards as set forth in the CEC and 5, CCR.

**BPPE Bureau for Private Postsecondary Education:**
http://www.bppe.ca.gov

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

**Opportunity Junction supported by CDBG.**

**CDBG Community Development Block Grant Program:**
STUDENT’S RIGHT TO CANCEL

(Ed. Code §94909(a)(8)(B))

1. A Student has the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancelation period, a Student also has the right to stop school at any time; and has the right to receive a pro rata refund if the student has completed 5 weeks or less of the scheduled days in the current payment period in their program through the last day of attendance.

2. Cancelation may occur the first 2 calendar weeks when the Student provides a mandatory written notice of cancelation at the following address: Opportunity Junction, 3102 Delta Fair Blvd. Antioch, CA 94509. This can be done by mail or by hand delivery.

3. The written notice of cancelation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.

4. The written notice of cancelation need not take any particular form and, however expressed, it is effective if it shows that the Student no longer wishes to be bound by the Enrollment Agreement.

Refund Policy

If the Enrollment Agreement is cancelled the school will refund the Student any money he/she paid within 10 days after the notice of cancellation is received.

In the event of a withdrawal, termination or leave of absence, tuition is refunded for the current session according to the following table:

Any applicant may cancel enrolment prior to starting class by giving written notice to the school. If cancellation occurs prior to the beginning of the class start date, the entire tuition amount will be refunded.

<table>
<thead>
<tr>
<th>Nursing Assistant</th>
<th>Administrative Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week of Instruction</strong></td>
<td><strong>Percentage Refund</strong></td>
</tr>
<tr>
<td>1st Class session or seventh day after enrollment, whichever is later</td>
<td>100%</td>
</tr>
<tr>
<td>1-4</td>
<td>60%</td>
</tr>
<tr>
<td>5-12</td>
<td>0%</td>
</tr>
</tbody>
</table>
Withdrawal from the Program

A Student may withdraw from the school at any time after the cancelation period (described above) and receive a pro-rata refund if the Student has completed 4 weeks or less of the scheduled days in their “Enrollment Period”. Enrollment Period is defined as the time period encompassed by “Program Start Date” through the “Program End Date” as they appear on the first page of the Student’s Enrollment Agreement. Any Refund will be paid to the Student (or third party payer) within 45 days of withdrawal. If the Student has completed more than 4 weeks of the training program, all tuitions considered earned and the Student will receive no refund.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student’s withdrawal or as of the date of the Student’s withdrawal, whichever is later.
- The institution terminates the Student’s enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.
- The Student has failed to attend class after 6 days of unexcused absences. Students are expected to attend classes punctually unless extenuating circumstances exist (e.g. Verified cases of accidents, illness, or other circumstances beyond the control of the student).
- The Student fails to return from a leave of absence by the next planned course session.

If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid program funds.
Training Staff and Faculty Qualifications

Opportunity Junction’s program instructors and staff are highly qualified to provide the intensive and comprehensive training and supportive services we promise. Each member of the training staff has a minimum of three years of experience, education, and training in current practices of the subject area they are teaching.

Nursing Assistant Course Schedule 2022

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Days</th>
<th>Times</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/10/2022</td>
<td>4/01/2022</td>
<td>Mon - Fri</td>
<td>8:30 AM – 3:00 PM</td>
<td>Antioch</td>
</tr>
<tr>
<td>5/09/2022</td>
<td>7/29/2022</td>
<td>Mon - Fri</td>
<td>8:30 AM – 3:00 PM</td>
<td>Antioch</td>
</tr>
<tr>
<td>9/12/2022</td>
<td>12/02/2022</td>
<td>Mon - Fri</td>
<td>8:30 AM – 3:00 PM</td>
<td>Antioch</td>
</tr>
</tbody>
</table>

Administrative Assistant Course Schedule 2022

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Days</th>
<th>Times</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/26/2022</td>
<td>4/20/2022</td>
<td>Mon - Fri</td>
<td>9:00 AM – 4:30 PM</td>
<td>Antioch</td>
</tr>
</tbody>
</table>

Student Qualifications and Expectations

Students entering Opportunity Junction’s Nursing Assistant program or Administrative Assistant program are required to meet the following minimum qualifications:

**ADMISSION REQUIREMENTS**

- Be 18 years of age or older
- Be a resident of Contra Costa County
- Provide proof of income
- Have received:
  - High School diploma; or
  - High School Equivalency; or
  - College diploma
- Exhibit motivation for completing the program and entering employment through:
  - Answers on the application
  - Performance in a personal interview before acceptance
  - Personal writing sample *(Administrative Assistant program specific)*
Institutional Policies

Probation and Dismissal

An important part of the training includes the development of professional conduct. Students are expected to conduct themselves in a business-like manner. Students are expected to comply with institute policy regarding curriculum, testing, absences, tardiness and makeup work while displaying courtesy and consideration towards instructors, staff and other students.

Professional Career Development Center defines improper conduct as follows: cursing and/or yelling at fellow students or staff; fighting on campus; destruction, abuse or theft of property; the use or sale of alcohol or illegal drugs on campus or at a clinical or externship site; sexual misconduct; and disregard for institute policy. Improper conduct is cause for termination.

The following infractions are cause for IMMEDIATE DISMISSAL from the Opportunity Junction program:

- VIOLENCE – we have a zero tolerance policy for violence or threats of violence
- DISHONESTY - honesty is paramount
- THEFT - not allowed on premises
- WEAPONS - not allowed on premises
- DRUGS/ALCOHOL – no intoxication or use of drugs or alcohol on the premises
- SMOKING – no smoking in the building or restrooms or within 20 feet of any entranceway
- USE OF ADDICTIVE SUBSTANCES – on or off site

The following infractions will be subject to progressive discipline procedures at the discretion of the staff. All infractions will be reported to the appropriate faculty member. Each infraction will be formally written up, placed in the student’s file, and discussed with the student by his/her case manager. The third written infraction for the same offense will be cause to meet with the discipline panel. The following activities constitute infractions:

- Use of cell phones during work/school hours (phones must be turned OFF)
- Personal use of email or the Internet during school/work hours
- Working on unapproved personal projects during school/work hours
- Playing unapproved games during school/work hours

The following additional rules and guidelines apply:
• Practice business etiquette at all times – behave professionally
• Respect yourself, your peers, and the staff
• Be willing to be an active part of the Opportunity Junction team
• Confidentiality regarding clients’ Staffing Services projects is essential
• Comply with the dress code at all times

Progressive disciplinary actions will be “rolling”. All discipline reports 30 days old will move to non-active status. In the event a participant has three (3) disciplinary actions for the same offense taken within any 30 day period, will be reviewed by a disciplinary panel.

* See the Student Grievance Procedure on Page 20

Attendance

Punctual attendance is required at all class sessions and clinical experiences. Excused absence is expected absence reported to the instructor time stamped by phone or email before class begins. One minute late is considered **LATE**! (Excused absence still counts toward your total absences; it does not absolve the student of the below stated outline)

If you will be late or absent because of an unforeseen emergency, then you must call Opportunity Junction as soon as you know of the emergency.

Attendance at scheduled classes, examinations, and assigned clinical experiences, is crucial to meeting course and program objectives. All scheduled time missed by the student will be considered an absence. When serious illnesses and unexpected life events occur, the Instructor may grant limited excused absences on an individual basis. After an extended illness, the student is required to present written clearance from the physician to return to school. If for any reason, a student is not able to attend a scheduled class, examination or clinical experience, the student should:

• Call the business office and text your instructor at least one hour prior to the scheduled time.
• **Nursing Assistant Program**: If calling to report an absence for a clinical experience, the student must also report to the assigned clinical Instructor at least one hour prior to the scheduled clinical time.
• **Nursing Assistant Program**: Failure to follow the procedure for reporting off from a clinical experience will result in a notation on the clinical performance evaluation. A second failure to follow the procedure for reporting off from a clinical experience in a single semester will result in termination from the program.
• **Administrative Assistant Program**: Students dismissed due to attendance may request a hearing with the Training Manager:
  o 6 absences allowed in the 12-week training phase, 7th is a grounds for dismissal
  o 6 absences allowed in the internship phase, 7th is a grounds for dismissal
Make-up Policy for Missed Time

Students who have missed time from theory class or clinical experience will be required to complete make-up as determined and scheduled by the Instructor.

Acceptable Methods for make-up include:

Theory: View a computer based video of the actual theory class.

Case studies, independent study, written examination, and research reports

Clinical: Performance evaluation in skills laboratory or additional time in the clinical area performing skills

Leave of Absence

A student may request a leave of absence from the program via a written request in a formal letter addressed to Opportunity Junction, Attention to the Chief Academic Officer dated and signed by the student within seven business days from the last day of attendance. A leave of absence request submitted after the seven-day grace period will only be granted for approved health or proven emergency reasons.

Leave of absence status allows the student to come back the next session of the Nursing Assistant program. If the student chooses to not comeback the following session the program is offered, the leave of absence status is forfeited.

No refunds will be made to students requesting a leave of absence and all paid dues will be credited for the following semester in which the student is expected to return from the leave of absence.

Financial Aid

This agency does not accept financial aid, but if the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student defaults on a federal or state loan, both the following may occur:
1. 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.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.
Student Grievance Procedure

If a student disagrees with a write-up or has any other classroom related concern, the student should request a meeting with the instructor to discuss the situation and seek a resolution.

If a resolution is not reached, the student may escalate his/her grievance to the Chief Academic Officer who will listen to both parties and will mediate in good faith to find a resolution.

If a resolution is not reached at this stage the student may request to have his/her grievance escalated to the Chief Executive Officer who will listen to all parties and mediate in good faith to find a resolution.

Information for Faculty

All faculty members are urged to cooperate fully at every stage of any grievance in which they are involved within reason. Direct any questions to your direct supervisor.

Retention of Student Records

Opportunity Junction will permanently maintain all academic student application and enrollment information in a locked steel file cabinet on the Institute’s premises for each student, whether or not the student completes the educational service, withdraws, or terminates. All transcript information will be maintained on a secure electronic storage system through a customized Salesforce.com database. The student records shall be retrievable by student name and shall contain all of the following applicable information:

1. Copies of all documents signed by the student, including enrollment agreements, fact sheets, FERPA waivers.
2. Copies of all tests given the student before admission;
3. Records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation.
4. A transcript showing record of all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student.
5. A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received.
6. Copies of any official advisory notices or warnings regarding the student’s progress;
7. Any complaints received from the student, including all correspondence, notes, memoranda, or telephone logs relating to a complaint.
8. If Opportunity Junction closes, the institution and its owner are responsible to arrange at their expense for the storage and safekeeping in California of all records required to be
maintained by the Act and this chapter for as long as those records must be maintained. The repository of the records shall make these records immediately available for inspection and copying, without charge except as allowed under state regulations, during normal business hours by any entity authorized by the Act to inspect and copy records.


Student Records and Right to Privacy

The Federal Right of Privacy Act of 1964 provides for the right of all students and parents or guardians of minors to review their academic records, to include grades, attendance and counseling reports. Student records are confidential and only Accrediting Agencies or other individuals authorized under applicable state/federal laws are allowed access without first obtaining the written permission of the student, parents or guardians of minors. State law requires that the School maintain these records for no more than a five (5) year period. Students may request to review their records by writing to the Director of the School and all such review sessions will be scheduled during regular School hours and in the presence of an administrative representative. Further, the school must obtain written permission from the student to publish personal information in a student directory.

Opportunity Junction discloses education records without a student’s prior written consent under the following FERPA exceptions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Opportunity Junction may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, Opportunity Junction will inform parents and /or eligible students about directory information and allow parents and /or eligible students a reasonable amount of time to request that the school not disclose directory information about them.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Opportunity Junction is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion you earn
in the Nursing Assistant Program or in the Administrative Assistant Program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion that you earn at this institution is 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 Opportunity Junction to determine if your Certificate of Completion will transfer.

Course Charges

<table>
<thead>
<tr>
<th>Nursing Assistant Program:</th>
<th>Administrative Assistant Program:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition</strong></td>
<td><strong>Tuition</strong></td>
</tr>
<tr>
<td>$2,500.00</td>
<td>$4,500</td>
</tr>
<tr>
<td>Subject to Refund</td>
<td>Subject to Refund</td>
</tr>
<tr>
<td>$2,500.00</td>
<td>$4,500</td>
</tr>
<tr>
<td><strong>Non Refundable Fees</strong></td>
<td><strong>Non Refundable Fees</strong></td>
</tr>
<tr>
<td>STRF</td>
<td>STRF</td>
</tr>
<tr>
<td>$1.50</td>
<td>$2.50</td>
</tr>
<tr>
<td><strong>Total Non-Refundable Fees</strong></td>
<td><strong>Total Non-Refundable Fees</strong></td>
</tr>
<tr>
<td>$1.50</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

TUITION FUNDING

Opportunity Junction does not offer State and Federal financial aid. However, Opportunity Junction’s mission commits us to making our programs completely accessible to low-income job seekers. As a nonprofit organization, we raise money from foundations, corporations, and private citizens to ensure that the full cost of the program is covered. Some funders include, but are not limited to:

- Contra Costa County Community Development Block Grant Program
- Contra Costa County, City of Antioch, and City of Pittsburg Community Services Block Grant Program

We commit to developing the funding through private and government sources so that no student pays for tuition out of pocket or by obtaining a loan.

Students eligible for tuition funding through other sources (CalWORKs/WIOA or State and Private Vocational Rehabilitation) are asked to have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, that the Funder, and the Funder alone, is directly responsible for all payments and monies owed to the school listed on this agreement.
Opportunity Junction has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or 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.).

**Facilities and Equipment**

Opportunity Junction’s building is approximately 7,000 square feet in a facility located at 3102 Delta Fair Blvd, Antioch CA 94509. The building has (1) classroom, (1) large skills lab, (1) computer lab, offices, a breakroom, and a lobby and reception area. The occupancy level of each classroom is 20 students.

The classrooms and labs are equipped with Audio/Visual equipment and computers. The facilities are readily accessible for students requiring physical accommodations, and the campuses have convenient access to public transportation and freeway access.

**Grading and Assessment Policy**

Opportunity Junction uses an alphabetical grading system. The final grade for a course will be based on the assignments completed and the scores for the student received on the tests administered during the session. In order to receive a passing grade in the course, students must achieve a minimum score of 70%.

Any student who has attended class the entire quarter and received a passing grade in the tests administered, but failed to complete all class assignments by the end of the quarter may, at the instructor’s discretion, receive an “incomplete” for that course. The student must complete all the course assignments by the end of the first week of the following session in order to receive a passing grade. Any student failing to complete the unfinished course work within the required time will receive a grade of “F”.

A “W” will be recorded as the grade for any student withdrawing from a course before the end of the third week. A “W” does not earn credits or grade points. Any student withdrawing from a course between the fifth and twenty-sixth weeks will receive a grade of “F” for that course.

**English Language Services**

Opportunity Junction does not provide English language support in the classroom. If the Student needs further language support, the Student is referred to an English learning support partner (LEAP, The English Center, or Second Start Literacy).
English as a Second Language Instruction
Opportunity Junction does not provide English as a second language instruction. Opportunity Junction does not provide training in other languages other than English. Prior to enrollment in the Administrative Assistant program a prospective student will be administered the CASA (Comprehensive Adult Student Assessment Systems) assessment in order to meet the requirement of the ability to read at the 7th grade level in English.

Students from other countries
Opportunity Junction only accepts students with the right to work in the United States. We do not provide Visa services.

Policies and Practices Regarding Student Information Disclosures
The Family Educational Rights and Privacy Act (FERPA) of 1974 (the Buckley Amendment) insures students of the right to privacy and confidentiality with respect to their educational and financial records. With a student’s written consent, the Registrar (or designee) may disclose any confidential information on file to any individual or agency named by the student.

Written consent will be kept permanently on file, and the Custodian of Records will release information regarding the student’s academic record to those person(s) who have been designated on this form. If for any reason a student decides to cancel this release, he/she must submit a letter withdrawing the consent, indicate the person(s) affected, and send or deliver the written notice to Brianna Robinson, Brianna@OpportunityJunction.org (925) 776-1133, 3102 Delta Fair Blvd. Antioch, CA 94509 www.OpportunityJunction.org

Policy and Procedure for the Award of Credits from prior Institutions
Opportunity Junction does not award credits for prior experiential learning. Opportunity Junction does not accept credits earned at other institutions.

Articulation and Transfer of Credits
Opportunity Junction does not have articulation agreements with other educational institutions to transfer credits.

Library and other Learning Resources
We provide all educational materials for students needed for completing our programs and preparing for the state exam (Nursing Assistant program) or Microsoft Office Specialization certificates (Administrative Assistant program).
The computer labs are accessible from 8:30 AM to 9:00 PM Monday-Thursday and 8:30 AM to 5:00 PM Friday. The computers have Microsoft Office, Internet access, and Mavis Beacon typing software. There is a breakroom area students often use for study groups or as a reading room.

A library of resources is available to students and is stored on a bookshelf in the office of the Chief Academic Officer. The books are on topics such as computer skills, leadership, resume writing, personal work style, dealing with difficult people, and business ethics.

Additional resources including a description of community services and low-income resources are stored at the front of our building near the reception desk.

We maintain a list of web available employment resources with labor market information and links to the employment sites for the largest local employers. This list is available to all students by request to the Chief Academic Officer.

**Student Services**

Faculty will work with the student interns in their professional development skills. These skills include but are not limited to the following:

1. Resume and cover letter writing
2. Interviewing preparation training, mock interview events and interview clinics
3. Job search assistance
4. Social & professional networking
5. Professional attire

Faculty will work with student interns to refine these skills as part of the job placement assistance program. This will involve conducting regular individual coaching sessions outside the classroom environment and conducting interview clinics to assist student interns in refining their interviewing skills and will provide feedback to the student interns and monitor progress in those areas.

**Student Housing Information**

Opportunity Junction does not have dormitory facilities. We do not provide student housing assistance.

There is large availability of housing located reasonably near our facilities. Within 2 miles of the office at 3102 Delta Fair Blvd, there 13 apartment buildings with regular vacancies. The price range of these apartments is $1260-$2072 per month with an average $1600 rent for a 2 bedroom 1-1.5 bath apartment.
EDUCATIONAL SERVICE

Program: Nursing Assistant       Total Clock Hours: 300 No. of Weeks: 12
Enrollment Agreement Period:                  Start Date:   MM/DD/YYYY
                                             Completion Date: MM/DD/YYYY

Hours: 8:30 AM to 3:00 PM   Monday-Friday
Instruction to be provided at Opportunity Junction, 3102 Delta Fair Blvd., Antioch, CA 94509

Upon completion of the course, and completing the final exam with a grade of 80% on the final examination will be eligible to apply for the certification test given by the American Red Cross or Regional Testing Center.

The certification test is not given by the Center, but by the American Red Cross or Regional Testing Center. This Center cannot guarantee the certification.
B. SCHOOL PERFORMANCE FACT SHEET AND SCHOOL CATALOG

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

(_______) School Catalog  (_______) School Performance Fact Sheet

C. ITEMIZATION AND TOTAL TUITION FEES

Tuition: $2,500
Funded by 3rd Party: ($0.00)
OJ Scholarship: ($2,500)  Name: ________________________________
Non-Refundable Fees:
   STRF: $0  Student Tuition Recovery Fund
      ($0.50 for every $1,000 rounded to the nearest $1,000.00)

Total Non-Refundable Fees: $0
TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE: $2,500
ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $2,500
THE TOTAL CHARGES THE STUDENT IS OBLIGATTED TO PAY UPON ENROLLMENT: $0

THE TERMS AND CONDITIONS OF THIS AGREEMENT ARE NOT SUBJECT TO AMENDMENT OR MODIFICATION BY ORAL AGREEMENT. I, THE UNDERSIGNED PURCHASER OF THE PROGRAM OF TRAINING, HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS CONTAINED HEREIN AND WITH MY SIGNATURE I CERTIFY HAVING RECEIVED AN EXACT COPY OF THIS AGREEMENT, A COPY OF OPPORTUNITY JUNCTION CATALOG AND SCHOOL PERFORMANCE FACT SHEET. I FURTHER ACKNOWLEDGE THAT NO VERBAL STATEMENTS HAVE BEEN MADE CONTRARY TO WHAT IS CONTAINED IN THIS AGREEMENT. THIS ENROLLMENT AGREEMENT IS A LEGALLY BINDING INSTRUMENT WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE SCHOOL.

I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agree to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me.

Signature of Student  Date

Signature and Title of School Official Accepting Enrollment  Date
A. EDUCATIONAL SERVICE

Program: Administrative Assistant  Total Clock Hours: 900  No. of Weeks: 28

Enrollment Agreement Period: Start Date: MM/DD/YYYY
Completion Date: MM/DD/YYYY

Hours: 9:00 AM to 4:30 PM  Monday-Friday

Instruction to be provided at Opportunity Junction, 3102 Delta Fair Blvd., Antioch, CA 94509

A Certificate of Completion will be issued after the certification of the training program and all tuition fees are paid in full or otherwise accounted for.
B. SCHOOL PERFORMANCE FACT SHEET AND SCHOOL CATALOG

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

(_______) School Catalog  (_______) School Performance Fact Sheet

C. ITEMIZATION AND TOTAL TUITION FEES

Tuition: $4,500
Funded by 3rd Party: ($0.00) Name: 

OJ Scholarship: ($4,500) Low income Scholarship as per CDBG income guidelines

Non-Refundable Fees:

STRF: $0 Student Tuition Recovery Fund
($0.50 for every $1,000 rounded to the nearest $1,000.00)

Total Non-Refundable Fees: $0

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE: $4,500
ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $4,500

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: $0

THE TERMS AND CONDITIONS OF THIS AGREEMENT ARE NOT SUBJECT TO AMENDMENT OR MODIFICATION BY ORAL AGREEMENT. I, THE UNDERSIGNED PURCHASER OF THE PROGRAM OF TRAINING, HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS CONTAINED HEREIN AND WITH MY SIGNATURE I CERTIFY HAVING RECEIVED AN EXACT COPY OF THIS AGREEMENT, A COPY OF OPPORTUNITY JUNCTION CATALOG AND SCHOOL PERFORMANCE FACT SHEET. I FURTHER ACKNOWLEDGE THAT NO VERBAL STATEMENTS HAVE BEEN MADE CONTRARY TO WHAT IS CONTAINED IN THIS AGREEMENT. THIS ENROLLMENT AGREEMENT IS A LEGALLY BINDING INSTRUMENT WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE SCHOOL.

I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agree to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me.

Signature of Student Date

Signature and Title of School Official Accepting Enrollment Date

29
1. **Catalog:**
   Information about Opportunity Junction is published in a school catalog that contains a description of certain policies, procedures, and other information about the school. Opportunity Junction reserves the right to change any provision of the catalog at any time. Notice of changes will be communicated in a revised catalog, an addendum or supplement to the catalog, or other written format. Students are expected to read and be familiar with the information contained in the school catalog, in any revisions, supplements and addenda to the catalog, and with all school policies. By enrolling in Opportunity Junction, the Student agrees to abide by the terms stated in the catalog and all school policies.

2. **Diploma/Certificate:**
   I understand that I will be awarded a Certificate when I have completed all of the program attendance requirements and have satisfied all academic obligations. If I am in default of my fee obligations, my Certificate may be withheld until the fees are paid. There will be a $25 charge for replacement Certificates.

3. **Career Services:**
   Placement assistance is provided. However, it is understood that Opportunity Junction does not and cannot promise or guarantee employment or level of income or wage rate to any Student or Graduate. Students participate in the following placement assistance activities: 1) Preparation of resumes and cover letters; 2) Interviewing techniques; 3) Job referrals. Participation in the education program includes Students actively developing their own leads from the direction provided by the faculty. Graduates may continue to utilize Opportunity Junction’s placement assistance program at no additional cost.

4. **Grounds for Dismissal:**
   Any Student may be permanently dismissed from Opportunity Junction for any one of the following: 1) disruptive behavior and/or a lack of common courtesy and respect for the instructor and/or his/her fellow Students; 2) behavior that could be interpreted as sexual harassment; 3) behavior that could be related to alcohol or drug use; 4) failure to pay fees when due; 5) failure to adhere to the dress code, and; 6) failure to maintain academic progress.

5. **Books/Equipment:**
   All supplies for the program selected will be provided by Opportunity Junction at the stated charge. Lost, mutilated, or stolen items will be replaced at the expense of the Student.

6. **Questions:**
   Any questions a Student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education, Physical Address: 1747 N. Market Blvd. Ste. 225, Sacramento, CA 95834; Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818; Phone Number: (916) 574-8900; Toll Free: (888) 370-7589; Fax Number: (916) 263-1897; www.bppe.ca.gov.

7. **Disciplinary Action:**
   A Student may appeal any disciplinary action in writing to the instructor who will submit it to the Chief Academic Officer for a binding decision within 48 hours. Upon the decision of the CAO, if the Student believes that further review is necessary then the appeal will be submitted by email and reviewed in the following order: Chief Executive Officer to the Board of Directors.

8. **Complaints:**
   A Student or any member of the public may file a complaint about this institution with 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.

9. **Arbitration**: Any dispute arising from enrollment at Opportunity Junction, no matter how described, pleaded or styled, shall be resolved by binding arbitration under the Federal Arbitration Act conducted by the American Arbitration Association (“AAA”) at San Francisco, California, under its Commercial Rules. All determinations as to the scope, enforceability of this Arbitration Agreement shall be determined by the Arbitrator, and not by a court. The award rendered by the arbitrator may be entered in any court having jurisdiction.

10. **Financial Aid**: Although Opportunity Junction does not offer financial aid; Students may be eligible for financial aid through other sources. Students eligible for CalWORKs/WIOA or State and Private Vocational Rehabilitation should have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, which the Funder, and the Funder alone, is directly responsible for all payments and monies owed to the school listed on this agreement.

11. **Notice Concerning Transferability of Credits and Credentials Earned at our Institution**

The transferability of credits you earn at Opportunity Junction is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Nursing Assistant program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is 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 Opportunity Junction to determine if your certificate will transfer.

12. **Student Tuition Recovery Fund Payment (STRF):**

“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.”

“IT is important that you 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 1747 N. Market Blvd. Ste. 224, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result 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 of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period 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 institution has been ordered to pay a refund by the Bureau but has 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 failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable 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 have 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 date of 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 noncollection 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 that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

---

**NOTICE**

YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF INSTRUCTION ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS SCHOOL, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISORY NOTE.