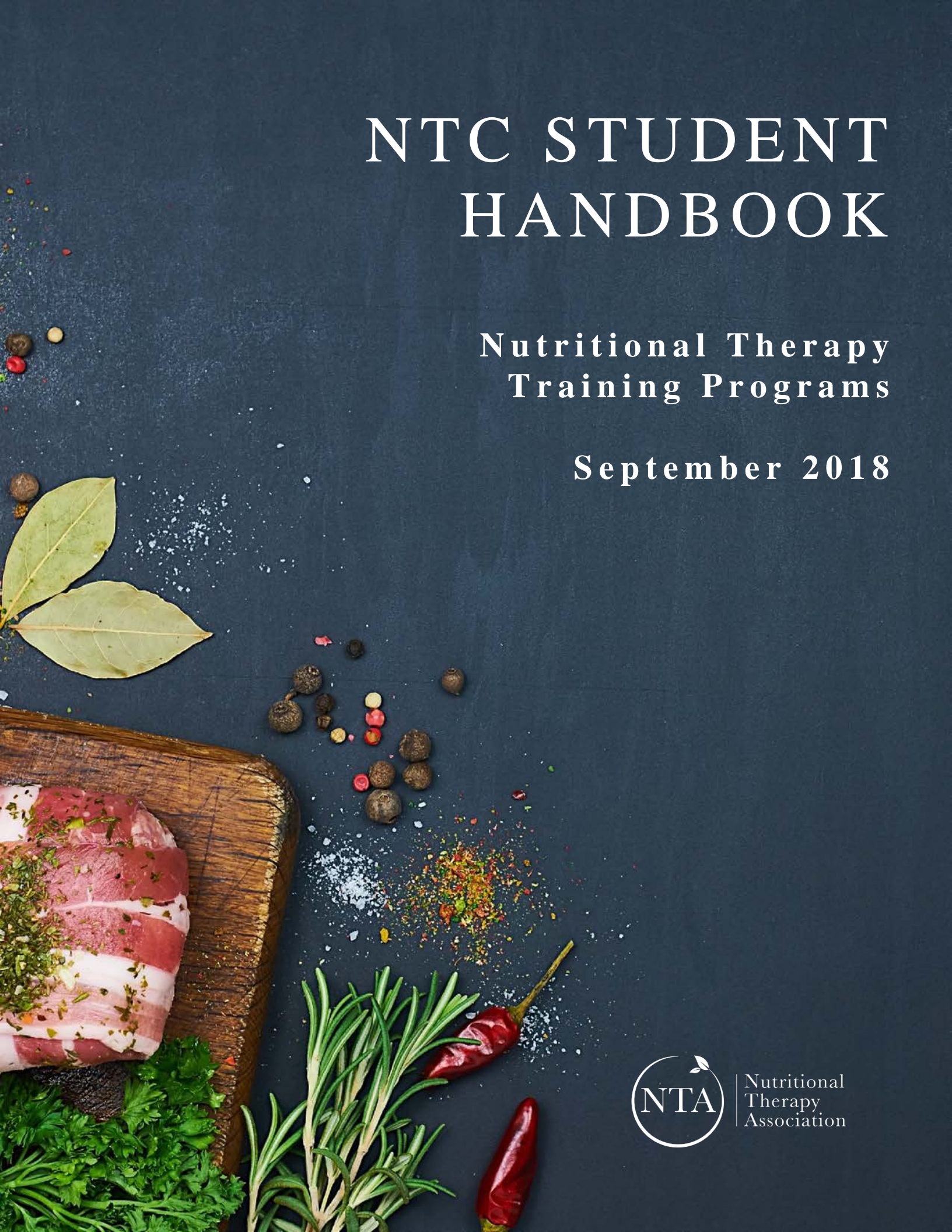


# NTC STUDENT HANDBOOK

Nutritional Therapy  
Training Programs

September 2018



Nutritional  
Therapy  
Association

# NTC STUDENT HANDBOOK

## Table of Contents

- Welcome letter from NTA’s Founder.....2
- Online Course Model.....3
  - Online Coursework
  - Q&A and Mentor Webinars
- Informed Consent and Disclaimer.....4-6
  - Goals of Nutritional Therapy
  - Scope of Practice
  - Licensure
  - Health Concerns
  - Communication
  - Consultant Code of Ethics
- Photo Release Consent.....7
- Student Contract.....8-15
  - Certification Criteria
  - Technical Requirements
  - Code of Conduct
  - Personal Health Needs
  - Pregnancy Policy
  - ADA Policy
  - Anti-Harassment Policy
  - Classroom and Workplace Sexual Harassment and Misconduct Policy
  - Whistleblower Policy
  - Drug and Alcohol Policy
  - Inclement Weather Policy
  - Use of Other Modalities
  - Examination Policies and Procedures
  - Homework Extension Policy
- Drop Policy.....16
  - Student Initiated Drop
  - NTA Initiated Drop
- Re-Entry Policy.....17
  - Reduced Re-Entry
  - Refunds
  - Re-Entry Deadlines
  - Re-Entry Coursework, Assignments, and Exams
- Student Complaint Disclosure.....18
- NTA Membership Benefits.....19

# NTC STUDENT HANDBOOK

## The Journey Begins

### A WARM WELCOME FROM OUR FOUNDER

Thank you for your interest in registering for the NTA's Nutritional Therapy Consultant program.

I founded the NTA almost twenty years ago in order to teach nutrition to health care practitioners. What became almost immediately apparent to me was that in addition to teaching Nutritional Therapy to doctors, what we really needed was a whole new profession dedicated to the power of whole foods and nutrients to restore and maintain health. In 2001, in a cooperative effort with South Puget Sound Community College, we launched our first class and graduated the first twenty-seven Nutritional Therapy Practitioners. A new profession was born.

Since that time, we have trained over three thousand practitioners and consultants from around the world! Along with our dedicated staff and Instructors, we have taught our curriculum in venues all around the United States, and now also in Australia and Canada.

Our growing community of students and graduates never cease to amaze me. I watch them going into private practice, working alongside other healthcare professionals, adding functional nutrition to their current modalities, getting high paying jobs in the nutraceutical industry, creating podcasts, becoming professional bloggers, writing books... the list just goes on. It's an honor for me to be part of this incredible group of individuals who are actively helping to change the paradigm of our modern healthcare system toward a more holistic, functional model.

I often hear our graduates use the word "transformative" in describing our programs. For many, this comes from the transformation that happens in their own health as they apply the concepts learned from the curriculum. For others, this concept of transformation comes from acquiring the science-based skillset needed to translate their passion for health into a deeply fulfilling career path in functional, holistic nutrition.

Welcome to the tribe!

Yours in Health,



Gray L. Graham, BA, NTP  
NTA Founder & Board President



# NTC STUDENT HANDBOOK

## Online Course Model

### ONLINE COURSEWORK

Most of the coursework will be completed online aside from the projects you will do out in your community. You are free to log in at any time of day throughout each week to watch the video lectures and complete your assignments. When class begins, you will be provided with a course outline to ensure you complete the modules at the appropriate pace to meet the benchmarks for taking the midterm and final exams—but you are able to work ahead and there are opportunities to catch up should your schedule require some adjustments to the calendar.

Assignments will include but are not limited to:

- Book reviews
- Essay questions
- Action assignments
- Video Presentations
- Journaling assignments
- Client-Consultant folders
- Critical thinking discussions
- Community Outreach Project

### Q&A AND MENTOR WEBINARS

The Nutritional Therapy Consultant program requires that students participate in bi-weekly Instructor led Q&A webinar and a monthly Mentor led webinar held on a designated day/time during the academic term to build upon their skills, master course content, and learn through real world application. This interactive experience really sets NTA's programs apart from a traditional online school as they allow you to enjoy the benefits of a live classroom such as direct instruction and guidance from the Instructor team, an opportunity to build a community with likeminded individuals, and a chance to ask questions and explore case studies in real time—yet it still maintains the flexibility of online learning for the remainder of your coursework. We encourage you to attend the live calls, if possible, to interact with your classmates and provide opportunities to ask questions in real-time to your Instructor. However, we know life can sometimes conflict with the time of these calls. In these instances, you are required to listen to the recordings and review the material presented if you are unable to participate in the live sessions.

# NTC STUDENT HANDBOOK

## **Informed Consent & Disclaimer**

Please read the following information **FULLY AND CAREFULLY**. Failure to sign the NTA Student Handbook Contract on page 9 of the registration packet, which includes agreement to this form, will prohibit you from registering and enrolling in the Nutritional Therapy Consultant program.

### GOALS OF NUTRITIONAL THERAPY

The NTA's primary goal is to encourage people to become more knowledgeable about—and responsible for—their own health. Attaining optimal health through proper nutrition and balancing the Foundations is not a quick fix solution. It requires sincere commitment, possible lifestyle changes, and a positive attitude.

### SCOPE OF PRACTICE

A Nutritional Therapy Consultant™ (“NTC”) is a professional certified by the Nutritional Therapy Association, Inc.® NTCs are trained to evaluate a client’s nutritional needs and make bio-individual recommendations or provide follow up support for dietary changes, lifestyle choices and nutritional supplementation based on the following:

- Client Interview
- Analysis of Client’s Food Journal
- Nutritional Assessment Questionnaire

All advice and support recommendations made by an NTC should be based on evidence-based, scientific information. An NTC is not trained to provide medical diagnoses, prescriptions, or treatment of any medical or pathological conditions, illnesses, diseases, or injuries. No recommendation or comment made by an NTC should be construed as medical advice or a diagnosis.

Consultants should be knowledgeable of the right to practice nutrition in their place of residence as defined by the Council of Holistic Health Educators (<http://www.holisticcouncil.com/>).

#### **Roles Performed by Nutritional Therapy Association Consultants:**

The role of an NTC is to provide non-biased health and nutrition information to friends, neighbors, associates, and the community. They educate the public on the cost/benefit of eating unprocessed, local, fresh, nutrient dense foods and quality nutritional products that support chronic nutritional deficiencies as well as lifestyle and environmental factors that contribute to these deficiencies.

NTCs Don't:

- Practice Medical Nutrition
- Diagnose and treat disease
- Make unproven health claims
- Misrepresent training

# NTC STUDENT HANDBOOK

- Use unproven devices, assessments or therapies
- Use network marketing or product sales in lieu of individual client education.

## NTCs Do:

- Promote a nutrient dense diet
- Focus on Foundational Nutrition and balancing the (6) Foundations
- Promote active lifestyles
- Teach ancestral eating principles

## Distinguishing Features:

- Fresh, natural-foods basis
- Educational emphasis
- Client based, not method or product-based
- Refers to doctors for medical conditions
- Highest standard of accountability and integrity
- Uses informed consent and full disclosure forms
- Adheres to the NTA Consultant Code of Ethics

## LICENSURE

NTCs are not licensed or certified by any state. The Nutritional Therapy Association, Inc.<sup>®</sup> provides a certificate of completion to students who have successfully met all course requirements, including written midterm and final exams. Laws and regulations regarding certification and licensure requirements differ from state to state and occasionally change. **Students and NTCs must research the laws in the state in which they intend to practice.**

## HEALTH CONCERNS

If you suffer from a medical or pathological condition, you need to consult with an appropriate healthcare provider. An NTC is not a substitute for your family physician or other appropriate healthcare provider. If you are under the care of another healthcare provider, you must alert them to your dietary or lifestyle changes as well as the use of any nutritional supplements. Nutritional therapy can be a beneficial adjunct to more traditional care, but it may alter your need for medication, so it is important that you always keep your physician informed of changes in your nutritional program. If you are using medications of any kind, you are required to alert your NTC to such use, as well as to discuss any potential interactions between medications and nutritional products with your pharmacist. If you have any physical or emotional reactions to nutritional therapy, contact your NTC to ascertain if the reaction is adverse or an indication of the natural course of the body's adjustment to the therapy. Since every human being is unique, NTCs cannot guarantee any specific result from nutritional therapy.

# NTC STUDENT HANDBOOK

## COMMUNICATION

Every client has unique bio-individual needs, and it is not possible to determine in advance how one's system will react to the nutrients it needs. It is sometimes necessary to adjust one's program until the body can begin to properly accept nutrients needed to correct imbalances.

It is each client's responsibility to:

- Follow the nutrition guidelines shared by their NTC
- Sufficiently exercise their body and mind
- Eat a proper diet
- Get plenty of rest, learn more about nutrition
- Stay in contact with their NTC about progress and changes.

One's healthcare provider is free to contact the NTC for answers to any questions they may have regarding nutritional therapy.

## CONSULTANT CODE OF ETHICS

The Code of Ethics of the Nutritional Therapy Association is intended to support the certified members of the Nutritional Therapy Association individually and collectively in maintaining a high level of ethical conduct.

The standards are used to determine the propriety of conduct in relationships with clients, colleagues, members of allied professions, and the public. The purpose and values of the Nutritional Therapy Association guide this Code of Ethics.

- NTA professionals will participate in activities that improve the nutritional well-being of the client and the community.
- NTA professionals will strive continually to improve skill and knowledge, and make their professional attainments available to their clients and colleagues.
- An NTA professional's services or protocols will be founded on a legal and practical basis. Practitioners will strive to work with others who uphold the highest letter of the law for our profession.
- An NTA professional will not exceed their scope of service or practice, either in abilities or by law.
- An NTA professional will choose whom he or she will serve. Having undertaken a client, however, they may not neglect the client unless discharged. The member may discontinue service only after giving due notice to the client.
- An NTA professional will seek consultation in doubtful or difficult cases, and whenever it appears that the services of other professionals are warranted to provide more complete or better-quality advice.
- An NTA professional will not reveal the confidences entrusted in the course of consultations, unless required to do so by law. NTA professionals will comply with relevant HIPPA guidelines.
- The professional of the Nutritional Therapy Association will guard the public and themselves against any nutritional counselor deficient in moral character or professional competence. They

# NTC STUDENT HANDBOOK

will obey all laws, uphold the dignity and honor of the profession and accept its self-imposed disciplines. They will oppose without hesitation illegal or unethical conduct of fellow members.

- An NTA professional will hold themselves to the highest level of moral and ethical character when interacting with clients and the public. Harassment or misconduct with clients or other professionals will not be tolerated.
- In pursuit of this code and these goals, an NTA professional will vigorously defend our first amendment right of freedom of speech and press to impart truthful information concerning diet and nutrition, and will defend the health freedom right of the public to obtain such data from the sources that they may choose.

## Photo Release Consent

During the course of your webinars or other NTA events, your photograph may be taken for future promotional use in print, online, or other public arenas. These photos may be used with or without names and can be utilized for any lawful purpose, including such purposes as publicity, illustration, advertising, and web content.

If you **do not** consent to have photographs of you used by the NTA for any of these purposes, **you must provide written notice to the NTA office** at [nta@nutritionaltherapy.com](mailto:nta@nutritionaltherapy.com). If we receive this written notice, any image that you appear in will not be used in any of our materials.



# NTC STUDENT HANDBOOK

## Student Contract

### CERTIFICATION CRITERIA

We recommend that you budget an average of 15-20 hours per week for coursework and study, but actual hours will vary depending on your learning style, reading speed, etc. To complete the Nutritional Therapy Consultant Program, students are required to complete the following certification criteria:

- Follow the course syllabus, meet required homework deadlines, and successfully pass required assignments.
- Submit assignments through the NTA's online learning management system and adhere to its terms of use.
- Successfully review and complete all curriculum materials including required reading, video lectures, and assignments.
- Receive a passing grade on all Client-Consultant folder assignments and the Community Outreach Project.
- Attend all Q&A and Mentor webinars (*see criterion on page 3 under Q&A and Mentor webinars*).
- Meet the homework benchmarks to sit for the Midterm Exam (completion of Modules 00-09R) and Final Exam (completion of Modules 00-17R).
- Pass a written midterm and final examination.
- Produce original work for projects and assignments. The NTA has a zero-plagiarism policy.
- Adhere to all criteria, agreements, and policies outlined in this handbook.

### TECHNICAL REQUIREMENTS

Students in the NTC programs will use Brightspace (the NTA's online learning system) to:

- Access course content, lectures, and reference materials
- Complete quizzes and upload homework
- Monitor progress
- Connect with instructors/classmates and engage in discussions
- Read announcements
- Provide feedback
- And much more!

The system is mobile friendly, and you can access most content on smartphones, tablets, etc. However, it is strongly recommended that you use a laptop or desktop computer to download and organize course files (*e.g. Required Video Lectures, Optional Audio Lectures, Client Folder Forms, Reference Documents, etc.*). File management is possible on mobile devices but tends to be more cumbersome and time consuming. To use Brightspace on your computer, you will need to have:

# NTC STUDENT HANDBOOK

- A high-speed internet connection
- The latest version of Chrome or Safari
- JavaScript enabled
- Cookies enabled
- Adobe Flash Player 10.1 or newer

## CODE OF CONDUCT

The NTA works to foster a learning environment that is open and accepting of diverse opinions, experiences, and beliefs. We value the exchange of ideas and knowledge and are committed to ensuring the classroom is a safe space for all students to contribute and participate. Whether engaging in online classroom discussions, webinars, or NTA events, the NTA requires that all students behave professionally, respectfully, and constructively in all interactions. Any student who disrupts the learning environment or creates an unsafe atmosphere physically or emotionally for other students will first be spoken to by the Lead Instructor. If the behavior continues, additional action will be taken by the NTA to preserve the positive learning experience of the class, which could include an NTA Initiated Drop.

## PERSONAL HEALTH NEEDS

The Nutritional Therapy Association understands that students choose to enroll in our programs as part of their personal health journeys. However, if a student is unable to finish the class or meet the criteria outlined in the student contract due to a pre-existing medical condition or newly discovered health issue, the NTA must adhere to the cancellation policy, refund terms, and drop policy that all students agree to upon registration. If students choose to re-enroll at a future time, our re-entry policy will be strictly followed.

## PREGNANCY POLICY

Pregnancy is such a wonderful time of nourishment and change for a woman's body! Students who are pregnant or become pregnant while enrolled in one of NTA's programs must disclose their pregnancy to their Lead Instructor so appropriate adjustments can be made. If you are pregnant, you need to carefully research any proposed nutritional or lifestyle changes and discuss these modifications with your primary care provider before implementing them.

## ADA POLICY

The Nutritional Therapy Association is committed to serving all students and will provide reasonable accommodations to students with disabilities in accordance with our ADA Policy. Students must request accommodations and provide the necessary documentation 6 weeks prior to the start of class. For full policy details, please visit [NutritionalTherapy.com](http://NutritionalTherapy.com).

# NTC STUDENT HANDBOOK

## ANTI-HARASSMENT POLICY

The Nutritional Therapy Association, Inc. prohibits any and all types of harassment, sexual harassment, or discrimination of its Instructors, Students, Group Leaders, or Staff by other Instructors, Students, Group Leaders, Staff, or outside parties. Harassment or discrimination based on race, color, religion, age, sex, sexual orientation, pregnancy, marital status, national origin, disability, veteran status, or other protected status, negatively affects morale, motivation, and job performance. It is inappropriate, offensive, and will not be tolerated. Any instructor, student, group leader or staff member who is aware of any instances of harassment, sexual harassment, or discrimination and is not comfortable addressing the concern with the individuals involved should report the alleged act immediately to the Director of Education or the Executive Director of the NTA. If the Instructor, Student, Group Leader or Staff is uncomfortable discussing the matter with the NTA staff, they should report the alleged act immediately to any member of the Board of Directors of the Nutritional Therapy Association, Inc.

## CLASSROOM & WORKPLACE SEXUAL HARASSMENT & MISCONDUCT POLICY

The Nutritional Therapy Association is committed to maintaining a safe and healthy educational and work environment in which no member of the NTA community is, on the basis of sex, sexual orientation, or gender identity, excluded from participation in, denied the benefits of, or subjected to discrimination in any NTA program or activity. Gender-based and sexual harassment, including sexual violence, are forms of sex discrimination in that they deny or limit an individual's ability to participate in or benefit from NTA programs or activities.

This policy is designed to ensure a safe and non-discriminatory educational and workplace environment and to meet legal requirements, including: Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex in the school's programs or activities; relevant sections of the Violence Against Women Reauthorization Act; Title VII of the Civil Rights Act of 1964, which prohibits discrimination on the basis of sex in employment; and Washington State or national laws that prohibit discrimination on the basis of sex, sexual orientation, and gender identity.

It does not preclude application or enforcement of other NTA policies. It is the policy of the school to encourage reporting of incidents; to prevent incidents of sexual and gender-based harassment from denying or limiting an individual's ability to participate in or benefit from the NTA's programs; to make available timely services for those who have been affected by discrimination; and to provide prompt and equitable methods of investigation and resolution to stop discrimination, remedy any harm, and prevent its recurrence.

Violations of this policy may result in the imposition of sanctions up to and including termination, dismissal, or expulsion, as determined by the appropriate officials at the NTA.

Retaliation against an individual for raising an allegation of sexual or gender-based harassment, for cooperating in an investigation of such a complaint, or for opposing discriminatory practices is prohibited.

Submitting a complaint that is not in good faith or providing false or misleading information in any investigation of complaints is also prohibited.

# NTC STUDENT HANDBOOK

## DEFINITIONS

### **Sexual Harassment**

Sexual harassment is unwelcome conduct of a sexual nature, including unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, graphic, or physical conduct of a sexual nature, when: (1) submission to or rejection of such conduct is made either explicitly or implicitly a condition of an individual's employment or academic standing or is used as the basis for employment decisions or for academic evaluation, grades, or advancement (quid pro quo); or, (2) such conduct is sufficiently severe, persistent, or pervasive that it interferes with or limits a person's ability to participate in or benefit from the NTA's educational or workplace programs or activities (hostile environment).

Quid pro quo sexual harassment can occur whether a person resists and suffers the threatened harm, or the person submits and avoids the threatened harm. Both situations could constitute discrimination on the basis of sex.

A hostile environment can be created by persistent or pervasive conduct or by a single severe episode. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment. Sexual violence, including rape, sexual assault, and domestic and dating violence, is a form of sexual harassment.

In addition, the following conduct may violate this policy:

- Observing, photographing, videotaping, or making other visual or auditory records of sexual activity or nudity, where there is a reasonable expectation of privacy, without the knowledge and consent of all parties
- Sharing visual or auditory records of sexual activity or nudity without the knowledge and consent of all recorded parties and recipient(s)
- Sexual advances, whether or not they involve physical touching
- Commenting about or inappropriately touching an individual's body
- Requests for sexual favors in exchange for actual or promised job benefits, such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Lewd or sexually suggestive comments, jokes, innuendoes, or gestures
- Stalking
- Other verbal, nonverbal, graphic, or physical conduct may create a hostile environment if the conduct is sufficiently persistent, pervasive, or severe to deny a person equal access to the NTA's programs or activities

Whether the conduct creates a hostile environment may depend on a variety of factors, including: the degree to which the conduct affected one or more person's education or employment; the type, frequency, and duration of the conduct; the relationship between the parties; the number of people involved; and the context in which the conduct occurred.

# NTC STUDENT HANDBOOK

## **Unwelcome Conduct**

Conduct is unwelcome if a person (1) did not request or invite it and (2) regarded the unrequested or uninvited conduct as undesirable or offensive. That a person welcomes some sexual contact does not necessarily mean that person welcomes other sexual contact. Similarly, that a person willingly participates in conduct on one occasion does not necessarily mean that the same conduct is welcome on a subsequent occasion. Whether conduct is unwelcome is determined based on the totality of the circumstances, including various objective and subjective factors.

The following types of information may be helpful in making that determination:

Statements by any witnesses to the alleged incident; information about the relative credibility of the parties and witnesses; the detail and consistency of each person's account; the absence of corroborating information where it should logically exist; information that the Respondent has been found to have harassed others; information that the Complainant has been found to have made false allegations against others; information about the Complainant's reaction or behavior after the alleged incident; and information about any actions the parties took immediately following the incident, including reporting the matter to others.

In addition, when a person is so impaired or incapacitated as to be incapable of requesting or inviting the conduct, conduct of a sexual nature is deemed unwelcome, provided that the Respondent knew or reasonably should have known of the person's impairment or incapacity.

The person may be impaired or incapacitated as a result of drugs or alcohol or for some other reason, such as sleep or unconsciousness. A Respondent's impairment at the time of the incident as a result of drugs or alcohol does not, however, diminish the Respondent's responsibility for sexual or gender-based harassment under this policy.

## **Gender-Based Harassment**

Gender-based harassment is verbal, nonverbal, graphic, or physical aggression, intimidation, or hostile conduct based on sex, sex-stereotyping, sexual orientation or gender identity, but not involving conduct of a sexual nature, when such conduct is sufficiently severe, persistent, or pervasive that it interferes with or limits a person's ability to participate in or benefit from the NTA's educational or workplace programs or activities. For example, persistent disparagement of a person based on a perceived lack of stereotypical masculinity or femininity or exclusion from an activity based on sexual orientation or gender identity also may violate this policy.

## **Student- Instructor Relations**

As the NTA strives to provide the safest and most accepting classroom environment for our students, relationships between a staff member or instructor and a student or group leader of a sexual or romantic nature are prohibited. An exception is made if a spouse or partner of an instructor or staff member enrolls in a course as a student.

# NTC STUDENT HANDBOOK

## **Reporting and Investigation**

The NTA takes matters of harassment and sexual misconduct seriously. If you believe that you have been the object of harassment or conduct in violation of this policy, report the incident to the Human Resources Manager if you are a staff or faculty member. If you are a student, you should report the matter to the Director of Education. Every reported incident of harassment will be thoroughly and timely investigated. Every complaint will be kept confidential to the maximum extent possible. All complainants have an obligation to cooperate in investigation of harassment complaints. The complaining employee(s) and witnesses to an investigation will be afforded protection from retaliation, which is wholly prohibited. Employees, instructors, students or alumni who believe they have been subject to retaliation, or that the harassing conduct is continuing, should immediately bring it to the attention of Human Resources or the Director of Education. The results of any investigation will be communicated to the complainant. Where a violation of this policy is found, appropriate corrective action will be taken. Appropriate action might range from counseling to discipline, up to and including termination.

## **WHISTLEBLOWER POLICY**

A whistleblower as defined by this policy is a student, employee or alumnus who reports an activity that they consider to be illegal, dishonest or harassment to a student or employee. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; Human Resources will conduct a thorough review.

If a student or employee has knowledge of or a concern of illegal, dishonest behavior or harassment the employee is to contact the Director of Education or the Human Resources Manager. The student or employee must exercise sound judgment to avoid baseless allegations. A student or employee who intentionally files a false report of wrongdoing will be subject to discipline, up to and including expulsion or termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The NTA will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact the Human Resources Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

## **DRUG & ALCOHOL POLICY**

The NTA expects all participants to be fully present and ready to participate effectively during the course of the program and at NTA events. The NTA expects all participants to adhere to appropriate, professional, academic behavior at all times. The use or possession of recreational drugs, other chemical

# NTC STUDENT HANDBOOK

substances or the misuse of alcohol resulting in intoxication is strictly prohibited as it causes disruption to the class or event. Misuse of prescription drugs is also prohibited. Any student found to be in possession or under the influence of drugs or alcohol, or, who misuse prescription drugs during class or NTA events will be removed from the program through an NTA Initiated Drop and will issued a refund based on the cancellation policy as signed at the time of registration.

## USE OF OTHER MODALITIES

During the program, some students may be excited to demonstrate or talk about other modalities in the online classroom or webinars (*e.g. pendulums, Contact Reflex Analysis, Applied Kinesiology, NRG Foot Baths, etc.*). While the NTA appreciates the diverse experiences and training our students and Instruction Team bring to class, these types of modalities are outside of the scope of the NTA's training programs and will not be permitted during class.

## EXAMINATION POLICIES AND PROCEDURES

To sit for the midterm examination, NTC students must have completed all video lectures, required reading, and homework assignments for modules 00 through 09 Midterm Review (Module "9R"). To sit for the final examination, students must have completed all video lectures, required reading, and homework assignments for modules 00 through 17 Final Review (Module "17R").

If a student fails or misses the midterm written exam or the final written exam, they have 1 month (30 calendar days) to retake and pass the test from the Monday following their testing week. Students will have two options to retake the exam. The first option is to retake the exam through Remote Proctor Now in Brightspace. The student must contact their Lead Instructor and the Academic team to setup a time and date to retake the exam. If a student, for some reason, cannot complete the retake using Remote Proctor Now, the second option will be for the student to locate and pay for a qualified proctor. Once proctor is confirmed, the student will inform their Lead Instructor and NTA Academic team and provide the contact and retake information for the selected proctor that includes:

- The first and last name of proctor
- Physical address of proctor
- Time and date of retake exam

Once the NTA's Academic team receives this information, we will send a physical copy of the exam to the proctor along with instructions of the proctor procedure and a return envelope addressed to the Lead Instructor. When the exam is complete, the proctor will place it in the envelope provided and mail it to the Lead Instructor for grading. Once grading is complete, the Lead Instructor will contact the student with the results.

Students can take the midterm or final exam a **maximum of 3 times (original exam and two retakes)** within the allotted 30-day period. If a student fails to pass after 3 attempts, they must drop the program and re-enroll. No refund will be issued (per the Cancellation Policy), but eligibility for reduced re-entry is still possible.

# NTC STUDENT HANDBOOK

## HOMework EXTENSION POLICY

If an emergency or extenuating life circumstance prevents a student from completing their outstanding homework assignments, Client-Consultant Folders, or their Community Outreach Project within the allotted 7 calendar days (*from 5 pm PST the Monday following their graduation call*), it is their responsibility to contact the Lead Instructor to request a homework extension.

Lead Instructors can grant an additional three-week extension (21 calendar days) on a case-by-case basis, providing a total of 28 days past the final course weekend. If the Lead Instructor deems that the emergency or life event qualifies for the homework extension, they will notify the student, the Student Experience Manager, and the NTA office. **The student will need to contact the NTA via email ([nta@nutritionalthrapy.com](mailto:nta@nutritionalthrapy.com)) to pay the \$75 Homework Extension Fee.**

This extension is only for those students who have been keeping up with their studies throughout the course but found themselves unable to complete the Client-Consultant folder assignments and the Community Outreach Project by the deadline.

If a student pays the extension fee but fails to submit their homework within the 28 days, the NTA may consider granting them an additional extension on a case-by-case basis in extreme circumstances. The NTA will charge \$75 for each additional 2-week extension to keep the student's Brightspace account active. The NTA will only grant students a maximum of 6 extensions (a total of 90 calendar days). If a student has failed to complete all their outstanding work by this time, they will not earn their certification and must re-enroll and complete the entire course again at the full tuition rate. The Lead Instructor will oversee the completion of homework during the period of the homework extension(s).



# NTC STUDENT HANDBOOK

## Drop Policy

### DROPPING FROM AN NTA PROGRAM

If a student decides to drop an NTA program, they must follow the Student Initiated Drop Process outlined below. Failure to comply with this process will result in an NTA Initiated Drop and the student will lose reduced re-entry eligibility.

### STUDENT INITIATED DROP PROCESS

Students who find themselves unable to complete their program for any reason must complete the following steps:

1. Contact your Lead Instructor and discuss your situation. If you determine that dropping the program is your best solution, let your instructor team know your decision is final.
2. Save any work you have submitted to the online classroom environment (**NTA does not save your work**) and finish downloading any course materials you may need in the future as you will be disconnected from the classroom portal 48 hours after submitting your written drop notice.
3. **Provide written notice** to the NTA office declaring your need to drop the program. Email this notice to [nta@nutritionaltherapy.com](mailto:nta@nutritionaltherapy.com). If you are eligible for a refund (*per the cancellation policy*) and wish to claim it, or, if you qualify and desire to use the reduced re-entry option (*see more on the next page*), please outline those details within your written notice.
4. Upon receipt of this written notice, NTA will confirm your refund or reduced re-entry status if necessary and will officially process your drop request.

### NTA INITIATED DROP

The NTA can initiate an automatic drop of a student from the program under the following circumstances:

1. A student fails to meet the benchmarks as stated in the handbook to sit for the exams.
2. A student does not login to Brightspace or complete any work for 3 months.
3. A student fails to provide written notice of dropping the program as outlined above.
4. A student breaches any section of the student contract and/or violates any code of conduct policy.

In the event of an NTA Initiated Drop, refunds will be issued based on the Cancellation Policy, but potential for reduced re-entry is forfeited. The student will be immediately disconnected from the online classroom and will be issued written notice of these actions from the NTA.

# NTC STUDENT HANDBOOK

## Re-Entry Policy

### REDUCED RE-ENTRY FEES

If a student decides to drop an NTA program, they may re-enter a class at a reduced re-entry fee rate if they were in compliance with the *Student Contract* at the time of the drop and elect to waive any refund they are eligible for. Drops initiated by the NTA are eligible for re-entry, but such students must pay the full current tuition price. **The reduced re-entry fee is \$1450.** Reduced re-entry may only be used one time. If a student does not complete the course a second time, they will not be granted reduced re-entry again. Please understand that this reduced re-entry fee is NTA's effort to show grace and compassion for the unexpected circumstances that life can present. This fee cannot be waived or reduced as it is already set significantly below the actual cost the NTA incurs to provide this education to each student.

Eligible students who wish to take advantage of the reduced re-entry fee rate **must indicate their desire to do so in the written notice** submitted to the NTA office when dropping the course. Students should declare their desire to use the reduced re-entry option as well as state the class in which they intend to re-enroll within the next 3 course cycles. Please note that you will not be locked into that class selection, but it helps us to know what you are anticipating as we plan and schedule those future classes. You will not be permitted to jump into another program mid-cycle.

### RE-ENTRY DEADLINE

**Reduced re-entries must take place within 3 consecutive course sessions from the date of the drop.** Students who fail to re-enroll within the specified period still forfeit their original refund and must pay the current tuition price if they wish to re-enroll at a later date.

### RE-ENTRY COURSEWORK, ASSIGNMENTS & EXAMS

When a student re-enters the program, they must take the entire program over again, no matter how far along they were when they dropped. This policy is not intended to punish students, but to ensure that the material is fresh in their minds and to make sure they do not miss any new information that may have been added to the program. The NTA allows re-entry students to resubmit previously completed written assignments, but these must be provided from the student's own personal records and re-uploaded during the new class. However, since the NTA regularly updates our curriculum, we require re-entry students to:

- Attend all Q & A and Mentor Webinars. Review all mandatory lectures, reference materials, etc. and complete all assignments.
- Pass all written exams. Meet all certification criteria.

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## Student Complaint Disclosure

Washington State law requires private vocational schools to inform students how to file a complaint. By signing the NTA Student Handbook Contract on page 9 of the registration packet, you acknowledge that you understand the student complaint process and terms.

### FIRST STEPS

Before you file a complaint, you should make a good faith effort to resolve the problem by:

- Communicating directly with your instructor or school officials.
- Using the school's internal grievance or complaint process.
- Bringing your problem to the attention of the school's Executive Director.
- Keeping notes of these efforts, as the complaint form will ask you to detail those contacts.

### WHAT HAPPENS NEXT?

Within 10 days of receiving your complaint, Workforce Board staff will review it and notify you whether they have jurisdiction over your complaint. If not, they may refer your complaint to another state or federal agency. In some cases, you may consider taking your issue to small claims court or civil court. The Workforce Board does not offer legal advice.

### IF YOUR COMPLAINT MOVES FORWARD

If the Workforce Board accepts your complaint, they will forward it to the school for a response. The school has 15 working days to either resolve the complaint directly with you or send the agency a written response. After receiving the school's response, the Workforce Board will conduct an investigation and try to reach a negotiated agreement between you and the school. If an agreement is reached, the Workforce Board will confirm the solution in writing and close the matter. If not, they will issue a determination that will be sent to you and the school.

### REFUNDS AND RESTITUTION

If the school is ordered by the Workforce Board to make a refund, pay restitution, or make other arrangements (such as additional class time or placement assistance), the school must document how it has complied. In some cases, the Workforce Board may also take separate disciplinary action against the school.

### COMPLAINTS ARE PUBLIC RECORDS

Please be aware that your name, address, and phone number might be disclosed in the event of a public records request. This information can't be used for commercial purposes, however. Contact the Workforce Board at (360) 709-4600 for more information.

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## NTA Membership

### WHAT DOES THE NTA DO?

The Nutritional Therapy Association is a tightly knit community dedicated to empowering individuals, cultivating a tribe, and healing the world. The NTA:

- Offers certification programs in Nutritional Therapy, including the Nutritional Therapy Practitioner™ (NTP) program and the Nutritional Therapy Consultant™ (NTC) program.
- Holds annual and regional conferences to bring together the tribe, provide continuing education, and showcase the brightest minds.
- Provides education, resources, tools, and software to empower Nutritional Therapists and holistic health care professionals.
- Publishes an annual magazine for members, the *Live Nourished Journal*.

### FREE TRIAL MEMBERSHIP

When you register for the NTC class, you also become a member of the Nutritional Therapy Association. As part of your tuition, you get a free trial membership. Please see [NutritionalTherapy.com](http://NutritionalTherapy.com) for details and member benefits.

### MEMBERSHIP DISCLAIMER

NTA membership alone does not entitle you to call yourself a “Nutritional Therapy Consultant.” To use the NTC credential, you must first complete the training program, receive your certificate, and maintain active professional membership with the NTA by paying your membership dues annually and submitting at least 24 CEUs every two years. Visit [NutritionalTherapy.com](http://NutritionalTherapy.com) for more information about CEU requirements.

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