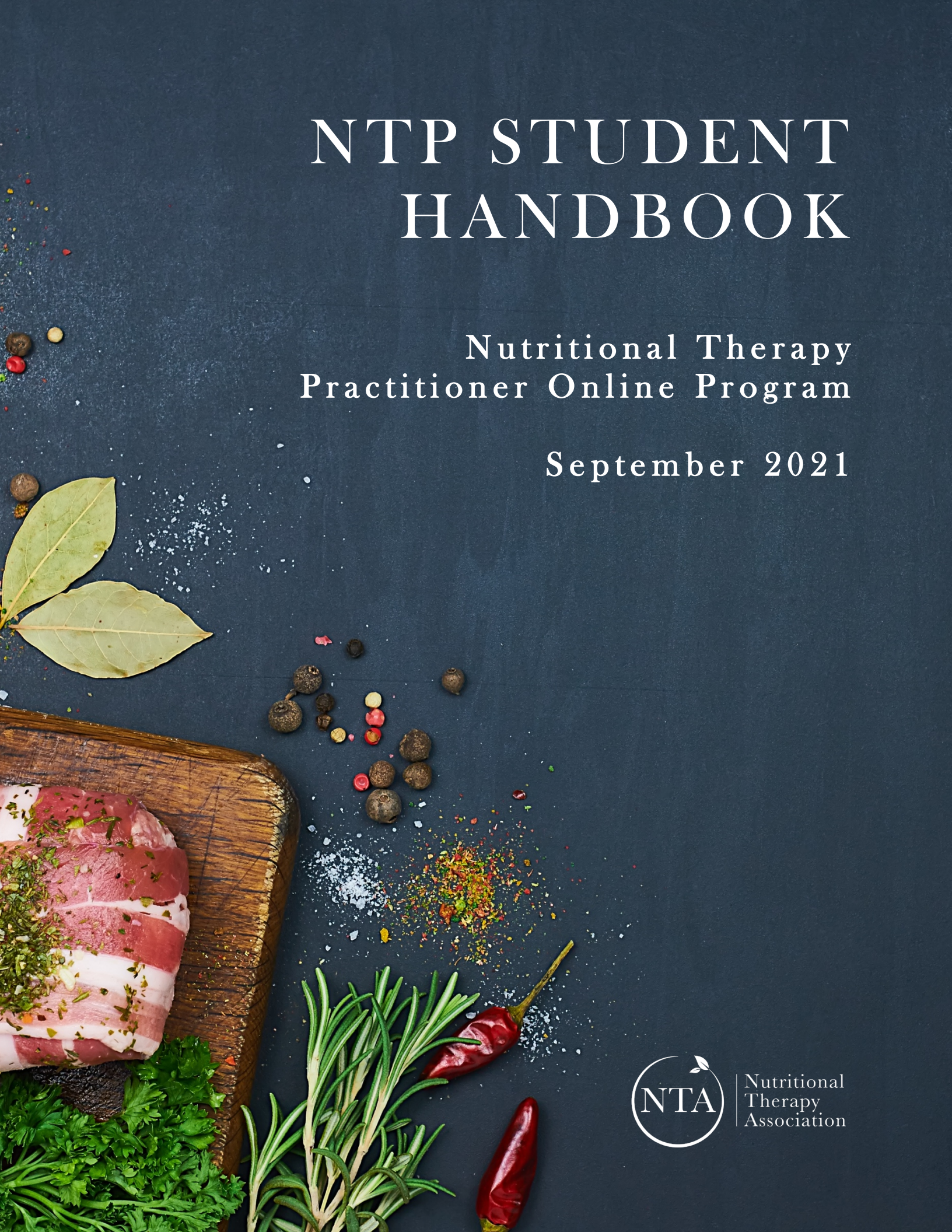


NTP STUDENT HANDBOOK

Nutritional Therapy
Practitioner Online Program

September 2021



Nutritional
Therapy
Association

NTA STUDENT HANDBOOK

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A WARM WELCOME FROM OUR FOUNDER

Thank you for your interest in registering for the NTA's Nutritional Therapy Practitioner Online 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 NTPs. A new profession was born.

Since that time, we have trained over six thousand practitioners and consultants from around the world! Along with our dedicated staff of 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 community!

Yours in Health,



Gray L. Graham, BA, NTP
NTA Founder



Online Course Model

ONLINE COURSEWORK

For the Nutritional Therapy Practitioner Online Program, all coursework will be completed online. You are free to log in 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 syllabus to ensure you complete the modules at the appropriate pace to meet the benchmarks and progress in the course.

Online assignments include (but are not limited to) case studies, multiple choice quizzes, content creation assignments, Client folders, written responses, and a capstone project.

ZOOM WEBINARS

The Nutritional Therapy Practitioner Online program requires that students participate in instructor led webinars to build upon their skills, master course content, and learn through real world application. This interactive experience really sets NTA's program 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 in the moment questions to your Instructor. However, we know life can sometimes conflict with 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.

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Informed Consent & Disclaimer

Please read the following information **FULLY AND CAREFULLY**. Failure to sign the NTA Student Handbook Contract in registration packet, which includes agreement to this form, will prohibit you from engaging in the program and gaining the NTP credential.

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, however, and requires sincere commitment, possible lifestyle changes, and a positive attitude.

SCOPE OF PRACTICE

A Nutritional Therapy Practitioner™ (“NTP”) is a professional educated by the Nutritional Therapy Association, Inc.® NTPs 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 NTP should be based on evidence-based, scientific information. An NTP is not trained to provide medical nutrition therapy. An NTP may not diagnose, treat, prevent, prescribe or cure any pathological condition, illness, or disease. No recommendation or comment made by an NTP should be construed as medical advice or a diagnosis. An NTP may not state nor imply that they are licensed or certified by the state. NTP's may not use the protected titles of “dietitian” or “nutritionist” or any insignias associated with those titles such as: LD, RD, LDN, CNS, etc. When an NTP completes their program, they will use the designated title of Nutritional Therapy Practitioner or NTP.

Practitioners should be knowledgeable of the rights to practice nutritional therapy in their state of residence as defined by the laws of their state. Please visit the [National Association of Nutrition Professionals](#) legislative map for more information on the laws of your state.

Roles Performed by Nutritional Therapy Association Practitioners:

The role of an NTP 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.

NTPs Don't:

- Practice Medical Nutrition Therapy (MNT)

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- Do not work outside of their Scope of Practice
- Refer clients to licensed medical professionals if the client requires medical or mental health interventions
- Diagnose and treat disease
- Make unproven health claims
- Misrepresent training
- Use unproven devices, assessments or therapies
- Use network marketing or product sales in lieu of individual client education.

NTPs Do:

- Promote a nutrient dense diet
- Focus on Foundational Nutrition and balancing the Nutritional Foundations
- Promote active lifestyles
- Teach historically traditional 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 Practitioner Code of Ethics

LICENSURE

NTPs are not licensed or certified by any state. The Nutritional Therapy Association, Inc.[®] provides a certificate of completion to students who have successfully met all course requirements, including a written exam. Laws and regulations regarding certification and licensure requirements differ from state to state and occasionally change. **Students and NTPs 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 NTP 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 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 the NTP 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, discontinue their use immediately and contact your NTP 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, NTPs cannot guarantee any specific result from nutritional therapy.

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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 NTP, sufficiently exercise their body and mind, eat a proper diet, get plenty of rest, learn more about nutrition, and stay in contact with their NTP about progress and changes. One's healthcare provider is free to contact the NTP for answers to any questions they may have regarding nutritional therapy.

THE NTA'S CODE OF ETHICS

The Code of Ethics of the Nutritional Therapy Association is intended to support the 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 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.

Privacy of Personal Information

The NTA collects your personal information, including your email, mailing address, and phone number in order to ensure you receive all necessary information about the course you enroll in as well as important communications from your instructors and the NTA support staff, and critical documentation such as your certificate of completion and details on how to maintain your credentials.

We respect the privacy of this information and do not sell it to third parties. However, we do maintain the right to share needed information with vetted and respected organizations that have direct interaction and impact on your learning experience in the classroom. You may receive emails directly from these organizations when necessary for account creation and verification.

By registering for a course with the NTA, you consent to have your personal information shared with these select organizations as they support your growth and development during the program and provide an important resource when you enter the industry. You always have the choice to unsubscribe to the communications you receive from these organizations.

Student Contract

CRITERIA TO EARN A CERTIFICATE OF COMPLETION

We recommend that you budget an average of 20 hours per week for coursework and study, but actual hours will vary depending on your learning style, reading speed, etc. To complete the NTA's Nutritional Therapy Practitioner Online program, students are required to complete the following 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 video conference calls.
- Receive a Proficient grade on all assignments.
- Meet the homework benchmarks to sit for exams and advance to each new term.
- Pass all written examinations throughout the course.
- 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 NTP Online program will use the NTA's online learning management system (LMS) to:

- Access course content, lectures, and reference materials

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- Complete quizzes and upload homework
- Monitor progress
- Connect with instructors/classmates and engage in discussions
- Read announcements
- Provide feedback
- And much more!

Technical Requirements: To successfully complete the coursework, NTP Online students will need to have a desktop or laptop computer equipped with a web camera, microphone (can be internal), Microsoft Word or compatible word processing software, and high-speed internet access.

To use our LMS on your computer, you will need to have:

- A high-speed internet connection
- The latest version of Chrome or Safari
- Word processing software
- A web camera for Zoom call participation

HOMEWORK BENCHMARKS

In order to progress from one term to the next, a student must adhere to the NTA's homework benchmarks. Failure to meet these requirements may result in consequences **up to and including removal from the program**. For each term, students must:

- **Review all videos and required reading for the modules in the term.**
- **Complete assignments for all modules within the term by 11:59 pm PST on the Sunday of the final module in the term.**

Instructors will support students with reminders to track progress in effort reach these benchmarks. Students should also be monitoring their own completion progress throughout the course and strive to complete the coursework in line with the course syllabus.

If you fail to meet a term benchmark, you will be given a one-week extension to wrap up your work and take the exam. If you are unable to complete your work by the end of that extension, you will be connected with the Academic Team to be placed on an academic success plan. Failure to complete outstanding work according to the academic success plan terms will result in removal from the program.

EXAMINATION POLICIES AND PROCEDURES

To sit for each exam, students must meet the homework benchmark for relevant terms and be complete with the work from previous terms.

If a student fails or misses a written exam, they have two weeks (14 calendar days) from the originally scheduled test date to retake and pass an alternate test. **Students must pay for additional proctoring services as needed for retakes.**

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Students can take the term exams or final exam a **maximum of two times (original exam and one retake)** within the allotted 14-day period. If a student fails to pass after two 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.

HOMWORK EXTENSION POLICY

If an emergency or extenuating life circumstance prevents a student from completing their outstanding assignments (three maximum) from the fourth term by the homework deadline as published in the course syllabus outline, it is their responsibility to contact the instructor to request a homework extension.

If the instructor approves, the student will be granted a 21-calendar day homework extension, calculated based on the homework deadline date. **The student will need to contact the Student Experience Team to request the invoice to pay the \$75 Homework Extension Fee** before it becomes official.

This extension is only for those students who have been keeping up with their studies throughout the course but found themselves unable to complete these specific assignments by the deadline.

If a student pays the extension fee but fails to submit their homework within the 21 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 three-week extension to keep the student's Brightspace account active. The NTA will only grant students **a maximum of three total extensions (a total of 63 calendar days)**. If a student has failed to complete all their outstanding work by this time, they will not earn their certificate and must re-enroll and complete the entire course again at the full tuition rate. The instructor will oversee the completion of homework during the period of the homework extension(s).

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 or conference calls, 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 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.

Students must refrain from sharing any Zoom recordings from their class with any party, including students in other classrooms, friends, family members, or other organizations to protect the privacy of other students involved in the class calls. Students must also keep any personal information shared by peers in the classroom and in the client consultation process confidential.

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

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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.

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.

STUDENT/CLIENT SERVICES POLICY

During your time as a student in an NTA training program, you are not permitted to charge for NTP consultation services provided, including time spent on the practice client work necessary for the course. As with other professional certificate programs, it is unethical to collect compensation for the skills you are still learning and refining as a student. If you wish to resell supplements to your practice clients as a student, it is your responsibility to obtain the proper reseller's permits and to learn and abide by tax laws and policies in your state.

COPYRIGHT AND PLAGIARISM POLICY

The curriculum materials presented in and provided for your NTP education, including but not limited to NTA Student Guides, PowerPoints, and reference handouts, are copyright protected and intended only for use in your personal education journey. If you wish to utilize concepts and information you learned in the program for future business endeavors, we respectfully ask that you synthesize and summarize the material to create your own original work for your audience. You may reference information you learned in the course, giving the NTA an appropriate reference citation, but direct usage of our course materials is prohibited. If you need a refresher on what and how to cite appropriately, please see the Citation Guidelines handout from the Welcome Module or visit [The Purdue Online Writing Lab](http://ThePurdueOnlineWritingLab) to learn more about APA citations.

Likewise, when you are a student of the NTA program, it is expected that the work you submit for assignments and projects is your original material and any source you utilize should be cited appropriately. Instructors will monitor submissions for signs of plagiarism and students will be required to resubmit original work for a first offense. If a student submits plagiarized work more than once, consequences may ensue up to and including expulsion from the program. For a detailed definition and deeper understanding of plagiarism, read "Plagiarism: Why is it such a big issue for medical writers?" [1], which you can access through the PubMed database [here](#).

[1] Das, N., & Panjabi, M. (2011). Plagiarism: Why is it such a big issue for medical writers?. Perspectives in clinical research, 2(2), 67-71.

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ANTI-HARASSMENT POLICY

The Nutritional Therapy Association, Inc. prohibits any and all types of harassment, sexual harassment, or discrimination of its Instructors, Students, Course Mentors, or Staff by other Instructors, Students, Course Mentors, 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 Academic Leadership team of the NTA. If the Instructor, Student, Course Mentor, 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.

DEFINITIONS

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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.

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

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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.

Reporting and Investigation

The NTA takes concerns about discrimination, harassment and sexual misconduct seriously. We encourage employees, students and alumnus to raise any concerns they may have through the proper channels so that these concerns can be evaluated, investigated and resolved. Any NTA staff, faculty or alumnus who wishes to report a concern about harassment, discrimination or retaliation is encouraged to report these concerns immediately.

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NTA staff or faculty members may do so by contacting Red Flag Reporting at www.RedFlagReporting.com or 877-647-3335 (ID# 3604930900). Red Flag Reporting is a team of Human Resource experts who handle all reports 24/7 either by phone or online, safely and securely.

Both current NTA students and NTA alumnus may raise their concerns by contacting the Academic Leadership team at academics@nutritionaltherapy.com.

The NTA will take steps to evaluate, investigate and resolve complaints promptly and on a confidential basis to the maximum extent possible. The NTA also prohibits retaliation against employees, students and alumnus who bring forth complaints or concerns about conduct they reasonably believe to be discrimination, harassment or sexual misconduct. Concerns about retaliation against a complainant should also be brought to the attention of the NTA through the contacts listed above.

The NTA may address complaints of harassment, discrimination or sexual misconduct through appropriate corrective action, up to and including termination of employment or non-renewal of enrollment or removal of certificate.

For additional information about the NTA policies and procedures, students and graduates may consult the Academic Leadership team (academics@nutritionaltherapy.com).

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 Academic Leadership team or the Human Resources Manager, respectively. 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 Manager 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

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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.

RELIGIOUS ACCOMMODATIONS

The Nutritional Association will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing (email is acceptable), prior to enrollment. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student will work with the instructor to determine a schedule for making up missed work and should be prepared to complete additional seat-hour assignments such as case studies, research papers, or creating client hand-outs. The exact number of tutoring hours and make up assignments will depend on the hours missed for religious purposes.

FORCE MAJEURE

In no event shall the NTA be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, pandemics, nuclear or natural catastrophes or acts of God, and interruptions, loss, or malfunctions of utilities, communications or computer (software and hardware) services; it being understood that the NTA shall use reasonable efforts which are consistent with accepted practices in the online education industry to resume performance as soon as practicable under the circumstances.

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.

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STUDENT INITIATED DROP PROCESS

Students who find themselves unable to complete their program for any reason (and have no desire to re-enroll) must complete the following steps:

1. Contact your 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 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. **The NTA does not save your work.**
3. **Provide written notice** to the Student Experience Coordinator declaring your need to drop the program. Email this notice to academics@nutritionalthrapy.com. If you are eligible for a refund (per the cancellation policy) please outline those details within your written notice.
4. Upon receipt of this written notice, the NTA will confirm your refund if necessary and will officially process your drop request.

Students who need to withdraw but wish to join a future cohort can take advantage of the deferral or re-entry options outlined below.

DEFERRAL AND RE-ENTRY POLICY

In the event a student needs to withdraw from their cohort within the Cancellation Policy window, there is a one-time opportunity to request a deferral to a future cohort within a 12-month period from the original start date. The student must submit this request in writing (via email) to the Student Experience Manager (SEM) and specify the cohort they wish to join. There is a \$500 deferral fee assessed for this transfer.

Should a student need to withdraw after the Cancellation Policy window has closed, they may submit a late deferral request to the SEM for review by the Academic Affairs Committee. Upon review, the student may be granted an exception to use the one-time deferral after the standard window of approval has passed. The \$500 transfer fee still applies.

In either case, a student who elects to defer from their original start date is **no longer eligible for a refund on their tuition or transfer fee and is responsible for any remaining balance on their account.**

Those who do not qualify for deferral and who have paid the full balance of their initial tuition will be given a one-time reduced re-entry opportunity to enroll in a new class for a reduced tuition rate of \$2,200. The re-enrollment must occur within 12 months of the initial start date and no refunds will be issued on the original tuition.

NTA INITIATED DROP

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

1. A student does not meet the homework benchmarks and does not obtain special approval from the instructor for an exemption.

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2. A student does not login to the online classroom or complete any work for 3 months with no response to contact from the NTA.
3. A student fails to provide written notice of dropping the program as outlined above. Your drop is not official without written notice (email is acceptable).
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. The student will be immediately disconnected from the online classroom and will be issued written notice of these actions from the NTA.

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 in 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 CEO
- 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 investigate 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.

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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.

NTA Membership

MEMBERSHIP TRIAL

Upon completion of the NTA program, all graduates will receive a complimentary trial membership to the NTA's membership program. There is no obligation to renew once the trial period is complete.