**Student Bill of Rights**

**As a student, you have the right to:**

**Career & Student Services Information** – Accurate facts about job availability and salary ranges if the institution makes claims to prospective students regarding the starting salaries of its graduates. Information is available upon request. ***CCAPP Academy does not offer job placement***.

**A Catalog** – A comprehensive listing of current and accurate information regarding programs, policies, procedures, and a list of current administrative staff and faculty, including their qualifications.

**Contract** – An enrollment agreement that states the program and the number of credits, clock hours, or units required to complete the course, the length of the program covered by the enrollment agreement, and the cancellation and refund policies.

**Cost Information** – Clear and honest disclosure of all tuition, fees, and other charges related to the cost of receiving your education.

**Financial Aid Disclosure** – Full disclosure of all financial aid and loan information including rates, terms, and any deferment or forbearance options.

**Quality Faculty** – Instructors who are knowledgeable and current in the areas they are teaching and have at least 3 years of experience as a certi- fied counselor. The Student to Instructor ratio is 23:1.

**Quality Materials** – Textbooks, teaching materials, and equipment that are current and in good condition. No Library card is needed student can utilize in class resources.

**Refunds** – The ability and right to withdraw from school at any time and receive a refund for tuition paid but not used.

**Retention/Placement Information** – Information about the number and percentage of students that start and complete programs and the number and percentage of graduates placed in jobs. CCAPP Academy does not provide placement services.

**Labor Code** [**21-1011.00** - Substance Abuse and Behavioral Disorder](https://www.onetonline.org/link/summary/21-1011.00) [Counselors](https://www.onetonline.org/link/summary/21-1011.00)

**Grievance Policy —** A student must first talk to the instructor. Then if the issue is not resolved in a timely matter then the student may contact the Director of Education, or CEO to assist in resolving the issue