

# **SCHOOL CATALOG**

**January 1st, 2024 to December 31, 2024**

**Subjected to verification of Exempt Institution by  
BPPE (California Bureau of Private-Secondary Education)**

# **NIRVA UNIVERSITY**

9191 Bolsa Ave  
Westminster, California 92683  
Phone: 714-723-4368  
Website: [NirvaUniversity.com](http://NirvaUniversity.com)

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## CONTENTS

<b>APPROVALDISCLOSURE STATEMENT .....</b>	<b>6</b>
<b>STATEMENT OF OWNERSHIP .....</b>	<b>6</b>
<b>BANKRUPCY .....</b>	<b>6</b>
<b>MISSION STATEMENT.....</b>	<b>6</b>
<b>OBJECTIVES .....</b>	<b>6</b>
<b>LANGUAGE OF INSTRUCTION.....</b>	<b>7</b>
<b>EQUIPMENT AND INSTRUCTION MATERIALS.....</b>	<b>7</b>
<b>FACILITY.....</b>	<b>7</b>
<b>ADMINISTRATIVE STAFF.....</b>	<b>8</b>
<b>FACULTY .....</b>	<b>8</b>
<b>DELIVERY OF INSTRUCTION ADDRESSES AND CLASS HOURS.....</b>	<b>8</b>
<b>BUSINESS HOURS .....</b>	<b>8</b>
<b>HOLIDAYS .....</b>	<b>8</b>
<b>ADMISSIONS POLICY .....</b>	<b>9</b>
<b>ADMISSION PROCEDURES.....</b>	<b>9</b>
<b>"ABILITY-TO-BENEFIT" ASSESSMENT TESTING .....</b>	<b>9</b>
<b>TRANSFERABILITY OF CREDITS AND CREDENTIALS .....</b>	<b>10</b>
<b>ACCEPTANCE OF CREDITS EARNED AT OTHER INSTITUTIONS POLICY .....</b>	<b>10</b>
<b>AWARD CREDITS FOR PRIOR EXPERIENCE POLICY .....</b>	<b>10</b>
<b>PROGRAM OFFERED:.....</b>	<b>12</b>
<b>RELIGIOUS PLURALISM AND INTERFAITH DIALOGUE.....</b>	<b>12</b>
<b>ORIENTATION BEFORE THE STARTS OF CLASSES.....</b>	<b>13</b>
<b>STATEMENT OF NON-DISCRIMINATION:.....</b>	<b>13</b>
<b>FINANCIAL AID FOR STUDENTS .....</b>	<b>13</b>
<b>DEGREE PROGRAM OFFERED: .....</b>	<b>13</b>

## **CANCELLATION, WITHDRAWN, DISMISSED, REFUND AND STUDENT TUITION**

<b>RECOVERY FUND .....</b>	<b>13</b>
STUDENT'S RIGHT TO CANCEL.....	13
WITHDRAWAL FROM THE PROGRAM.....	14
DISMISSED FROM THE PROGRAM .....	14
STUDENT'S RIGHT TO APPEAL OF DISMISSAL .....	14
LEAVE OF ADSENSE.....	15
RE-ENTRY OF TRAINING .....	15
REFUND CALCULATION.....	15
STUDENT TUITION RECOVERY FUND (STRF):.....	15
SCHOOL CLOSURE: .....	16
REPAY A LOAN TO PAY FOR TUITION, FEES, BOOKS AND SUPPLIES) .....	16
FINANCIAL PROGRAM .....	16
<b>GRADING POLICY AND GRADUATION REQUIREMENTS .....</b>	<b>16</b>
<b>PROBATION POLICIES.....</b>	<b>17</b>
<b>MAKE UP INCOMPLETED COURSES .....</b>	<b>17</b>
<b>COMPLETION.....</b>	<b>17</b>
<b>STUDENT RECORDS .....</b>	<b>17</b>
<b>STUDENT CONDUCT .....</b>	<b>18</b>
<b>DRUG AWARENESS POLICY .....</b>	<b>18</b>
<b>SMOKING POLICY .....</b>	<b>18</b>
<b>STUDENT SERVICES .....</b>	<b>18</b>
JOB PLACEMENT ASSISTANCE .....	18
LIBRARY AND OTHER LEARNING SOURCES: .....	18
STUDENT HOUSING .....	18
TUTORING.....	19
EMERGENCY RESPONSE.....	19
<b>ATTENDANCE POLICIES .....</b>	<b>19</b>
ATTENDANCE .....	19
TARDINESS.....	19
LEAVE OF ABSENCE.....	19
DROP-OUT .....	19
MAKE UP WORK.....	19
<b>COMPLAINT PROCEDURE .....</b>	<b>20</b>
QUESTIONS ABOUT THIS CATALOG .....	20
STUDENT COMPLAINT PROCEDURE .....	20
FILE A COMPLAINT ABOUT THE INSTITUTION.....	20



## **APPROVALDISCLOSURE STATEMENT**

Nirva University is a nonprofit institution. It is verified as an Exempt Religious Nonprofit institution by the Bureau for Private Postsecondary Education (BPPE) ([www.bppe.ca.gov](http://www.bppe.ca.gov)) Department of Consumer Affairs PO Box 980818 West Sacramento, CA 95798. Pursuant to California Education Code Section 94915, the Bureau's Verification of Exempt status means that the institution and its operation complies with the minimum standards set forth in the CECC and 5, CCR established under the law for occupational instruction by private post-secondary educational institutions and did not imply any endorsement or recommendation by the State or by the Bureau

## **STATEMENT OF OWNERSHIP**

Nirva University is a nonprofit corporation established in the State of California. The name of the corporation is Nirva University Nonprofit Corporation doing business as Nirva University.

## **BANKRUPTCY**

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

## **MISSION STATEMENT**

Nirva University believes in improving people living quality and with that mission, the school offers educational programs that focus on improving people's wellness and healthy providing them with training programs in the allied health fields.

Graduates of our educational programs will improve their analytical critical thinking skills, develop a habit of understanding other individual's religions and faith.

The skills and professionalism that students gain with our educational programs will help students develop careers that are meaningful to them and for the community that they serve.

## **OBJECTIVES**

Working with our students, we emphasize how to be successful by providing them with professional knowledge with integrity. This is accomplished by providing practical instruction, developing students's communication skills to tolerate people with different religious, faith and social background

Student's ability to graduate will be measured throughout their training program. Upon graduation, graduates of the Master of Art degree in Religious Pluralism and Interfaith Dialogue program can work as Clergy and any position in religious organizations, social workers, healing centers in hospitals.

To enhance students' learning skills, the college has offered translation program of the learning materials in various languages. Remedial Lessons in American Language Conversations are provided to students.

## **LANGUAGE OF INSTRUCTION**

The educational program will be taught in English, and the school catalog is in English. Students are informed to review the following statement carefully, as required by (CEC&94909(a)(3)(B):

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

The student must provide documentation to prove that the student has the ability to read and write English at the level of a graduate of an American high school as demonstrated by the possession of a high school diploma, GED, or passage of the California high school proficiency exam. The student who does not possess or cannot provide a high school diploma, GED or passage of the California high school proficiency exam will have to take and pass an independently administered "Ability To Benefits" test.

Students of the Master of Art programs will provide copies of the Bachelor of Art or Bachelor of Science in any field as a condition for admission to Nirva University. Certified translated copy of the diplomas and academic transcripts in English are required if the degrees are from different countries than the USA.

To achieve its mission and objectives, Nirva University has also offered the program in different languages. Teaching materials and all tests, assignments can be translated into the student's native language so the training will achieve its goals and the student will be able to learn and complete their training program successfully.

## **EQUIPMENT AND INSTRUCTION MATERIALS**

Training of the Master of Art degree program and any other offered programs of Nirva University will be online so the equipment will be the cloud-accessed computers with internet. Instruction delivery will be the required readings, tests and assignments will be in students portals of the university website. Students submit their tests and assignments to their portals and their teachers will grade them at predetermined timeframe.

Required selected E-books are the main materials for teaching and learning. Sections or total of these ebooks can be translated into students' languages of their choices

## **FACILITY**

Nirva University is located at  
9191 Bolsa Ave  
Westminster, CA 92683  
And



17200 Red Hill Ave  
Irvine, California 92614

## **ADMINISTRATIVE STAFF**

Bui Ton  
Doctor of Education  
President

Nicholas Fan  
Ph.D in Business Administration  
Chairman, Board of Innovation

Dao Vickie  
Bachelor, Accounting  
Registrar

## **FACULTY**

“This institution has contracted with sufficient duly qualified faculty members who meet the qualifications of CCR 71720”.

Instructors will be available as needed

## **DELIVERY OF INSTRUCTION ADDRESSES AND CLASS HOURS**

Instruction is provided at the school location, located at  
9191 Bolsa Ave  
Westminster, California 92683

17200 Red Hill Ave  
Irvine, California 92614

Additional instruction can be delivered at additional locations or online such as videos on the university website or university YouTube accounts.

Class hours are conducted within the school business hours.

## **BUSINESS HOURS**

School opens for business from 8:00 am to 5:00 pm, Mondays to Thursdays. 8:00 am to 5:00 pm on Saturdays

## **HOLIDAYS**

The School closes for business as well as for instruction the following days:

Martin Luther King, Jr.'s  
President's Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veteran Day  
Thanksgiving Holiday  
Christmas Day  
Holliday Season (from Christmas' Day to New Year's Day)

## **ADMISSIONS POLICY**

In order to take full advantage of the programs at Nirva University, potential students have to prove that they can benefit from their traing program that they have enrolled.

All students of Nirva University Master of Arts programs have to submit Applications with the following requirements:

1. Full information of address, means of contact and references
2. Resumes or CV
3. Essays to explain the benefit of obtaining the academic program
4. Proofs of Scholarship qualifications
5. Proofs English Proficiency, if available
6. Certified Translated of Bachelor of Art degree and other degrees or certificates.
7. For students from other countries: all degrees have to meet USA degree equivalences

## **ADMISSION PROCEDURES**

Prospective students are required to complete the following tasks with the school Admissions staff:

- a. Complete an application questionnaire with all required files or documents
- b. Have a personal online facetime interview with an advisor.
- c. Accept an Acceptance Letter from the University Registra
- c. Complete the Enrollment Package.

## **"ABILITY-TO-BENEFIT" ASSESSMENT TESTING**

Under section 484(d) of the Higher Education Act of 1965, a student who does not have a high school diploma or its recognized equivalent is referred to as an "ability-to-benefit" student. An "ability-to-benefit" student may not enroll unless the student takes an independently administered examination from the list of examinations prescribed by the United States Department of Education pursuant to Section 484(d) of the federal Higher Education Act of 1965 (20 USC Sec. 1070a et seq.) and achieves a score, as specified by the United States Department of Education, demonstrating that the student may benefit from the education and training being offered.

## **TRANSFERABILITY OF CREDITS AND CREDENTIALS**

### **"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"**

The transferability of credits you earn at Nirva University is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn in [the program](#) is also at the complete discretion of the institution to which you may seek to transfer. If the credits or diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Nirva University to determine if your diploma or certificate will transfer.

## **ACCEPTANCE OF CREDITS EARNED AT OTHER INSTITUTIONS POLICY**

Nirva University has not entered into an articulation or transfer agreement with any other college or university. Nirva University may accept credits toward any programs Nirva University offers. The number of credits that Nirva University offers may not exceed 50% of the total credits of the programs offered at Nirva University

## **AWARD CREDITS FOR PRIOR EXPERIENCE POLICY**

Nirva University may award its credits or credentials for individuals who have been working in the fields related to the objectives of the programs they study at Nirva University.

## **SCHOLARSHIPS**

NIRVA University, as a religious nonprofit school, gives very generous scholarship awards to students who qualify. They are between 50% to 90% of the tuition.

Nirva University is a religious nonprofit institution. Its mission is to promote harmony and understanding through interfaith dialogue among followers of various religions in contemporary societies. With expected donations and contributions from around the world, the university will be able to provide scholarships to students to study towards this mission.

Nirva University awards scholarships to ALL students regardless of race, religion, and gender. Scholarship awards range from 65% to 90%. Nirva University reserves its right to change its scholarship awards without notice for potential students who have not enrolled.

Follows are the guidelines for scholarship awards:

90% for all leaders of religious organizations such as temples, churches, mosques, pagodas, synagogues, and others

75% for all certified members of religious organizations such as temples, churches, mosques, pagodas, synagogues, and others

75% for all members of educational institutions such as schools, colleges, and universities.

65% for all general public enrollees

All potential students will submit applications for consideration  
Contact the school for Application and additional information:

Scholarship@NirvaUniversity

## PROGRAM OFFERED:

MASTER OF ART DEGREE PROGRAM IN

### RELIGIOUS PLURALISM AND INTERFAITH DIALOGUE

US Department of Labor's Standard Occupational Classification Codes:

#### Description

The traditions of different religions are characterized by their uniqueness - and the study that encompasses various aspects, including their philosophical tenets, belief systems, ritualistic practices, and organizational hierarchies will manifest their unique values. The primary objective of this study is to explore the shared elements among religions within these domains, with the ultimate goal of developing approaches that foster tolerance, empathy, and understanding among individuals of diverse faiths living together in contemporary societies.

#### List of Courses:

Title:		Hours	Semester Credits
REL 401	Introduction to Religious Pluralism & Interfaith Dialogue	45	3
REL 410	Comparative Religion	45	3
REL 420	Interfaith Dialogue Engaging Method	45	3
REL 430	Theology of Religious Pluralism	45	3
REL 440	Interreligious, Interfaith Encounter and Dialogue	45	3
REL 445	Comparative Scriptural Studies	45	3
REL 450	Social Ethics and Religious Pluralism	45	3
REL 460	Interfaith Leadership and Community Engagement	45	3
REL 470	Contemporary Issues in Religious Pluralism	45	3
REL 500	Research Seminar in Religious Pluralism	315	9
	Total	720	36

(15 hours of lecture equal 1 semester credit, 45 hours of research or practice equal 1 semester credit)

#### Cost of the program:

Tuition: \$600 per semester credit or \$21,600 per program

Books and supplies: \$700

Registration fee (nonrefundable): \$100

Graduation fee: Estimated \$200 (Gown and Cap)

Total cost of the training: \$22,600

NIRVA University, as a religious nonprofit school, awards very generous scholarships to students who qualify. For this academic program, the scholarship awards are between 65% (\$14,040) to 90% (\$19,440) of the tuition.

*Program Length:* 720 hours or 36 semester credits. Students can complete th program in approximately 3 semesters

*Condition to be permitted to the program:*

Completed a Bachelor of Art or Bachelor of Science in any field

*Certificate awarded upon completion all required courses:*

"Master of Art degree in "Religious Pluralism and Interfaith Dialogue Studies"

*Maximum time allowed completing the program:*

2 calendar years, not counting School approved "Leave of Absence"

*Methods of Teaching::*

Online posting of lessons, instructions, tests and assignments on student's portal

*Methods of Learning:*

Perform reading of assigned reading materials, tests and assignments posted on student's portal

*Teacher, Students Ratio:*

Each instructor, with at least 3 years of experience on the topics, will teach class with a maximum of 15 students

*Measure of Completion:*

Tests, Assignments

*Graduation required*

Completed all courses with a grade point average of C or 59 points or more

## **ORIENTATION BEFORE THE STARTS OF CLASSES**

Orientation sessions for all students are held on the first day of classes. Students are not clocked in during orientation. All students will be given an Orientation Packet, and a school representative will explain its contents to students. Students will be asked to sign a number of disclosures and consents which reflect the BPPE standards as well as the school policies.

## **STATEMENT OF NON-DISCRIMINATION:**

Nirva University does not discriminate on the basis of race, color, religion, sex, disability, financial status, age, ethnic origin or area origin or residence in its admissions, instruction, or graduation policies

## **FINANCIAL AID FOR STUDENTS**

Nirva University does not receive financial aid from federal or states or cities and its students will not receive any of such financial aid to pay for their cost of education such as tuition, books, fees and supplies.

## **DEGREE PROGRAM OFFERED:**

The School is not accredited, and none of its program is accredited

## **CANCELLATION, WITHDRAWN, DISMISSED, REFUND AND STUDENT TUITION RECOVERY FUND**

## **STUDENT'S RIGHT TO CANCEL**

1. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later.
2. Cancellation may occur when the student provides a written notice of cancellation at the school address on the latest Catalog. This can be done by certified-mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
5. If the Enrollment Agreement is cancelled the School will refund the student any money he/she paid, less a registration or administration fee not to exceed \$75.00, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

## **WITHDRAWAL FROM THE PROGRAM**

You may withdraw from the School at any time after the cancellation period (described above) and receive a pro-rata refund if you have completed 60 percent or less of the scheduled hours in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$75.00, and less any deduction for equipment not returned in good condition within 45 days of withdrawal. If the student has completed more than 60% of the attendance period for which the student was charged, the tuition is considered earned, and the student will receive no refund. The student notifies the institution of the student's withdrawal in writing.

## **DISMISSED FROM THE PROGRAM**

A student shall be dismissed from a program of instruction when any of the following occurs:

- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the institution's rules and regulations; absences over maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend the online class for three (3) consecutive weeks.
- The student fails to return from a leave of absence.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress, failure to abide by the rules and regulations of the institution; and/or failure to meet financial obligations to the School.

## **STUDENT'S RIGHT TO APPEAL OF DISMISSAL**

A student dismissed from the training can submit an "Appeal to Be Readmitted" Form to the school director. This Form is available at the school director's office. The school director's decision is final. Student can file a complaint to the Bureau of Private Postsecondary Education if he or she does not agree with the dismissal.

## **LEAVE OF ABSENCE**

Each student can request in writing ONE Leave of Absence of a maximum of 30 days during his/her scheduled training for any reason. If the student does not come back after the 30 days absence, the student will be terminated or dismissed from the training program.

## **RE-ENTRY OF TRAINING**

Students who withdrew or are terminated from the program due to missing more than 30 days from allowed Leave of Absence are permitted to re-enroll to the same program. If they re-enroll within 2 years from the date they are dismissed or withdrew, they will maintain their earned credits and the amount of tuition paid for these credits.

## **REFUND CALCULATION**

To determine the amount of the refund, the date of the student's withdrawal or being dismissed shall be deemed the last date of recorded attendance. The amount owed equals the hourly charge for the program (total institutional charge, minus non-refundable fees, divided by the number of hours in the program), multiplied by the number of hours scheduled to attend before withdrawal or being dismissed. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned, and the student will receive no refund.

## **STUDENT TUITION RECOVERY FUND (STRF):**

It is a California State requirement that a student who pays his or her tuition is required to pay a state-imposed assessment for the STRF. Following is the full text from the BPPE:

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program, attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:



1. The School closed before the course of instruction was completed.
2. The School's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the School.
3. The School's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the School prior to closure in excess of tuition and other cost.
4. There was a material failure to comply with the Act or this Division within 30 days before the School closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

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

### **SCHOOL CLOSURE:**

If the School closes subsequent to a student's enrollment and before instruction of the course has begun, the School shall provide a full refund of all money paid

### **REPAY A LOAN TO PAY FOR TUITION, FEES, BOOKS and SUPPLIES)**

If a student obtains a loan from the School to pay for his or her cost of education, the student has to pay for the full amount of the loan plus interest, less the amount of any refund.

If student receives any federal student financial aid funds, and withdrew from the training school, the student is entitled to a refund of the money paid from the federal financial aid funds.

### **FINANCIAL PROGRAM**

Nirva University does not provide any financial aid or public monies that includes "Workforce Innovation and Opportunity Act, GI Bill, E.D.D., and federal financial aid" for students to pay for their "tuition, books and supplies"

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### **GRADING POLICY AND GRADUATION REQUIREMENTS**

To remain in good academic standing and to graduate, students must maintain a minimum of an overall grade of "C" (2.0) average and complete the requirements within their required course length. A student may repeat a course only once. The higher grade is used in computing the GPA. Students are allowed no more than one restart during the calendar year. The quality of achievement in a course is measured as follows:

- 4.0 --- A --- indicates outstanding achievement
- 3.0 --- B --- indicates good achievement
- 2.0 --- C --- indicates satisfactory achievement
- 1.0 --- D --- indicates unsatisfactory achievement
- 0.0 --- F --- indicates failure
- I --- indicates incomplete. This will convert to an F if not made up within the specified time period.

If a student withdraws from the course within the first week, he or she will receive a "W" (withdrawal). A grade of withdrawal (W) shows no earned credit.

## **PROBATION POLICIES**

- a) Any student who is past due on any assigned training may be given a warning notice to bring his or her assignments current in his or her course.
- b) A student who is two or more weeks past due in a course may be given a probation notice. This probation period is for a 30-day period to allow the student time to complete the unfinished projects in his or her course.
- c) A student will be put on probation if, at the time of evaluation, he or she does not have a grade point average of 2.0, then probation will last until the next evaluation period. During this time the student must bring up his or her grade point average and maintain a 2.0 grade point average in all units attempted. Any student on probation who does not demonstrate the desire or ability to improve will be dismissed from Nirva University

## **MAKE UP INCOMPLETED COURSES**

Incomplete: Students have 30 days to make up an incomplete. If not, their grade will revert to an "F" (failed) and will become part of their GPA.

## **COMPLETION**

All training programs are to be completed within the required course length listed in the curriculum section of the Catalog. Time taken off due to leave of absence or any other authorized leave is not considered as part of this time frame.

## **STUDENT RECORDS**

All records are stored electronically with an offsite backup to protect the data from loss should anything occur to the primary data repository. Academic and financial records are stored separately. Student records are retained for no less than five years after the graduation date. Student Transcripts are retained indefinitely.

The School has a right to issue only a transcript reflecting the total hours paid for by the student if the student has an unpaid balance for instruction provided to the student. Student's transcripts showing all of the following:

- The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
- Credit based on any examination of academic ability or educational achievement used for admission or college placement purposes;

- The name, address, website address, and telephone number of the institution.

## **STUDENT CONDUCT**

Nirva University expects that each student behaves in a manner that is conducive to the enrichment of all students who are learning and growing professionally at the School. Any student who is disruptive to the classroom environment or violates any of the rules of operation and/or policies of OC. Health Career College is subject to disciplinary action up to and including expulsion.

## **DRUG AWARENESS POLICY**

Nirva University wants to provide a safe, productive and healthy learning environment. In keeping with this commitment, the School has a strict policy regarding the inappropriate use and possession of drugs and alcohol. Students will not attend School, be present on premises or engage in school activities while under the influence of alcohol, illegal drugs and/or legal prescription drugs that are used improperly. There will be no discrimination against those who are perceived as having a dependency or having a medical history reflecting treatment for such conditions – with proofs from medical professionals or from legal agencies.

## **SMOKING POLICY**

Smoking is prohibited inside the building. Students who smoke must smoke outside the building, at least 10 feet from the entrances, open doors or windows.

## **STUDENT SERVICES**

### **JOB PLACEMENT ASSISTANCE**

Nirva University does not guarantee job placement to students for any of the programs offered. The School, however, will assist students and graduates from its program "Job Placement Assistance".

Job Placement Assistance includes: Job Seeking Skills training, Resume Writing, Interview Preparation, Job Search Techniques. This Job Placement Assistance policy is included in the Orientation Packet and students are required to acknowledge the content before the first training session starts.

### **LIBRARY and OTHER LEARNING SOURCES:**

Nirva University does have an online library to enhance students learning. It contains e-books related to the training programs as well as reference books. Students of Nirva University are allowed to access the online library's resources anytime, anywhere that students can access a device with internet capabilities

## **STUDENT HOUSING**

Nirva University does not have dormitory facilities under its control. The School has no responsibility to find or assist student in finding housing. Local housing can be located within 5 miles from the School and it may cost from \$400 to \$600 per month for a single room.

## **TUTORING**

Tutoring is available for students who want to improve their academic performance such as better grades. Tutoring will take place online only and during business hours. There will be no fee for tutoring provided. The School and its staff reserve the right to refuse or stop tutoring to students due to lack of manpower.

## **EMERGENCY RESPONSE**

Should a student fall ill or become injured while on online learning, the school shall not be responsible for student wellness

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## **ATTENDANCE POLICIES**

### **ATTENDANCE**

Students are expected to attend online classes regularly by submitting tests and assignments timely, according to the schedules that have been provided, and informed Staff will counsel any student whenever absences are affecting the student's learning and retention of the course materials.

### **TARDINESS**

Students who are late to online classes that affect their learning and retention of the materials will be counseled by Nirva University staff and students have to make up for the learning.

### **LEAVE OF ABSENCE**

In some specific situations, it may be necessary to take a leave of absence from the training schedule. It is the policy of the School to grant a leave of absence only in extreme situations where the student is unable to focus on the assigned training (i.e. illness, family death, etc.). In order to be granted a leave of absence, the student must make a written request to the School. A leave of absence should not exceed one month. Only two leave of absence may be granted during the enrollment period.

### **DROP-OUT**

Students are encouraged to find solutions to obstacles that he or she may encounter. School will contact, by telephone, mail or email, any student who has dropped out of the program in order to assist student to complete the program successfully.

### **MAKE UP WORK**

Students are encourage to make up work to complete their assignments during school business hours, provides that the spaces are available...

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## COMPLAINT PROCEDURE

### QUESTIONS ABOUT THIS CATALOG

"Any questions a student may have regarding this Catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834 PO Box 980818, West Sacramento, CA 95798-0818.

Web site Address: [www.bppe.ca.gov](http://www.bppe.ca.gov). Telephone and Fax #'s: (888) 370-7589 or by fax (916) 263-1897.

### STUDENT COMPLAINT PROCEDURE

Students have certain grievance rights that may be exercised at any time. This is the procedure:

- a. Student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. Email to [Complaints@NirvaUniversity.com](mailto:Complaints@NirvaUniversity.com)
- b. The recipient of the complaint shall notify the person authorized to resolve complaints as soon as possible. Director of Instruction is the assigned staff member to solve the complaints
- c. If a student orally (phone in) delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, the School will advise the student that a complaint must be submitted in writing. The Complaint form is available in the Orientation Packet.
- d. Student also can mail his/her complaint in any form of writing and certified-mail to the school address, listed in the school catalog.
- e. Within 10 days of receiving a complaint in writing, the School will provide the student with a written response, including the summary of the investigation and its solution.
- f. If the complaint is valid, and involves a violation of the law, it will be resolved within 30 days after the student first made the complaint. If the issue is not resolved to the student's satisfaction, the student may notify the Bureau of Private Postsecondary Education

### FILE A COMPLAINT ABOUT THE INSTITUTION

"A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll-free telephone number (888)370-7589 or by completing a complaint form, which can be obtained on the Bureau's internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).