

STUDENT HANDBOOK

Canadian Institute of Natural Health and Healing

Policies and Regulations

Our Purpose:

Our purpose is to educate students with the best courses for them to be able to receive employment in their new occupations.

Mission Statement:

To teach and empower people to be in control of their own health and healing, Spiritually, Emotionally, Mentally, and Physically.

Our Goal:

Is to offer complimentary preventative medicine through natural health and healing programs that are recognized by the public and health professionals.

Policy

Successful education and training requires acceptable levels of achievement by students. When students do not meet academic standards in a satisfactory manner, we at The Canadian Institute of Natural Health and Healing will take steps to ensure that the student and the program are focusing on the student's successful completion of the educational requirements. Students are required to achieve a minimum grade average, meet attendance requirements (for in class courses only) and/or maintain the minimum expected performance rate. The procedures of this policy apply when the achievement levels do not meet satisfactory standards.

All CINHH students are expected to maintain standards of performance. Students who fail to meet the expected performance standards may be:

- on an academic learning plan - In class moved to correspondence
- Required to discontinue

Specific conditions will be identified that must be met by the student. If these conditions are not met, the student may be required to withdraw from the program.

Procedures

Academic and performance requirements are outlined in program handouts, course outlines and/or the calendar. In all cases, at the beginning of the course programs the information is expected to inform students of the level of performance required to graduate from the program. When the standard of performance is not met, a student will be placed on an academic learning plan or be required to discontinue.

Students are expected to proactively take responsibility when circumstances arise that prevent them from participating in educational activities including classes, case studies, work placements, etc. Students are expected to notify the director as soon as possible when:

- (in class only) they find themselves in circumstances beyond their own control and consequently will be absent from the learning/training activities for a period of 2 consecutive or four or more classes;
- and/or
- they have been in violation of a learning plan/probation

Failure to notify the appropriate parties may result in immediate discontinuation.

Academic Disciplinary Measures

The following academic disciplinary measures are generally sequential and based on the principles of notice, opportunity to improve and responsibility for personal achievement. Some of these actions are taken as a result of a review of student academic performance while others are part of a review of marks and student performance.

When written plans and performance contracts are used, the basic elements will include but are not limited to:

assessment of the current situation;

- terms of remediation plan
- length of time
- student responsibility
- support services to be provided (if applicable)
- date, time and place for review of learning plan;
- implications/consequences for successful or unsuccessful performance; and
- signatures and the date from the student and director.

When a student is on a formal Learning plan or Probation, the director will contact the student to discuss the issues and measures the student must take to remedy the situation. The student will provide a written agreement that contains the reasons, requirements, terms and conditions and timelines of the actions to be initiated.

Academic Learning Plan

The Academic Learning Plan is developed to assist the student in meeting the expected program performance standards. When placing a student on a formal Academic Plan, the program head will meet with the student to discuss the issues and measures the student must take to remedy the academic deficiencies. The program head, in collaboration with the instructor, may develop more than one Academic Learning Plan depending on the circumstances and the student's progress. A student may be placed on an Academic Learning Plan at any time during the course or program.

Required to Discontinue

The "required to discontinue" policy will be implemented under the following circumstances:

- Students who fail to uphold the admission policies, especially the 80% average
- Diploma students to uphold the admission policies, especially the 90% average
- Students who fail to meet financial requirements pre determined at the start of the program.
- Attendance as in policies and procedures

To be re-admitted into a program, the student will be required to re-apply to the program, meet all current entrance requirements and other conditions/restrictions that were imposed as a result of discontinuation. Upon re-admission the student will be on Academic Probation for the first 4 weeks, at which time the student will meet with the director first before being removed for Academic Probation.

General Information

At **The Canadian Institute of Natural Health and Healing** our programs are recognized at:

City / Town Hall (business licences)
Insurance Companies
The British Columbia Association of Practicing Aromatherapists
The British Columbia Alliance of Aromatherapy
Cosmetology Industry Association of British Columbia
International Association of Counselling Hypnotherapy
BC Career Colleges Association
National Associational Career Colleges
Natural Health Practitioners Association

The Canadian Institute of Natural Health and Healing is registered and accredited as a post secondary institution with the Private Career Training Agency of British Columbia (PCTIA) #2562.

The employment opportunities that will have option in once the courses are complete and you have acquired your Diploma and certificates are Day Spas or Natural Health Care areas which include many health centres and fitness centres would have positions for certified in Reflexology, Reiki, Aromatherapy, Table Shiatsu, Massage and Spa type services. Many students also pursue opening their own business to the vast amount of modalities you will have upon completion of the Esthetician, Wholistic Practitioner, Natural Health Practitioner or Day Spa Practitioner programs.

Before receiving a certificate(s) or diploma(s) the student is required to fill out and hand in a student evaluation form on the courses, teachers and school. This form will be kept on premises. This form is only for the schools info but is an important part of growth and therefore has been made mandatory. The evaluation form is enclosed in this handbook. Also available by request are Student Dispute Forms for any issues that may come while attending the school.

The Canadian Institute of Natural Health and Healing tries to maintain an open door policy and feel that you can talk to us during business hours to discuss questions, concerns and comments, at which time we would be happy to help you out to the best of our ability. We hope that your academic time with us will prove to be a life changing time with the best possible outcome. We are about our students and the outcome of their studies so we are always here to help with whatever we can. We hope that this is part of the equation that makes us different from the rest.

CINHH reserves the right to:

- ◆ Change fees without notice;
- ◆ Limit the registration in any program;
- ◆ Cancel, reschedule or revise any of the courses listed;
- ◆ Assign a student to a level in a given subject appropriate to his/her previous educational background;
- ◆ Select students for specific, programs using norms and standards established by CINHH;
- ◆ Place a student on financial hold
- ◆ Remove a student from a program and/or class for disruption of instructional activities or for a perceived threat to the safety and well being of students and staff

Disruption of Classes:

CINHH accepts no responsibility for the cancellation or discontinuance of any class or course of instruction which may be made necessary or desirable as a result of an act of God, fire, riot, lock out, work stoppage or slowdown, labour disturbances, lack of funds, the operation of law or other causes of the kind.

STUDENT RIGHTS

The Canadian Institute of Natural Health and Healing is a community of students, faculty, staff and members of the community at large dedicated to the advancement of learning and the dissemination of knowledge and skills; the intellectual development of its members; and the betterment of society and the community at large.

As a member of the CINHH community, and subject to the laws of Canada and the Province of British Columbia, the bylaws of the municipalities in which CINHH operates, established collective agreements and other legally enforced contracts, students attending CINHH have the right while on CINHH campuses to:

- ◆ Be treated with courtesy, dignity, fairness and respect;
- ◆ Freedom of expression, opinion and association with respect to beliefs, faiths and life-styles provided there is no infringement of the rights of others;
- ◆ Reasonable standards of safety, security and personal privacy;
- ◆ Have personal information collected by CINHH treated in confidence, subject to the normal operating requirements of CINHH, unless the student consents to disclosure in writing;
- ◆ View and to have explained personal information collected by CINHH upon request with reasonable notice, subject to the provisions of the Freedom of Information and Protection of Privacy Act;
- ◆ Request and to be informed, prior to enrollment, of the requirements for admission, enrollment and graduation;
- ◆ Request and to be informed, at the beginning of each course in which the student enrolls, of the curriculum content, evaluation procedures, attendance requirements (in class only), and class schedule, and to be informed with reasonable notice of any changes that are subsequently introduced;
- ◆ Request and to be informed, at the beginning of each course in which the student enrolls, of when the faculty member (s) teaching the course are available for individual consultation (e.g., office hours);
- ◆ Receive upon request with reasonable notice, an explanation of educational and administrative decisions made by CINHH that affect the student making the request;
- ◆ Appeal decisions made by CINHH that directly affect the student making the appeal, to a party or body that is independent of the party or body which made the original decision;

Anti-Harassment and Discrimination (including Sexual Harassment)

The Canadian Institute of Natural Health and Healing is committed to providing a collegial, safe and pleasant working and learning environment for everyone; one that respects differences, champions fair treatment and celebrates diversity. The Canadian Institute of Natural Health and Healing does not condone and will not tolerate acts of discrimination and harassment including sexual harassment.

All members of the CINHH community have a responsibility to respect the rights of others and to cooperate in creating and maintaining an environment that is free of harassment and discrimination.

Responsibilities of Students

It is the responsibility of a student to become familiar with the information section pertaining to the program in which he/she is enrolled. While academic advising and career planning are freely available, it is the student's responsibility to ensure that the courses in which he/she is registered are appropriate to the specific requirements of the diploma or certificate sought.

Registration

The accuracy of registration documents is ultimately the responsibility of the student. The course and sections in which the student is registered are clearly stated on the receipt issued at the time of registration. The student is responsible for immediately notifying the School Administrator of errors or discrepancies. Similarly, the student is responsible for ensuring that his/her name is entered on the class list for each course taken. Grades will be assigned only for the courses in which the student is officially registered. For in class students, proper registration can be verified with the instructor's class list.

Attendance (In class only)

Certificate or Diploma Programs:

Attendance is mandatory for all students enrolled in certificate or diploma programs. For certificate or diploma students, absence is cause for dismissal and may result in cancellation of registration.

Absence

Due to the accelerated pace in class; in the event of a student having an absence for a maximum of two consecutive classes, the instructor may recommend directly to the Administration Office that the student's course registration be cancelled, thereby resulting in a status to "TA" (Terminated for Unsatisfactory Attendance) being assigned for the course. Students must give the college a dated and signed note (will require a legal professional signature) for any missed classes stating reason. Students may not miss more than 4 classes in the program. CINHH has the right to; student's course registration be cancelled, thereby resulting in a status to "TA" (Terminated for Unsatisfactory Attendance) being assigned for the course.

The college will not accept unexcused absence.

An unexcused absence is an absence for any reason other than:

- ◆ Personal illness;
- ◆ Medical treatment or a visit to a doctor;
- ◆ Death in the immediate family;
- ◆ Legal proceedings;
- ◆ Care for an ill or injured dependant or spouse; or

Attendance during the first week of classes:

Students are required to confirm their registration in a course through attendance during the first 5 business days of the semester. Students who are unable to attend are required to contact the administration office before or during that time frame. Failure to do so will result in automatic de-registration from courses for which there are waitlists.

Attendance Expectations:

Attendance is mandatory in all courses, regular attendance is expected.

Absence (in class only)

Regular attendance is required of all students. Absence means missing all or part of any scheduled classroom instruction or practicum placement and includes arriving late for class at commencement or following class breaks and leaving the class at any time before the end of the scheduled instructional period - it is very crucial that you attend classes. After missing two (2) classes it is up to the teacher to decide if you can continue any more classes or if you will have to wait until the next course and repeat. Payment would also start over. The full time students have four (4) classes in total of all courses that you can miss but not in the same course, or in a row.

Classes begin at 9:00AM for the morning and 1:00 PM for the afternoon; it is the student's responsibility to make sure they are on time.

Any missed information from the class due to being late or absent is the responsibility of the student to pick up after class on your own time from fellow classmates or from the teacher of that class at a rate of \$60.00 hr. for private tutoring.

We will not be going back over information in class due to tardiness.

After your 3rd time of being late, you will be given a letter, stating that each time you are late you will be docked 1% for each and every time you are late, the accumulated percentage will be removed from your final mark.

If 1/6 (30 minutes) of the class is missed it is considered an absence and that after 2 consecutive or 4 missed classes, you are then dismissed from this terms graduation and may be able to finish with the next term in order to complete graduation requirements at an extra cost, and due to space availability. Arriving late and leaving early is recorded on your final transcript

When a student has been absent on two occasions for any reason other than:

- ◆ Personal illness,
- ◆ Medical treatment or a visit to the doctor,
- ◆ Death in the immediate family,
- ◆ Legal proceedings,
- ◆ Care for an ill or injured dependant or spouse

The instructor /office administrator shall:

- ◆ Meet with the student and warn him/her that his/her training may be terminated if he/she continues to miss instructional time.
- ◆ Prepare a letter documenting the meeting and the warning issued, and require the student to sign a copy of the letter to signify that the student has read its contents.
- ◆ If the student is inexcusably absent again, the instructor shall report the absences to the President, and provide the Office Administrator with a copy of the letter of warning.
- ◆ The administrator shall meet with the student to discuss his/her absences and the terms and conditions of any probationary period imposed.
- ◆ The President, or designate, shall inform the student, by means of a letter of probation, of the terms and conditions of probation. A copy of the letter will be sent to the instructor.
- ◆ The instructor shall monitor the student's attendance and report to the President, or designate, in writing, no later than three (3) days before the end of the probationary period, on the student's attendance with respect to the terms and conditions set down in the letter of probation.
- ◆ The termination shall be annotated on the student's permanent record by way of assigning a standing of "TA" for the course.

Holy Days:

CINHH recognizes the diversity of religious practices among its students. CINHH will review requests from students to absent themselves from regularly scheduled classes and/or examinations on formal holy days of a recognized religion activity practiced by the requester. Consideration of such requests will be subject to operating constraints. Students will be required to make-up missed work or

other such requirements as may be deemed necessary and appropriate in granting the request. Students shall inform their instructors on the first day of classes of the holy days on which they wish to be absent during a semester, and shall discuss possible alternative arrangements with the instructor. Instructors shall make reasonable efforts to accommodate such requests. In some instances, consultation with the dean may be advisable. Students shall inform the administration office in writing at the time of registration of the holy days on which they wish to be absent.

Examinations

- **Correspondence Students** are expected to write all closed book exams in front of a legal proctor; teacher, librarian, minister, legal advisors, etc. All exams are to be written by your duration date and post dated by that date. The exams will be mailed to your proctor.
- **In class students** are expected to write examinations at the scheduled times and dates. Students should be aware that examinations may be scheduled on days and times that differ from regular class schedules.
- **Written exams** are part of many courses and the student is responsible to find his/her own proctor to administer the exam. A proctor may be a teacher, principal, lawyer, notary public, physician, minister or priest. Many students contact their local librarians to proctor their exams. Some libraries charge a fee, others do not. Your written exam will be mailed to your proctor in a sealed envelope. You are responsible for making your appointment and showing up for it on time.

In class students, if you arrive late for the written or practical exam it is considered the same as a fail and you will have to re-take the exam for the appropriate dollar amount.

Practical exams are part of some courses. The correspondent student is responsible for providing his/her own Video Camera and Video Cassette tape. Please ensure your video is in VHS, DVD or Mini-DV60SE only. If unsure of your format, please phone ahead to ask. Tapes might not be returned. Please ensure the examiner has a good view of everything you are doing in your treatment (that is, your hands should not be obscured by your body when you are standing at the head of the massage table.)

In the event of exceptional circumstances, students may apply to write an “out of time” examination by submitting a written request for an Out-of-Time Examination to the appropriate Instructor or President of the School.

Criteria for the approval of an out-of-time examination include unforeseen circumstances (medical, compassionate, or legal obligations), religious beliefs, and special employment or extraordinary athletic activities. Note that out-of-time examinations will not be granted for vacations, trips, or reasons other than those satisfying the aforementioned criteria.

- **Minimum of 80%** is required to pass any exam.
- **Re-writes**, if you must rewrite a written or practical exam you have up to two weeks to repeat it.
 - The first re-write of any exam has a charge of \$20.00
 - The second re-write necessary for any examination in any course/program carries a charge of \$50.00.
 - If a student needs to repeat three exams (same or separate courses in one program), the student will be expelled from the program or course in which he/she is registered. If a student is unsuccessful, at the discretion of CINHH, he/she can choose to take the course over again at full price.

All examination papers are the property of CINHH and remain in the possession of CINHH until destroyed by the institute. All examination papers will be retained by CINHH until six months after the CINHH 10th year in which the examinations were written. They will then be destroyed. In the event of a grade appeal, the examination paper will be retained by CINHH for a further 12 months.

Protection of Privacy and Access to Information

CINHH gathers and maintains information used for the purposes of admission, registration and other fundamental activities related to attending CINHH. In signing an application for admission, all applicants are advised that both the information they provide and any other information placed into the student record will be protected and used in compliance with the B.C. Freedom of Information and Privacy Protection Act (1992).

Subpoena or Summons:

A subpoena or a summons to appear as a witness is not a court order. Therefore, to ensure their own protection against potential legal action or prosecution for violation of “privacy” legislation, CINHH staff who are subpoenaed or summoned to appear in court as a witness should contact the School President before releasing any personal information on a student.

Posting of Final Grades by Instructors:

The earliest possible dissemination of final grades is critical to students. Therefore, in accordance with the provisions of the Freedom of Information and Protection of Privacy legislation, instructors may post final grades within the institute, subject to the following conditions.

- That the instructor takes reasonable precautions to ensure and protect confidentiality.
- That the posting clearly state that the final grades, as posted by the instructor, are tentative only and subject to final approval of the institute.

Questions on reasonable precautions to ensure and protect confidentiality should be directed to the administration office.

Transcript Policy

CINHH is committed to a policy of full and open disclosure on student transcripts and shall fully and openly disclose the outcome of all CINHH course work performed successfully or unsuccessfully by the student. Student transcripts shall clearly differentiate and openly identify credits granted for successful completion of CINHH courses, transfer credits granted for equivalent courses successfully completed at another recognized post-secondary institution or credits that may have been granted through the process of Prior Learning Assessment.

Grades

Standardized Grading System

CINHH has implemented a standardized grading system in which final percent grades are reported and used to determine course averages. The system applies to all courses, irrespective of program. Grades for all courses, regardless of credit value, will be based on a percentage system. The minimum pass is 80% with the maximum grades for all courses being 100 percent. Transcripts will include a percentage grade for each course.

Standings

CIP	Course in Progress
P	Requirements of a subject completed satisfactorily, no quality grade assigned, credit granted where applicable (Excluding from the calculation of average grade.)
SD	Standing Deferred: Based on the decision to grant a student an extension to complete outstanding course work, submission of a final grade by the instructor is deferred for up to four months. (Excluded from the calculation of all averages.)
TA	Terminated for lack of attendance

TP	Terminated for unsatisfactory performance
W	Withdrawal
I	Incomplete

Standards

A student who obtains a course average grade of less than 80% will be placed on academic probation.

A student must obtain a minimum cumulative average grade of 80% to be eligible for graduation in a class or 90 % in a Diploma Program of studies leading toward a diploma or certificates. A minimum average of 80% is required to graduate from a certificate program and 90% from a diploma program.

To be eligible for credit towards a diploma program, a final course grade of at least 80% must be achieved in each course.

Calculation of the Grade Average for Duplicate Courses:

If any course is repeated, the original and the repeated grades are listed on the student record. Generally courses in which are repeated are required course in which a passing grade has not been obtained.

Graduating Grade Average

A student's graduating grade average (GGA) is the weighted average of grades for those courses, as specified in the regulations below, taken at CINHH which are used to satisfy the graduation requirements for a diploma, or certification conferred by CINHH.

The GGA shall be calculated according to the following regulations:

- ◆ Transfer credits from other institutions shall not be used in the calculation of a GGA
- ◆ If a course is taken more than once, then only the highest grade for that course shall be included in the calculation of a GGA
- ◆ Courses for which a grade of "pass" or "fail" is assigned (e.g., practicum) shall not be included in the calculation of a GGA.

Field Trips (in class only)

Students enrolled in a formal course of studies at CINHH may on occasion have the opportunity to enrich or supplement their studies by way of a field trip arranged by instructional staff. For some courses, the field trip is a mandatory component of the course.

Workers' Compensation

Coverage by the Provincial Workers' Compensation Board is to be in place for all students while participating in a required practicum at a recognized work site. For student apprentices (practicum) only, the Provincial Workers' Compensation Board coverage will be in place during classroom, lab or shop instruction. This coverage will not be provided for any other students.

General Health and Safety Rules

General Health and Safety rules apply to all employees and students at CINHH. General rules are intended to ensure that CINHH is a safe campus and must be followed without exception.

Reporting of Injuries

In accordance with the Workers Compensation Act, (sec. 53) all employees and students covered by the WCB are required to immediately report all work related injuries to an Occupational First Aid attendant or Supervisor/Instructor.

Alcohol and Drugs

In accordance with WCB Reg. 4.20 no CINHH employee or student will not be permitted to enter or remain on premises while his or her ability to work is effected by alcohol, drugs, or other substances as to endanger his/her health or safety or that of any other person. A student may be required to leave the school for even the smell on their breath or clothing.

Smoking

In accordance with CINHH Board policy to provide a smoke-free environment and with WCB Reg. 4.81 (a), smoking is not permitted within any building. Make sure your clothing and hands do not have any smell on them.

Improper Activity or Behavior

In accordance with Occupational Health & Safety Reg. 4.25, no employee or student shall engage in any improper activity or behavior that might create or constitute a hazard to themselves or to any other person. Any employee or student engaging in such activities will be dealt with accordingly.

Personal Protective Equipment

All CINHH employees, students and visitors may be required to wear the specified personal protective clothing for the area or specific job being performed.

Reporting of Unsafe Conditions

All employees and students are required to report any unsafe or harmful conditions to their immediate supervisor. The supervisor must ensure that any necessary corrective action is taken without delay (Reg. 3.20) except in the case of an emergency where action must be taken immediately. Where after a one week period, the employee is not satisfied with the action taken he/she may advise the Health & Safety Coordinator and the Safety Committee and explain the reason for dissatisfaction. Any follow up that may be required should be reported to the Health and Safety Committee.

Potential hazards may include, but not limited to:

- ◆ Operating appliances or other equipment without authority
- ◆ Defective tools or equipment
- ◆ Poor material handling
- ◆ Neglecting to wear personal protective clothing
- ◆ Poor housekeeping
- ◆ Horseplay

To ensure that housekeeping is maintained at a high level, all employees and students must ensure that:

- ◆ Aisles are kept clear
- ◆ Spilled material is cleaned up
- ◆ Tripping hazards are reported

- ◆ Poor lighting is reported

Confidentiality

Student's permanent record:

CINHH regards the information pertaining to student enrollment or any other information contained within the student records as private and confidential. Therefore, no transcripts or other personal information will be released except in the following circumstances:

- ◆ Information released to the student; information released with the student's written authorization
- ◆ Information released in response to a court order or formal police investigation
- ◆ Information released to government departments for the purpose of statistical analysis and research provided there is assurance of confidentiality.
- ◆ **Information will not be given over the phone under any circumstance.**

A copy of student's: Transcripts, Certificate(s) and Enrolment Agreement is kept by Data Witness for a minimum of 55 years.

Student Conduct (Discipline) - All Programs

Student registered at CINHH are expected to behave responsibly and with propriety. If a student fails to live up to these expectations, CINHH reserves the right to take whatever action is deemed to be warranted by the student's misconduct, which includes but is not limited to the following.

General Misconduct

Disruption of Instructional Activities:

This includes but is not limited to conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of CINHH.

Damage to Property and Assault on Individuals:

This includes student conduct which leads to damage or theft of CINHH property or the personal property of CINHH staff or students. It also includes conduct which leads to physical injury to or emotional disturbance of any of the above mentioned persons.

Inappropriate Treatment of Other Persons:

Discrimination, harassment, etc

Misrepresentation: This includes but is not limited to fraudulent information on and the falsification of documents and academic records.

Misconduct Disciplinary Measures:

The sanctions imposed by CINHH for misconduct or academic dishonesty will depend upon the circumstances. They may include a simple warning. A reassessment of the student's work, a grade of "Fail" on a particular

assignment, test or examination, or in a course or program. The President may recommend that the student be denied admission or readmission, or be suspended and/or expelled.

Cheating

Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose obtaining information, copying, from the work of others and purposely exposing or conveying information to other students who are taking the test or examination. College instructors have a responsibility to define cheating and clearly outline their expectations regarding student work, either at the beginning of the course or on the course outline. If an instructor has discovered a student cheating, or suspects a student is cheating, he/she should adhere to the following procedures:

- ◆ Obtain evidence of cheating.
- ◆ Inform the student that he/she has been observed cheating
- ◆ Obtain the student's name.
- ◆ In the event of the incident occurring during the examination, immediately collect all of the material on the student's desk and dismiss the student taking care to minimize any disruption.
- ◆ Document the incident in writing, providing a detailed set of observations. This should be done as soon as possible.
- ◆ Report the incident to the School President as soon as possible.

If an instructor suspects but cannot prove that the student is cheating, the instructor shall:

- ◆ Inform the student that he/she is suspected of cheating. The student should be given an opportunity to provide an explanation.
- ◆ Obtain the student's name.
- ◆ In the event of the incident occurring during class or during the examination, move the student to another desk or area if possible.

Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes *plagiarism* should refer to the UBC publication *Plagiarism Avoided: Taking Responsibility for your Work*.

Probation and Termination Policy

Academic Probation Policy (Certificate and Diploma)

The following Academic Probation policy shall apply to all students in a diploma or certification program. Probationary status will be entered on the student's permanent record.

A student who achieves an average grade of less than 80% will be placed on academic probation for the next semester if/in which he/she registers.

Probationary status will be entered on the student's permanent record. A student will remain on academic probation until:

- ◆ The student achieves a minimum grade average of 80% in all courses, or
- ◆ The student subsequently registers at CINHH after a minimum absence of two consecutive semesters.

Reinstatement Appeals:

Appeals for reinstatement while on probation must be submitted to the school administration office no later than the last day for late registration.

A student granted reinstatement will be restricted to registering for his/her courses during the registration periods and the student's enrollment in any course will be subject to the availability of remaining space at that time.

Academic Termination Policy (Certificate and Diploma)

CINHH reserves the right to terminate the training of a diploma or certificate program student as per the procedure and causes listed below.

Procedure for the Imposition of Probation and Termination:

This procedure is established for the imposition of probation and termination in the event of:

- ◆ Unsatisfactory performance,
- ◆ Unexcused absence, and
- ◆ Failure to comply with safety standards.

In the event that a student is placed on probation by the School President for reasons of unsatisfactory performance, unexcused absence or failure to comply with safety standards, and after having met with the student to establish the terms and conditions of the probation:

- ◆ The President shall inform the student, by means of a letter of probation, of the terms and conditions of probation. A copy of the letter will be sent to the instructor.
- ◆ The President shall inform the Office Administrator, if applicable, and notify Human Resources Development Canada (and any other agency involved in the student's training), of his/her probationary status.
- ◆ The instructor shall monitor the student's performance and report to the President, in writing, no later than three (3) days before the end of the probationary period, on the student's progress with respect to the terms and conditions set down in the letter of probation.
- ◆ The President, based on the instructor's report, may either terminate the student's training or revoke the probationary status.
- ◆ The President's decision shall be communicated in writing to the student, the Office Administrator, and, if applicable, Human Resources Development Canada.
- ◆ The termination shall be annotated on the student's permanent record.

Illness or incapacity:

Illness or incapacity refers to missing all or part of any scheduled classroom instruction or practicum placement due to illness or injury. It also includes inability to perform required training activities where such inability is apparently attributable to illness, injury, disability or mental disorder.

If, in the opinion of the instructor, a student is incapable of successfully completing a program by virtue of a disability or health related problem, the instructor shall report to the President who shall meet with the student and inform the student that a professional assessment of the disability or health related problem is a required condition of continued enrollment in the program. The President shall confirm the student's conditional status in a letter to the student.

While the dean may assist the student in identifying an appropriate person, the student must make his or her own arrangements for the professional assessment to be sent directly from the person conducting the assessment to the President's office. The President shall request, in writing, that the student arrange to have a copy of professional assessment sent directly from the person conducting the assessment to the School Administrator and the President.

The President, based on the findings of the professional assessment report, may decide to either continue or terminate the student's training. A decision to terminate the student's training shall be communicated by the President in writing, to the student and the Office Administrator.

Misconduct:

Misconduct means conduct unbecoming of a student. It includes, but is not limited to academic misconduct such as cheating or plagiarism, disruption of instructional activities, theft or damage to property, abuse or threatening behavior or assault.

- ◆ The instructor shall forward a written report on student infractions to the President.
- ◆ The President shall meet with the student and the instructor, and subsequently make his/her decision based on the conclusions gained from the meeting.

Unsatisfactory Performance

Unsatisfactory performance means failure to demonstrate satisfactory attainment of knowledge, skills and attitudes as measured through the evaluation processes applied by the instructors in the program. Poor performance may lead to a decision by the School President to place a student on probation.

The purpose of probation is to alert a student to the seriousness of the matter and to establish a set of clear objectives and strategies which have as their aim the improvement of the student's performance. However, failure to attain the objectives set down for the probationary period may result in termination of the student's training.

- ◆ As general policy, whenever an instructor believes a student may not succeed in completing his or her training, the instructor shall meet with the student, discuss the circumstances, inform the student that he/she may not succeed, advise the student on steps which may improve the chances or his/her success, make a record of the discussion and recommendations, communicate the essence of the discussion and recommendations in the form of a letter to the student, and request that the student sign a copy of that letter. The student's signature signifies only that he/she has read the letter and not that he/she agrees or disagrees with the contents.
- ◆ If the student's performance does not improve, the instructor shall notify the President, make a written recommendation regarding terms and conditions of probation, and provide the President with a copy of any letter (s) detailing unsatisfactory performance.
- ◆ The President shall meet with the student to discuss his/her performance and the terms and conditions of any probationary period imposed.

The procedure for formal imposition or probation and/or termination due to unsatisfactory performance is subsequently articulated within this policy.

Failure to Comply with Safety Standards

Failure to comply with safety standards refers to any practice which, in the opinion of the instructor, may cause personal injury to the student or others, or which may cause property damage.

In the case of failure to comply with safety standards:

- ◆ The instructor shall meet with the student, explain the safety concern, and document the meeting in the form of a letter of warning to the student. The instructor shall require the student to sign a copy of the letter of warning to indicate that he/she has read it
- ◆ In the event of any subsequent safety violation, the instructor shall provide a written report to the President together with a copy of the letter of warning.
- ◆ The President shall meet with the student and establish terms and conditions of probation, suspension or termination.

Grade Appeals

If the student believes that he/she has not been treated fairly in the assessment of his/her performance in a course, that he/she is deserving of a higher grade in a specific component of a course, or that the determination of the student's final course grade is inconsistent with the grading methodology outlined in the course syllabus, the student may request a formal review of his/her course work or final grade. Grade appeal is intended to provide an opportunity to students to have a review of the performance or final grade in a course objectively by an impartial panel from within the relevant instructional discipline. A grade appeal committee is not constituted to receive or review complaints about a course or grievances against an instructor. Such complaints and grievances must be submitted to the Office Administrator of the relevant instructional division.

Students are cautioned not to submit frivolous grade appeals. Grade appeals, which, in the opinion of the Administrator are clearly frivolous, may be declined. The appeals committee, after reviewing the student's course work, also has the power to lower a final grade.

Appeal by the Student:

A student who wishes to have a final grade for a course reconsidered is encouraged whenever possible to first discuss the matter with the instructor concerned. If this step does not lead to satisfactory resolution, or cannot be followed, a student may make a formal request for reconsideration of a final grade by writing to the School Administrator within 21 days of the date on which the final grade was made available to the student by the School Administrator. This request must clearly state the reason for the appeal, and be accompanied by a deposit of \$30.00 for each grade appealed. *Appeals, which are clearly frivolous, may be rejected.*

The deposit will be refunded in the event that the originally assigned grade is changed and results in a higher grade. Term work (tests, examinations, papers, assignments etc.) used as part of the evaluation procedure for a course must accompany the request for appeal. Any term work item not submitted for review shall retain the grade originally assigned. An appeal is not required for the correction of omissions or errors.

Except for unusual circumstances, the appeal process shall be completed within 35 days of the date on which CINHH forwarded the final grade to the student. Each appeal shall be considered by The President and the instructor of the course in mention.

The student appellant may request to appear before the committee, or may be requested by the committee to attend the hearing. The instructor shall state, in writing, the basis upon which the final grade was originally assigned. The committee shall review the student's performance in the course and the final examination. At which time may decide that the originally assigned grade should be changed. The committee, in its adjudication, may decide that the originally assigned grade should remain the same or should be changed to either a higher or a lower grade. The committee's decision shall be given in writing to the student by the instructor of the course in mention, and at this point, the decision is deemed to be final.

Instructor Grade Revisions:

An instructor who considers that an error was made in assigning a final grade shall submit in writing a revised grade together with an explanation to the Office Administrator.

Adjustments to Admissions Criteria for Enrollment Management

CINHH may, from time to time make, temporary adjustments to the Admission criteria as stated in the calendar. Changes to the admission criteria for a specific program will be initiated by the Office Administrator for the purpose of enrollment management. Prior to any changes being implemented the Administrator will seek the approval of the President.

Any adjustments made to the admission criteria will be in place only for that admission intake, and will not be carried forward to the next intake. For the purposes of this protocol, the admission intakes are deemed to be

September and March. In the case of certificate programs, which commence at variable times throughout the academic year, the intake is for the specific program cohort.

Changes to course prerequisites are not covered by this policy and require approval in writing from the Institute.

As part of the ongoing enrollment management process, CINHH may need to make temporary adjustments to admission criteria as stated in the calendar. Any adjustments made to admission criteria will be in place only for that admission intake. For the purposes of this protocol, the admission intakes are deemed to be September January and May. In the case of certificate programs, which commence at variable times throughout the academic year, the intake is for the specific program cohort.

Limitation on Course Acceptability

The CINHH reserves the right not to accept courses as satisfying diploma or certificate requirements when they were completed at CINHH five or more years before the CINHH year in which application is made for a degree, diploma or certificate.

CINHH reserves the right not to allow transfer credit for courses that were completed at another institution seven or more years before the CINHH year in which application is made for transfer credit. For courses taken more than seven years earlier, students should consult the Office Administrator.

Transfer Credit

The following transfer credit guidelines apply towards certificate or diploma.

Certificate Course: Transfer credit will be given at the discretion of the Principal of CINHH. And only upon the confirmation of documentation providing proof of completion and certification.

Diploma Programs: Transfer credit will be given at the discretion of the Principal of CINHH. And only upon the confirmation of documentation providing proof of completion and certification.

MUST READ FIRST!

Rules to Courses (Updated April 2010)

Correspondence students only:

Your Completion date/Duration for this course is _____ Check that the date is correct (postal/mail -two weeks plus due date, e-mail -one day plus due date).

Completion Time /Duration

The date stated is the date or post marked date (mailed) for completion of the *individual courses you are taking. Meaning **all** homework, assignments, exams- written and practical and all case studies must be completed and handed in before or no later than that date.

When we mail to you by post we have already allowed two extra weeks for the duration.

***Correspondence students that have a Canadian student loan, grant or being sponsored for any of the Certificate /Diploma programs have to be completed all courses by the completion date/duration on the student loan/sponsors contract. Individual courses within the program must be completed no later than the college's completion time/duration.**

In Class Students

Completion Time /Duration

All dates are given in your calendar of classes, exams and practicum (diploma students only). Make sure your homework is given to us at least three days ahead so that we can mark it and give it back for you to study. We do expect that you are doing 10-20 case studies a week plus written homework. Because of the accelerated schedule, in class students have one month after the duration date (from your contract) to complete any remaining (only) case studies. *This has nothing to do with your Sponsors end date (EI, Student loans, etc.).*

In Class & Correspondence

Extensions:

For medical or bereavement reasons only:

If being sponsored or you have a grant or student loan, you must follow their contract rules.

Correspondence students may apply for one, three (3) week maximum extension in their entire program duration with proof. The application for extension must be made in writing before the end date, **with a doctor's note attached** stating a date that the student can return to studies. Applications for extension which do not include a doctor's note will be refused. "I was just too busy this summer" is, unfortunately, not grounds for an extension. If a student is unsuccessful, at the discretion of CINHH, he/she can choose to take the course over again at full price.

In Class students- Being an accelerated program you only have four classes you can miss and not in a row. If you need leave (with a doctor's note) you will be removed from the program and depending on your situation will be moved to correspondence.

Assignments:

Introduction to Business, Introduction to Pathology, Introduction to Herbs, Introduction to Nutrition/Fitness and Aromatherapy students are required to submit assignments by the end of their courses. Each completed assignment will be filed in your permanent record and may not be returned to you. Please ensure you have a copy if you wish to reference it at a later date. With the exception of Introduction to Business, the assignment must be a minimum of 750 words (3 pages) in length, and include a covering page, opening paragraph, body, conclusion and bibliography.

Homework:

Correspondence: You will find the homework in the front of the manual for the introductory courses and the back of the manual for all others. Courses that include homework can be submitted by e-mail (PDF), mail or fax for marking. If you are going to fax, call ahead for approval. Homework will be returned. Your exam is from your homework; if you study your returned homework, you should have an easy time passing your final exam.

Homework may take up to one (1) week to be marked and exams may take up to two (2) weeks to be marked, graded and recorded. Every effort is made to mark these items in a timely manner.

In class: Homework is due at least three (3) working days prior to an exam. All remaining homework and Assignments are due one month after your contract duration date.

Case Studies:

These are approximately one hour practical sessions (hands on) that you will be doing on family and friends. You can use your notes while doing a case study. Sessions might take you twice as long in the beginning but you will get quicker as you practice. You can not charge money for the case studies if you do not have a certificate. If someone tips you that is allowed but you can never ask or expect a tip. This is part of your schooling. Other than Iridology you can do one person many times over. Try to have a few different people so you get the experience of different body types. **Late, not signed or missing case studies will be marked as a fail.**

Clothes & Jewelry:

Your clothing should fit and never have ties, strings or open jackets that can rub on a client. Your shirts need to be high enough that when you bend over no one can see down the cleavage. Skirts are to be below the knee when you sit

and never wear jeans or shorts. You should look professional! If you like you can buy a smock and wear it. Most Estheticians wear white but most Day Spas are all black or black pants and white top.

No hand or arm jewelry should ever be worn while doing any practical sessions. Also check your necklaces that they are not long enough to touch a client. Or that any of your body other than your hands or arms ever touch a client (too distracting when a client is in a relaxed state).

Classroom Behaviour: *In class students:* All count towards your end grade. The school is run also like a business. A student is like an employee. Expectations are the same.

Late: Showing up to class. Students will not be permitted into class. Not only are you showing that you have poor time management but also you are interrupting and taking up many other students' time that they paid good money for.

Cell phones: Are not permitted in the classroom. Leave in your car or at home. The health and spa industry need the silence.

Laundry: Students that do not bring proper sheets and towels will not be allowed to participate and will lose marks on their professionalism.

Clean-up: All students must clean up after themselves. This industry needs to follow Health Canada rules and will lose marks on professionalism.

Participating: All students must participate (give and receive) in all modalities they are taking. If you have a doctor's note to say otherwise, you will need to sit and watch or we have the right to change you to correspondence.

Exams: All exams, practical and written, are **closed book**.

IMPORTANT - You must order your exam to be sent to your proctor at least two weeks in advance.

Written exams are part of many courses and the student is responsible to find his/her own proctor to administer the exam. A proctor may be a Librarian, teacher, principal, lawyer, notary public, physician, minister or priest. Many students contact their local librarians to proctor their written exams. Some libraries charge a fee, others do not. Your written exam will be mailed to your proctor in a sealed envelope. You are responsible for making your own appointment; showing up for the exam on time and have money for the postage for the return envelope (it is in the exam package). Please e-mail us the proctor's name and address. If you do not receive an e-mail stating we have received your info please call us. 1-866-763-2418

The minimum passing grade on any exam is 80%.

If you must rewrite a written exam or retake a practical exam, you have up to **two weeks** to do so.

There is a charge of \$20.00 for the first rewrite, \$50.00 for the second.

You will receive no more than an 80% mark, which is our minimum passing grade.

If three exams/courses (same/separate course(s) in one program) are failed, the student will be expelled from the program or course in which he/she is registered.

Practical exams are part of many courses. Must be sent in, before or no later than, the duration end date. Make sure it you are professional: no interruptions- people, children, pets, telephones, etc.

The student is responsible for providing his/her own Video Camera and Video Cassette tape.

**Please ensure that the video has a good view of everything you are doing in your treatment.
WE NEED TO SEE WHAT YOU ARE DOING AT ALL TIMES!**

This practical exam is **CLOSED BOOK** you should be able to do the exam without notes
(Muscle Testing is the only course that you can use your book to do the practical exam to fix the client)

If unsure of your format, please phone ahead to ask.

Please ensure your video is in DVD, mini DVD, VHS or Mini DV60SE only.

Make sure you finalize the DVD's!

To send by e-mail you can go to: <http://filezilla-project.org/>

The connection info is:

Host: www.naturalhealthcollege.com

username: student

password: student1

Recordings will only be returned with a charge to the student. You will have to request if you want the video back.

Diploma Programs:

Valid CPR and First Aid certificate is required at students own expense and time to graduate from the Wholistic Practitioner, Esthetician (or any individual course) and Natural Health Practitioner programs.

Certificate and Diplomas:

Once you have completed all pre required courses plus the certificate course you will start to receive individual certificates and once you have completed all required certificates you will receive the diploma(s). This allows you to earn money, get a business license and insurance.

All individual course and program names are called by their legal name; students can not change or advertise any made up name(s).

Example you can not call yourself; Massage Therapist, Massage Practitioner or any combination.

The Massage Therapist Association has a trade mark /copy write on these names.

Certified, Registered or Licensed are all legal names meaning you have taken a government exam and/or through an association. Our school does not grant you these titles.

You do have a certificate in or a diploma in or you are an Esthetician, Natural Health Practitioner, Wholistic Practitioner, Spa Massage Practician, Aromatherapist, Reflexologist, Nail Technician, Day Spa Practitioner, Reiki Master, Intuitive Practitioner, Hypnotherapy or any of our individual named certificates. We are very proud to have our certificate and diploma names known all over the world.