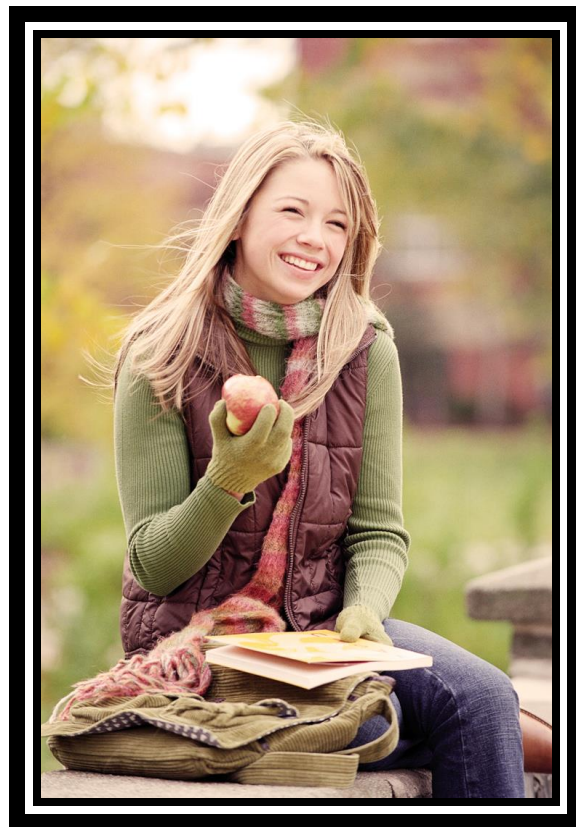




STUDENT HANDBOOK

NATURAL NUTRITION DIPLOMA PROGRAM

Registered Holistic Nutritionist™ (R.H.N.) Designation



FALL 2019

NATURAL NUTRITION DIPLOMA PROGRAM

CSNN Student Handbook – Vancouver Branch

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INTRODUCTION AND REQUIREMENTS

Introduction

Congratulations! We welcome you and wish you every success as you commence your program of study with us.

The purpose of this handbook is to outline important information, which will make student life at CSNN easier and answer some of the most frequently asked questions. Please review this handbook carefully and keep it available for future reference. If you have any further questions, please address them to Administration or the Branch Manager.

CSNN is a Federal Corporation certified by Employment and Social Development Canada. Our mandate is to provide a centre for learning with a strong practical, clinical, and career-oriented approach to holistic nutrition.

The Vancouver Branch of CSNN is designated with the Private Training Institutions Branch (Institution ID 1892) of the Ministry of Advanced Education, which administers the Private Training Act and associated regulations for private training institutions in B.C. If any language contained herein is contrary to the Private Training Act and associated regulations, the Private Training Act policies and associated regulations will prevail.

As partners in the learning process we each have rights and responsibilities. By setting out guidelines in this handbook, it is our intent to clearly describe CSNN policies and to promote a common understanding that will be beneficial to us all.

Branch Contact Information

The Branch Manager and administrative staff will ensure you are provided with all that you require: book list, information,

schedules, forms, etc. Please direct any inquiries you may have to the Administration Team:

Phone: (604) 730-5611
Email: van@csnn.ca

Branch Manager: Kate McLaughlin

Academic Accommodation

CSNN does its best to accommodate students with diagnosed medical disabilities. Students must self-identify they have a diagnosed disability that requires accommodation and speak with the Branch Manager upon registration and/or upon any change in academic accommodation requirements.

A student requesting academic accommodation is required to provide the Branch Manager with documentation from a specialist in the area of the existing disability that includes:

- The nature of the disability/condition
- The disability/condition requires academic accommodation
- Explains the functional impact/limitations of the disability/condition in a post secondary environment

The student's documentation should be current (no more than 5 years have elapsed between the time of assessment and the date when accommodation is requested). The documentation should be dated and printed on official letterhead and include the medical practitioner's name, contact information, and signature. All costs associated with providing such documentation is the student's sole responsibility.

The Branch Manager will meet with the student to discuss how CSNN can accommodate the student yet still abide by the academic integrity of the program.

CSNN Philosophy

The teaching philosophy of CSNN is based on providing a visionary approach to health care through natural nutrition. It is based on respect for each other and ourselves as well as respect for the Earth that provides our food. It is the understanding and teaching of this philosophy that is behind the success of our school.

Admission Policy

All applicants for admission must meet the following criteria:

- 19 years of age or older
- completed B.C. high school graduation in any program or the equivalent in another school system or passed the General Education Development (GED) test or successfully completed a post secondary academic, business, health care, or nutritional science program leading to a diploma or degree and provide copy of transcript (if transcripts are not in English, they must be translated by an official translator and the translated copy submitted along with the original)
- provide a copy of government issued photo ID (must include birth date)
- provide a current résumé
- an English proficiency assessment may be required if the student did not complete high school or post-secondary education in an English speaking country.

A high school level background in sciences or nutrition is highly recommended but is not mandatory.

Program admission requirements may not be waived by the student or the institution.

Graduation Requirements

In order to graduate, a student must have an overall average of 80% and have completed the following requirements, which are weighted as follows:

- 45% 18 courses in program
- 30% final written exam
- 10% oral exam case study presentation
- 15% case studies

Body-Mind-Spirit book report

Corequisite Schedule: attend 75 hours (minimum) of corequisite classes* (including 18 hours of Case Study corequisites, which must include *Case Study: Follow-Up Visit*)

A student's overall average is calculated using a formula with a weighted scale that takes into consideration the number of hours of each course.

**extra hours indicated on transcripts*

All students must meet the above requirements.

Prior to writing the final written exam, students must have no outstanding payments (e.g. tuition, textbooks).

English Proficiency Assessment Policy

A strong understanding of English is essential to success in the Natural Nutrition Diploma Program. Students must be able to understand and read English and be able to express themselves in English both verbally and in writing.

An English proficiency assessment may be required if the student did not complete high school or post-secondary education in an English speaking country.

The following language competencies must be met to demonstrate the student's language proficiency prior to

enrolling in order to be successful in the program.

Reading Test. The student will be provided with an excerpt from one of the textbooks or handouts from the program to read aloud. The designated proctor appointed by CSNN (the “Proctor”) will listen to the student read to ascertain the student’s ability to read English.

Comprehension & Verbal Communication Test. Based on the same document the student has read, the Proctor will ask the student four questions. The student will verbally provide the answers to the questions and will be able to refer to the document, if needed. The Proctor will ascertain the students’ competency of appropriate comprehension and verbal communication.

Comprehension & Written Communication Test. The student will be given an essay question to answer in writing. The student will need to provide a written answer to the question within a 30-minute timed period. The Proctor will ascertain the students’ competency of appropriate comprehension and written communication.

Evaluation. Reading ability: Rated on a scale of 1 through 5 (5 marks in total). Verbal Comprehension: Each of four questions rated on a scale of 1 through 5, Verbal Communication: Each of four questions rated on a scale of 1 through 5, Written Comprehension: One criterion rated on a scale of 1 through 5. Written Communication: Five criteria each rated on a scale of 1 through 5

In order to successfully pass the test and be permitted to enroll in the program, the student requires a minimum of 80% for each part: Reading, Verbal, and Written.

PRIVACY POLICY

As a student, your name, address, and phone number are kept on file to serve as identification and contact information. Your birthdate is documented for admission requirement purposes. A copy of proof of identification is kept on file. Your student number is kept on file as a reference. Your information is used to process invoices and receipts. Grades are kept on file in hard copy and electronic format.

These files are confidential and are available only to the Branch Manager, administrative staff, Directors, Registrar, provincial ministry, and the student. Students wishing to view their file may do so under supervision. This must be prearranged with the Branch Manager. The law prohibits CSNN instructors, managers, or administrative staff from disclosing grades, exams, attendance, or any information to anyone except the student. Grades will not be disclosed on the telephone or by email. Information may be transferred if a student transfers to another CSNN branch.

When you graduate your student number, contact information, and graduation details are put on a database so that CSNN can keep you on the official graduates’ list. Your information remains on the database (as per provincial ministry regulations). This information may be shared with the CSNN Alumni Association for purposes of the designation registry, the provincial ministry, and with CSNN’s Disciplinary Committee. If as a graduate disciplinary action by the Disciplinary Committee is taken against you because of a code of ethics violation, and legal counsel advises that you are a risk to the public, your name will be shared with the public in order to protect them.

Your graduate information may also be shared with insurance companies that

want to confirm your status before they reimburse receipts from your clients.

At times CSNN may conduct surveys. The purpose of these surveys is to better serve the needs of students and to maintain the quality of the curriculum and the administration of the school. These surveys are kept on file for future reference.

There are rare instances where CSNN may collect, use, or disclose your personal information without your consent as required and permitted by law, for example 1) to collect a debt owed to us; 2) to meet government tax reporting requirements; and 3) to comply with an order made by a court.

CSNN takes precautions to protect your personal information against unauthorized access. However, should you have any concerns regarding the collection or use of your personal information, please contact CSNN's Privacy Officer, Rose O'Leary at (905) 737-8729 or 1-800-569-9938.

CSNN's Web site may have links to other Internet sites owned and operated by third parties. Even though CSNN tries to link to sites that share our high respect for privacy, CSNN is not responsible for the content or the privacy practices of other organizations. We suggest you review the privacy policies of other organizations before providing any personal information. CSNN has the right to update this privacy policy from time to time.

CODE OF ETHICS

The Canadian School of Natural Nutrition has, as its mission, the education of the individual in the principles of holistic health care and the principles of natural nutrition to further the well-being of people and the healing of planet Earth.

To this end, a graduate of CSNN as a Holistic Nutritionist agrees to:

- 1) Maintain an interest in the well-being of all human beings, regardless of colour, creed or nationality, and in the care of planet Earth.
- 2) Respect the right of his/her client as an individual in all respects, as to personal tastes, morals and social values.
- 3) Be non-judgmental as to the life values and experience of the client.
- 4) Treat the client under all circumstances with due concern for the dignity of the individual.
- 5) Respect the confidential nature of his/her relationship with the client and protect the confidentiality of assessments and recorded documents.
- 6) Guide and counsel his/her client in the best way to achieve optimal health through natural nutrition, but always respect the right and need for the client to make the final decision in all wellness plans.
- 7) Teach the client to accept responsibility for his/her own health, choices and actions.
- 8) Accept full responsibility for the consequences of his/her own acts.
- 9) Provide professional services only in those areas in which he/she has competence and training.
- 10) Recognize the need to work cooperatively with other disciplines, holistic or allopathic, to best serve the client's need, respecting the unique contribution of each discipline.
- 11) Respect differences of opinion and exercise tact and diplomacy in interpersonal relations.
- 12) Resolve to improve and maintain his/her professional competence in the field of natural nutrition and holistic health care.

- 13) Accurately identify oneself using one of the approved CSNN designations and/or titles to avoid misleading the public about your role as a holistic nutrition professional.

COPYRIGHT & INTELLECTUAL PROPERTY

Absolutely no part of the content of the copyrighted publications of CSNN course material or teachers' notes, may be photocopied, adapted for teaching purposes, or shared with anyone not registered in the CSNN program.

Students that withdraw from CSNN are prohibited from using any forms such as CSNN's client intake forms once they leave CSNN, as these are strictly intended for students and graduates only.

Please be advised that the administrators of non-official CSNN Facebook groups and other social media sites do not have the means to confirm who is a CSNN student or graduate. As a result, it is unacceptable to discuss and/or share any of CSNN's materials on these unofficial sites because it could lead to a breach of CSNN's intellectual property rights.

Taking photos, video, and/or audio recordings of instructor lessons and/or any CSNN material is strictly prohibited.

Any breach of the above-mentioned restrictions will be considered a breach of copyright and intellectual property, and a breach of the student's contract (student registration form) and may lead to both the student's dismissal from CSNN and/or legal action.

PAYMENT & ACCOUNT INFORMATION

Forms of Payment

Cheque, Visa, MasterCard, debit, money order, cash, and e-transfers from a domestic bank account.

Tuition Discounts

CSNN is prohibited from offering student tuition discounts for any reason. Ministry regulations prohibit this practice.

Income Tax Receipt

T2202A forms will be provided to all students by the end of February. The amount shown reflects tuition paid for courses taken during the previous tax year. Students who lose their original tax receipt will be charged \$25 plus applicable tax for a replacement.

Accounts

All student account information is retained at the Branch.

Students who are on a payment plan must make their payment between the 1st and 15th of the month the payment is due. Any payments made after the 15th of the month due will incur a late payment fee of \$50 plus applicable tax. (Refer to your Student Enrolment Contract, payment plans section for tuition amounts and due dates).

Students who are on a payment plan must pay sequentially, including any late fees.

Students who are more than three (3) months behind in payment(s) will automatically have their studies put on hold. For a student to return to the program after having their studies put on hold, they must bring their account up to date, including payment of the On Hold fee of \$200 plus applicable tax.

A \$25 fee plus applicable tax will apply for any NSF cheque.

All outstanding invoices must be paid in full before a student is eligible to sit the final written exam.

Withdrawal Policy

Once registered, students are academically and financially responsible for their seat unless they officially withdraw from the program. To withdraw from the program, the student must submit a Withdrawal Form to the Academic Advisor. The date the Withdrawal Form is received by the Academic Advisor is the effective date of withdrawal. A copy of the Withdrawal Form is forwarded to the Registrar.

Any student who ceases to attend classes for sixty (60) days without notifying the Academic Advisor of their intentions, will automatically be withdrawn from the program. To reopen a student file after withdrawal from the program, a student will be subject to a fee of \$200 plus applicable tax. Additionally, students who return to the program after withdrawing will also be subject to any new requirements and fees.

On Hold Status

If a student must take a leave from the program, the student is required to submit an On Hold form to the Academic Advisor and pay an administrative fee of \$200 plus applicable tax. The date the On Hold form and payment is received by the Academic Advisor is the effective date of on hold status. The student file will remain open for one (1) year only. Prior to the expiry of the one (1) year, the student must contact the Academic Advisor to make the appropriate arrangements to return to the program. Additionally, the student will be subject to any new requirements and fees, if applicable.

Students who are more than three (3) months behind in payment(s) will automatically have their studies put On

Hold and be subject to paying the On Hold fee.

Students who put their studies on hold may have to wait for course or exam space availability upon their return.

If the student does not contact the Academic Advisor within one (1) year of putting their studies on hold, the student will automatically be withdrawn from the program.

Students who fail to submit the On Hold form and fee will automatically be withdrawn from the program after sixty (60) days of non-attendance. Please refer to the Withdrawal Policy for further details.

Students whose last course was completed five (5) or more years ago will have to redo the entire program in order to be prepared for the new final written exam.

Refund Policy

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the

- contract start date; or
- (c) if applicable, the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
 3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
 4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - (b) after the contract start date
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date the institution receives a student's notice of withdrawal,
 - (b) of the date the institution provides a notice of dismissal to the student,
 - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
 - (b) the program is provided solely through distance education.

Transfer

Permission to transfer to another branch is at the discretion of your Branch Manager and is subject to availability of space. Also, no permission for a transfer will be given if the student owes on his/her account. Transferring back and forth is strictly prohibited.

Students wanting to transfer to another branch must first speak with the Vancouver Branch Manager who will notify the other branch. If a transfer is

granted, the student will be informed regarding the amount of tuition paid that will be withheld, complete a Request for Transfer form, pay a transfer fee of \$100 plus applicable tax, and will be asked to pay the receiving branch a \$100 non-refundable registration fee.

After the program start date, a student who wishes to transfer to another group within the Vancouver Branch must first speak with administration. Transferring to another group is based on availability and the payment of a transfer fee of \$50 plus applicable tax.

ACADEMIC INFORMATION

Academic Year

The CSNN Natural Nutrition Diploma Program consists of 18 courses, which are delivered in a specific order as the courses build upon each other. The program is balanced between whole food nutrition, science, the body-mind-spirit connection, and the environment.

Fundamentals of Nutrition I
 Fundamentals of Nutrition II
 Anatomy & Physiology
 Nutritional Symptomatology
 Nutritional Literature Research
 Motivational Interview Skills
 Hormone Health
 Body-Mind-Spirit: Connection to the Mind
 Body-Mind-Spirit: Connection to the Spirit
 Allergies
 Eco-Nutrition
 Biochemistry, Genetics & Epigenetics
 Pathology & Nutrition
 Lifecycle Nutrition: Pediatrics
 Lifecycle Nutrition: Sports
 Lifecycle Nutrition: Perspectives on Aging
 Fundamentals of Business
 Introduction to Home Use of Herbs

Time Lines

Students are expected to complete the program within the following period,

which is based on the original date of registration:

- One-year program within one (1) year (maximum 2 years)
- Two-year program within two (2) years (maximum 3 years)

Students who do not finish all requirements (including full payment of account) within the maximum time allowed are subject to redo and repay for courses that have been revised, and are subject to any other new requirements. Students whose last course was completed five (5) or more years ago will have to redo the entire program. A fee of \$200 plus applicable tax will be charged to reopen a student file once the student has surpassed the maximum time allowance (as the student would be considered to have withdrawn from the program).

Attendance Policy

Students are expected to attend all classes, be on time, and stay for the full duration of the class.

Students should report an absence to a member of the Administration Team, not an instructor, as soon as possible either in person, via email (van@csnn.ca), or by phone (604-730-5611).

In each of the 18 courses, 5% will be deducted from a student's final course grade for every 3 lates/leaving early/absence per course (up to a maximum of 15%).

Students must attend 75 hours (minimum) of corequisite classes (including 18 hours of Case Study corequisites, which must include *Case Study: Follow-Up Visit*).

The student is responsible for all the material covered in the missed class and any homework or assignments that were assigned to the class.

If a student misses 50% of any course, the student must retake the course and pay any applicable fees.

Once a student has seven (7) recorded absences or late notices or does not meet attendance requirements, a meeting will be arranged between the student and Branch Manager to assess the situation and provide support, where possible. A written notice outlining the attendance issue(s) and any required follow up will be documented and provided to the student with a copy filed in the student's records.

Schedule Changes/Cancellations

CSNN reserves the right to make changes to the schedule at any time. Students will be notified of any changes as soon as possible.

Cancellation of a class (i.e. due to weather) is at the discretion of administration and will be rescheduled based on all or part of the following:

- Availability of instructor
- Availability of classroom
- Date and time convenient to the majority of the students

Curriculum and Policy Changes

CSNN reserves the right to cancel or change courses, schedules, books, fees, admission requirements, locations, policies, and procedures.

Permitted Electronic Devices (e.g. laptops)

Students are permitted to use laptops, iPads/tablets in the classroom strictly for the purpose of accessing material relevant to the program. These electronic devices must be put away during quizzes and tests or at the request of the class instructor.

Students must ensure that audio is muted. As there will be limited access to an electrical outlet in the classroom, students are expected to come to class

with their electrical device fully charged. For safety reasons extension cords are not permitted and any power cords need to be clear of walkways, aisles, exits, etc.

Students are restricted from using electronic devices for any other purpose besides taking notes and accessing course-relevant material. Any student found using electronic devices for personal reasons during class time may be prohibited from future use in the classroom.

Administration will e-mail students class notes one day in advance of the class. In-class assignments, course outlines, and handbooks will be printed by administration and distributed to the students.

(Please note: cell phones are not permitted for use in the classroom, see 'Disturbances' section for details)

Tutoring Services

Students are required to contact administration to arrange for tutoring services.

Corequisite

Noun *co·req·ui·site* \kō-'re-kwə-zət\

Definition: a formal course of study required to be taken simultaneously with another.

Corequisite classes are scheduled throughout the program in addition to regular program courses. All students are expected to attend all scheduled corequisite classes, but must attend a minimum of 75 hours to qualify to graduate (including 18 hours of case study corequisites, which must include *Case Study: Follow-Up Visit*). Corequisite classes afford students the opportunity to develop skills essential to their success in the field of nutrition.

Students who miss their scheduled Case

Study: Follow-Up Visit corequisite will be required to make up this corequisite and pay a fee of \$50 plus applicable tax. Students have the option to make up any missed corequisites, subject to availability and space, and pay a fee of \$50 plus applicable tax per class in advance of the class date.

Students are allowed to make up a maximum of 14 corequisite hours externally from workshops and courses approved by CSNN. To ensure a session qualifies, it must be related to nutrition. The student needs to provide proof of attendance to the satisfaction of administration (e.g. External Corequisite Tracking Sheet signed by presenter, proof of payment, etc.). External hours must be completed and proof provided to administration prior to the student's contract end date (last day of the program).

Holistic Culinary Certificate

Students who attend all 10 cooking corequisites (30 hours) will receive a Holistic Culinary Certificate to acknowledge this instruction in whole and natural foods preparation.

Case Studies

Students are required to complete all required case studies during the program in order to be eligible to write the final written exam. The student's class schedule provides all relevant due dates for submitting case studies. (See *Grading and Testing* section for further information).

Students are not allowed to give recommendations to practice/volunteer clients who are 18 years of age or younger until after they graduate, however, they are allowed to have practice/volunteer clients that are 18 years old or younger.

Statutory Holidays and School Breaks

The school will be closed and no classes scheduled on the following Statutory Holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, B.C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day

In addition, there is a Spring Break, Summer Break, and Winter Break as outlined on the class schedule.

GRADING AND TESTING

Marking Scheme/Grading

The marking scheme for each course will be provided by the instructor on the first day of each course. Marks typically are allocated for quizzes, tests, final exams, assignments, presentations, and participation.

A missed test will receive a grade of zero for that portion of the course.

(See *Makeup Tests, Assignments & Case Studies* section for further information).

A late assignment or late case study will receive deduction marks of 5% per day late and receive a zero (0) if more than five (5) days late (including weekends).

All assignments, case studies, and the Book Report to meet graduation requirements, must all be submitted in hard copy format (e-mailed copies will not be accepted).

Course tests, quizzes, projects, and assignments will be returned to students. The final written exam will not be returned. However, students may request to view their exam paper under supervision within four (4) months of writing the exam.

An overall grade point average of 80% or higher must be maintained to

qualify to write the final written exam.

If your average falls below the required 80%, the Academic Advisor will arrange to speak with you and recommend changes to achieve the requirements for the diploma and designation. If, at any time, you are concerned about your grade point average, please arrange to speak with the Academic Advisor.

Makeup Tests, Assignments & Case Studies

A missed test will receive a grade of zero (0) for that portion of the course.

Students will have the option to schedule a makeup test. The fee for a makeup test is \$100 plus applicable tax due in advance of the makeup test. Makeup tests must be taken outside of regular class time, on a date and time approved by administration, no more than two (2) weeks after the original test date.

Students are allowed a maximum of three (3) makeup tests for the duration of the program.

No makeup assignments will be offered.

All case studies need to be handed in for review, even if past the noted due date, as students receive valuable feedback that assists in the progression of case study skills. If a student is more than five (5) days late submitting their case study, which translates to a grade of zero (0) (*refer to Marking Scheme/Grading section*), the student has the option to also submit a new, additional case study for grading and feedback with the maximum achievable grade being 80%. Under these specific circumstances, the fee to submit this special dispensation case study is \$50 plus applicable tax due at the time the new/additional case study is submitted.

Interim Transcripts

To monitor your progress, interim transcripts are issued a total of five (5) times during the program. The first is received prior to 30% completion of the

program. The second, third, and fourth will be provided at appropriate intervals, and the fifth and final interim transcript is provided on the day of the final written exam. Upon successfully graduating from the Natural Nutrition Diploma Program, an official transcript will accompany your diploma.

Redo a Course

If a student's grade is below 60% in any given course, then that student must register and pay any applicable fees to redo that course until a grade of 60% or higher is achieved. Registration is subject to availability of space. The transcript will reflect the new grade.

Rescheduling a Course

If a student knows in advance they will not be able to meet the attendance criteria of a course, the student must first speak with administration and may be allowed to attend the course with another group. Rescheduling a course is based on availability and the payment of a rescheduling fee of \$50 (per course) plus applicable tax due prior to the start of the rescheduled course.

Oral Exam and Final Written Exam

Students who miss their scheduled oral exam or final written exam must contact administration to reschedule to the next available date and pay a fee of \$200 plus applicable tax.

IMPORTANT: The Oral Exam is a mandatory requirement. Missing the scheduled Oral Exam date could result in a significant delay to completing the program and graduating.

To defer or retake the Final Written Exam on the next available date, a student must pay a fee of \$200 plus applicable tax.

Students have a maximum of two (2) attempts to successfully complete the Final Written Exam.

Grade Appeal Policy

Academic appeals are limited to matters affecting evaluation. If the student feels their grade does not accurately reflect their performance in a course, the student should discuss the matter with the Academic Advisor. If the matter is not resolved within five (5) business days, the student may submit a Grade Appeal form to the Academic Advisor with a fee of \$25 plus applicable tax. The Academic Advisor will provide the Grade Appeal to the Registrar and an answer will be provided within fifteen (15) business days. All decisions by the Registrar are final. Appeals will only be accepted within one (1) month of receiving the grade.

GENERAL ADMINISTRATION

Contact Information Change

Students are to inform administration of any changes to their contact information, including name, mailing address, email address, or emergency contact information as soon as possible and fill in the appropriate form available from administration.

Student Card

As a CSNN Vancouver student you will receive a student card, which will be valid for the duration of your program. Students can use this card to enjoy discounts at stores and restaurants as well as various services and season passes.

Arrangements will be made for your picture to be taken during the first week of class for your student card and you will be provided with a list of known discounts.

Student cards are free of charge with the cost of the program. The fee to replace a lost student card is \$25 plus applicable tax due upon receipt of the replacement card.

Books

A book list is provided to students upon registration. It is the student's responsibility to source and purchase their books. Books which are exclusive and/or copyrighted to CSNN may be purchased from the administration desk at the Vancouver branch or students may purchase from an alternative source (if possible). CSNN reserves the right to ask students to show proof they have procured the required/correct course materials. No books will be given on credit or returned for credit.

To ensure a strong start to each course, students should purchase textbooks in advance of the course start date to pre-read and make notes to bring to class along with any questions.

Library

A library of nutrition and related books are available for students to borrow free of charge for a 30-day period. Late returns will be charged a late fee of \$0.30 per day. A replacement fee will be charged for lost books.

Photocopying & Printing

Administration does not offer photocopying or computer printing services to students. Therefore, students are responsible for having their own photocopying and printing needs met elsewhere.

Special Requests

For special request letters, a fee of \$25 plus applicable tax is due at the time the letter is requisitioned.

Feedback Forms & Surveys

Following each course, students will be provided a feedback form for completion.

Additionally, feedback forms are available at all times in the reception area.

A Program Satisfaction Survey will be distributed to students near the end of the program.

Student feedback is encouraged and is a valuable evaluation tool to help identify areas for enhancement in the program. The provincial ministry may survey students and graduates at their discretion.

FIRE/EVACUATION SAFETY

In the event of a fire alarm or if the building needs to be evacuated, students must stay with their class and the instructor will lead students out of the building (either through the front door, if safe, or through the back of the property) to the muster station, which is the corner of West Broadway & Yew Street where students are to remain until told it is safe to re-enter the building. The instructor will take attendance at the muster station to confirm everyone is accounted for so students must stay with their class. No student (or employee) will re-enter the school until the fire officials have authorized re-entry.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS POLICY

CSNN is committed to providing a learning environment in which all individuals are treated with respect and dignity. CSNN recognizes their responsibility to prevent and discourage behaviours that interfere with the rights of students and employees to learn and work in an atmosphere of equal opportunity that is free from harassment and discrimination.

A breach of appropriate conduct by a student will be dealt with by the Branch Manager and the incident will be documented in the student's file. At the Branch Manager's sole discretion, if the incident is of a serious nature, the student may have their studies put on hold until a final decision is made to dismiss the student.

There will be zero tolerance for discrimination and harassment. Violations will result in disciplinary action or dismissal from the school.

Students and instructors who witness harassment and/or discrimination are asked to report the incident to administration or the Branch Manager.

Due Respect

Students are expected to treat other students, instructors, and CSNN staff with the same courtesy and respect with which they expect to be treated. Failure to display proper respect and appropriate behaviour may result in disciplinary action and possible dismissal from CSNN.

CSNN is a drug and alcohol-free school. The use/consumption of drugs and alcohol on school property is strictly prohibited. Being under the influence during class times, even if consumed offsite, is also strictly prohibited and may result in disciplinary action and possible dismissal from CSNN.

Please note that defamation of CSNN or CSNN staff will be dealt with under CSNN's Due Respect policy and may be grounds for immediate dismissal and legal action.

R – Remember to treat others as you wish to be treated
E – Extend everyone the right to his/her own opinions and beliefs
S – Set a good example

P – Politeness goes a long way--always be courteous
E – Empathize and put yourself in the other person's shoes
C – Communicate in a calm and positive manner
T - Take responsibility for your own actions

Students are prohibited from selling goods and services in the classroom without the express permission of the Branch Manager.

Out of respect for others with scent sensitivities, CSNN is a scent-free zone.

Students who are highly contagious with an illness should be considerate and not attend class as there may be students who have compromised immune systems.

Discrimination

Discrimination means any action or behaviour that results in unfavourable treatment based on disability, race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, age, marital status, receipt of public assistance, or record of provincial or pardoned federal offenses.

Systemic discrimination includes policies, practices, procedures, actions or inactions that appear neutral, but have an adverse impact associated with one of the prohibited grounds.

At the discretion of the Branch Manager, a student found to be practicing, participating, or supporting any acts of discrimination may be subject to dismissal.

Harassment

Harassment means one or a series of vexations or comments or conduct that might be known to be offensive, intimidating, hostile, or inappropriate.

Sexual harassment means one or a series of comments or conduct of a gender-related or sexual nature that is known or might reasonably be known to be offensive, intimidating, hostile, or inappropriate. Any person who believes they are experiencing harassment/discrimination should direct their complaint to the Branch Manager.

At the discretion of the Branch Manager, a student found to be practicing, participating, or supporting any acts of harassment may be subject to dismissal.

CODE OF CONDUCT

Cheating/Plagiarism

Any student who copies work from another student and represents that work as their own, or allows their work to be copied by another, or uses unauthorized notes or aids when writing a test, or copies outside work without proper referencing will receive a grade of zero for the course. (Unauthorized aids include, but is not limited to, textbooks, cheat sheets, cell phones, and any other electronic devices). A second offense will result in immediate dismissal from the school.

Disturbances

Any student who repeatedly disrupts and interferes with the instructor and students in the classroom, and adversely affects the learning process of others, will be warned by the instructor and may be asked to leave the class without further notice.

Cell phones must be turned off (not on vibrate mode) and no text messaging is permitted during class. No recording devices are permitted in the classroom. Use of these electronic devices by the student during class is considered a disturbance.

No family/friends/loved ones/pets are permitted to accompany you in the classroom with the exception of service animals.

Eating is not allowed in the classroom while a class is in session as it is considered a disturbance. Please use class breaks to enjoy eating and clean up afterwards.

Misrepresentation

It is unethical and against CSNN's Code of Ethics to misrepresent yourself as a graduate of CSNN or a Holistic Nutritionist while you are still a student. It is also ill advised (and legally questionable) to charge a fee for nutritional assessments while you are a student.

A student who advertises themselves as a graduate before completing the diploma requirements runs the risk of being dismissed.

Students should not suggest they are a graduate by using one of the CSNN graduate designations. Instead, students should indicate they are a student of CSNN's Natural Nutrition Diploma Program. CSNN graduates should only use one of the province-appropriate designations given by CSNN.

Facebook Groups & Social Media

Even though CSNN acknowledges the rights of students to create Facebook groups and other forms of social media, students and graduates do not have the right to use any of CSNN's trademarks in the identification and description of these private social media sites, as CSNN's trademarks are exclusive to its official school social media sites.

Additionally, students do not have the right to share CSNN's intellectual property on any non-CSNN social media site. CSNN's intellectual property includes, but is not limited to, curriculum

outlines, instructor notes, workbooks, handbooks, and testing.

Students/graduates caught sharing CSNN's intellectual property on a non-CSNN site will be dismissed due to breach of confidentiality and will be subject to legal action.

Students caught cheating on social media sites will be subject to CSNN's policy regarding cheating and plagiarism.

Students creating any online content (e.g. blog) should clearly denote they are a student of CSNN's Natural Nutrition Diploma Program. Students should be careful to avoid posting anything that is inflammatory, derogatory, or discriminatory against any individual, group, or organization. As potential future holistic nutritionists, it is advised that students ensure that all postings to their blog be professional in nature.

DISMISSAL POLICY

Students may be subject to dismissal:

- If they violate CSNN's copyright and intellectual property of educational materials (legal action may additionally be taken against such violations).
- If they have cheated on a test or an assignment, or if they have allowed their work to be copied by another.
- If they perform acts of discrimination or harassment to fellow students, instructors, or administrative staff.
- If they physically threaten fellow students, instructors or administrative staff.
- If they are under the influence of drugs or alcohol while on school property.
- If they are in breach of the confidentiality restrictions set out in this document.

- If they repeatedly disrupt the classroom.
- If they misrepresent themselves as a practitioner while they are still a student.

Be aware that poor academic performance and/or poor attendance may also be subject to dismissal.

Students who violate CSNN's Code of Conduct will be reported to the Branch Manager for purposes of documentation.

If another student or instructor witnessed the violation, the Branch Manager will contact the student or instructor to discuss the incident and will ask for written statements to be documented in the student's file. If the violation warrants immediate dismissal, the student's studies will be put on hold until the Branch Manager is able to look into all details.

After investigating all of the details surrounding the incident, the Branch Manager will do one of the following:

- (a) Determine the violation was not substantiated; or
- (b) Determine the violation was substantiated in whole or in part, and either:
 - (i) Give the student a warning with details of the consequences should the student be found to violate again or:
 - (ii) Set a probationary period with appropriate conditions or:
 - (iii) Determine that the student should be dismissed.

If the Branch Manager feels that a student should be dismissed, they will first provide all documentation to the Registrar and discuss the situation with the Registrar before dismissing the student.

Should it be determined that a student should be dismissed, the Branch Manager will prepare a written summary of the determination, the reasons for dismissal, and will include all written documentation of the incident to give to the student and to be put in the student's file. The student's refund will be calculated according to the refund policy. If the student owes money these monies will be subject to collection.

If the student is given a warning or placed on probation, the Branch Manager and the student will both sign the written warning or the document outlining the probationary conditions. Copies of documents will be given to the student and the original will be placed in the student's file.

STUDENT DISPUTE RESOLUTION POLICY

Students who have a dispute must put their dispute in writing addressed to the Branch Manager. If the Branch Manager is absent or named in the complaint, the student must address their dispute to the Academic Advisor.

Students may request to have a meeting with the Branch Manager in regards to their complaint. Students making a complaint may be represented by an agent or a lawyer.

Once the decision is made the Branch Manager will document the decision in the student's file and in writing will inform the student of the decision and the reasons for the decision.

If within ten (10) business days, the Branch Manager is unable to resolve the issue, the student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. A written response from the

Registrar will be forwarded to the Branch Manager within 10-15 business days. All decisions are final.

The Branch Manager will keep on file all written student complaints, any submissions made in regards to the complaint, and the written decision made in regards to the complaint. A copy of all documents will be provided to the student in a timely manner and no later than forty-five (45) days after the date on which the student made the complaint.

Disputes Involving Instructors

Students who have complaints towards an instructor are asked to first try and resolve their issue with their instructor before making a written complaint to the Branch Manager; however, if the issue is not resolved, the student is asked to provide the Branch Manager with the written complaint. If the Branch Manager is absent or named in the complaint, the student must address the dispute to the Academic Advisor.

The Branch Manager will schedule a meeting with both the student and the instructor. Students making a complaint may be represented by an agent or a lawyer.

If within ten (10) working days, the Branch Manager is unable to resolve the issue, the student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. A written response from the Registrar will be forwarded to the Branch Manager within 10-15 working days. All decisions are final.

The Branch Manager will keep on file all written student complaints, any submissions made in regards to the complaint, and the written decision made in regards to the complaint. A copy of all documents will be provided to the student in a timely manner and no later

than forty-five (45) days after the date on which the student made the complaint.

GRADUATES: TRANSCRIPTS AND DESIGNATION

Transcripts

The Academic Transcript is the official record of your academic achievement at CSNN. Grades may be requested from your Branch Manager; however, to ensure confidentiality this information will not be provided over the telephone or by email.

Any outstanding fees at the end of the program will result in CSNN withholding the diploma, R.H.N. number, and graduate status from the student. The transcript will indicate 'incomplete requirements'. The student will not be permitted to officially graduate until the outstanding account is paid in full. Students who require additional or replacement transcripts or diplomas or replacement R.H.N. cards should contact CSNN Head Office (1-800-569-9938) to make the necessary arrangements. The cost for additional transcripts or replacement R.H.N. cards is \$10.00 (including applicable tax for Ontario). There is an administrative fee of \$25 (including applicable tax for Ontario) for additional or replacement diplomas and an administrative fee of \$15 (including applicable tax for Ontario) for additional certificates (e.g. culinary certificate).

R.H.N. Designation

Students completing the Natural Nutrition Diploma Program in the province of B.C. who have met all of the requirements will receive a diploma in Natural Nutrition and the R.H.N. designation with the corresponding professional title Registered Holistic Nutritionist™ professional.

Upon completion of the diploma requirements graduates will automatically be registered with the CSNN Alumni Association. (Students pay the alumni fee as part of their program costs, which is forwarded to the CSNN Alumni Association along with the student's R.H.N. number and contact information). As a result, the graduate's R.H.N. number will be included in the R.H.N. Registry held by the CSNN Alumni Association.

After the first year of membership, graduates will have to renew their membership directly with the CSNN Alumni Association in order for their designation number to remain in good standing in the Registry. It is highly advised that graduates practicing as holistic nutritional consultants renew their membership with the CSNN Alumni Association so that if the public calls to verify the graduate's status, the CSNN Alumni Association can confirm the graduate is in good standing.

Also, please note that insurance companies call the Alumni Association to verify the status of CSNN graduates.

Alternate Designations

The use of the title 'nutritionist' is subject to provincial legislation, as follows:

Alberta Graduates:

Will receive the C.H.N. designation with the corresponding professional title Certified in Holistic Nutrition™ professional.

British Columbia & Ontario Graduates: Will receive the R.H.N. designation with the corresponding professional title Registered Holistic Nutritionist™ professional.

New Brunswick and Nova Scotia Graduates:

Will receive the R.H.N. designation with the corresponding professional title Registered Holistic Nutritional Consultant™ professional.

IMPORTANT: As a British Columbia graduate you must use the appropriate alternate designation when working with clients in Alberta or the Atlantic provinces.

CSNN Alumni Association (CSNNAA)

The CSNNAA holds the Registry for the designations given to qualifying graduates of CSNN's Natural Nutrition Diploma Program.

The CSNNAA is a non-profit organization managed by CSNN graduates. Its mandate is to support and advance those graduating from the Canadian School of Natural Nutrition. The organization distributes newsletters, provides networking opportunities, shares employment opportunities, and provides tools that help graduates with their practice. The CSNNAA hosts the annual Canadian Holistic Nutrition Conference for its members.

SCOPE OF PRACTICE FOR CSNN GRADUATES

The services offered by a CSNN graduate are grounded in the following principles:

1. Acknowledgement that each person is biochemically distinct and has unique nutritional needs.
2. Awareness of the meaning of holistic nutrition: the interrelationship of mind, body and spirit, and the importance of addressing these interactive factors, which are unique to each individual.
3. Promotion of whole, locally grown and organic foods, sustainable farming practices, and the necessity of living in a non-toxic environment.

4. The principles of prevention and self-responsibility are fundamental to any successful health care program. However, it is important that graduates do not make claims by using words such as prevent, treat, cure, and heal.
5. Recognition that supplementation is not a substitute for wholesome, nutritious foods but that it may be helpful. Only supplements with an NPN number should be recommended to clients, and the formulation and labelling of supplements should be independent of the graduate and their practice.
6. Respect for clients; respect for their wellness goals, and for their personal tastes, morals, social, and life values;
7. Acceptance of the unique contribution of other health care providers, and the need to work cooperatively with them regardless of their discipline, holistic or allopathic.
8. The main services provided by a CSNN graduate include the following:
 - a) Document client's goals, needs and plans;
 - b) Evaluate client's food selection, preparation and intake;
 - c) Evaluate client's lifestyle and overall feeling of well-being;
 - d) Evaluate client's use of dietary supplements;
 - e) Identify client's nutritional imbalance(s) and lifestyle habits without directly ordering lab tests, as this activity is reserved for licensed health care practitioners;

- f) Work with other health care professionals, if applicable, in order to determine all nutritional and lifestyle-changing needs of the client, including referring client to other health care professionals as deemed appropriate;
- g) Support the progress of client's health goals by creating an individualized wellness program, which will include the use of whole, nutrient-dense foods, menu plans, natural source supplements*, and lifestyle modifications -- including the use of non-toxic, environmentally friendly household/personal products;
- h) Provide further guidance to the client, if necessary, by explaining food labels, and by offering food preparation techniques and shopping tips;
- i) Guide the client in the implementation of a long term personal health plan, provide education when necessary, and offer ongoing assessments;
- j) Monitor the client's personal health plan in order to reinforce participation in the achievement of the health goals;
- k) Act as a community educator to the public and to other health care professionals, developing curriculum, preparing manuals, writing articles, publishing books, and teaching;
- l) Promote health discussions in schools, workplaces, and community agencies;
- m) Bring holistic nutrition knowledge, principles, and philosophy to other professions.

****Please be advised that CSNN is referring to non-herbal supplements, as herbal supplements should only be recommended after all aspects of the herb, especially its contraindications, are researched. Since CSNN does not teach herbology or evaluate herbal recommendations, the onus is on the holistic nutrition consultant to follow manufacturers' instructions or get advice from an herbalist. Additionally, for non-herbal supplements holistic nutritional consultants should consult the manufacturer when recommending dosages higher than those recommended on the bottle.***