



**STUDENT HANDBOOK**  
**for**  
**Introduction to Natural Nutrition Program**

**FALL 2019**

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## **INTRODUCTION**

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### **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 and answer some frequently asked questions. If you have any further questions, please address them to Administration or the Branch Manager.

Phone: 604-730-5611

Email: van@csnn.ca

Branch Manager: Kate McLaughlin

### **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 and for the earth that provides our food. It is the understanding and teaching of this philosophy that is behind the success of our school.

### **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. Please contact the Branch Manager immediately if this applies to you as we require you to provide documentation from a specialist regarding your disability.

## **PRIVACY POLICY**

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As a student, your name, address, and phone number are kept on file to serve as identification and contact information.

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, and the student. 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 complete the Introduction to Natural Nutrition program, your contact information is put on a database so that CSNN can contact you.

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'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.

## **CONFIDENTIALITY & DISCLOSURE**

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.

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 confidentiality and a breach of the student's contract (student enrolment contract) and may lead to the student's dismissal from CSNN plus legal action.

## **PAYMENT & ACCOUNT INFORMATION**

### **Forms of Payment**

Cheque, Visa, MasterCard, debit, money order, cash, and e-transfers from domestic bank accounts are accepted for tuition and books.

### **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 before the first session date of each course. (Refer to your Student Enrolment Contract, payment plans section for tuition amounts and due dates).

No refunds will be made after the first session date of each course.

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

Any outstanding fees at the end of the program will result in CSNN withholding the transcript and/or completion certificate.

## **ACADEMIC INFORMATION**

### **Program Content**

The Introduction to Natural Nutrition Program consists of two (2) courses.

1. Fundamentals of Nutrition I
2. Fundamentals of Nutrition II

### **Program Completion Requirements**

To receive the completion certificate for the Introduction to Natural Nutrition program, a student must have an overall average of 80%, and have no outstanding payments (e.g. tuition, other fees). The fee for an additional/replacement copy of a completion certificate is \$25 (plus applicable tax).

### **Transcripts**

The academic transcript is the official record of your academic achievement at CSNN. The fee for an additional/replacement copy of a transcript is \$10 (plus applicable tax).

### **Natural Nutrition Diploma Program**

Students who complete the Introduction to Natural Nutrition Program courses can apply to the Natural Nutrition Diploma Program and receive credit for completed courses. Students must meet admission requirements.

### **Attendance**

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 two (2) 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%).

### **Withdrawal**

If you are unable to continue with your studies, please advise administration.

### **Dismissal**

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 Registered Holistic Nutritionist™, which is the designation reserved for and bestowed upon Natural Nutrition Diploma Program graduates.

The decision for dismissal will be determined by the Branch Manager. All decisions are final.

### **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, 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.

### **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, and Christmas Day.

## **GRADING AND TESTING**

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### **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.

All assignments must be submitted in hard copy format.

A missed test will receive a grade of zero for that portion of the course. (See *Makeup Tests & Assignments* section for further information).

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

Course tests, quizzes, projects, and assignments will be returned to students.

An overall grade point average of 80% or higher must be achieved to receive a completion certificate for the program.

### **Makeup Tests & Assignments**

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.

No makeup assignments will be offered.

### **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**

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### **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.

### **Books**

The textbook for the Introduction to Natural Nutrition Program is included as part of the tuition and fees. If a student procures the book on their own, CSNN reserves the right to ask students to show proof they have procured the correct book. No refunds or exchanges.

### **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.

### **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 that helps identify areas for enhancement in the program.

## **FIRE/EVACUATION SAFETY**

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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**

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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 that he/she is 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**

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### **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.

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**

As a student of the Introduction to Natural Nutrition Program, it is unethical and against CSNN's Code of Ethics to misrepresent yourself as a graduate of CSNN's Natural Nutrition Diploma Program, which graduates receive the designation of Registered Holistic Nutritionist™.

### **Facebook Groups & Social Media**

Even though CSNN acknowledges the rights of students to create Facebook groups and other forms of social media,

students 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 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 Introduction to Natural Nutrition Diploma Program. Students should be careful to avoid posting anything that is inflammatory, derogatory, or discriminatory against any individual, group, or organization.