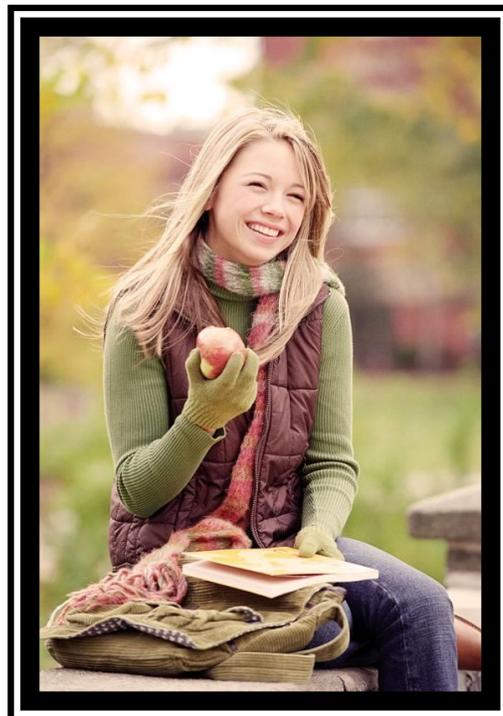




Canadian School of Natural Nutrition  
TEACHING THE MEDICINE OF THE FUTURE™

# STUDENT HANDBOOK

## *NATURAL NUTRITION DIPLOMA PROGRAM*





**CANADIAN SCHOOL OF NATURAL NUTRITION  
STUDENT HANDBOOK**

**NATURAL  
NUTRITION  
PROGRAM**

**Student Handbook**

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# CANADIAN SCHOOL OF NATURAL NUTRITION STUDENT HANDBOOK

## INTRODUCTION AND REQUIREMENTS

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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, which will make student life at CSNN easier. Please review this handbook carefully and keep it available for future reference. If you have any further questions, please address them to your Branch Manager.

CSNN is a Federal Corporation certified by Employment and Social Development Canada. CSNN is accredited by the Private Training Institutions Branch of British Columbia. CSNN is legislated under the New Brunswick Private Occupational Training Act in New Brunswick. CSNN's Natural Nutrition Program is licensed under the Private Vocational Training Act (Alberta) and in Ontario is approved as a vocational program under the Private Career Colleges Act, 2005. Our mandate is to provide education with a strong practical, and career-oriented approach to holistic nutrition.

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. CSNN does its best to accommodate students with documented medical disabilities. Accommodations are done on a case by case basis. Students with disabilities are asked to speak with their Branch Manager.

### CSNN Philosophy

“The teaching philosophy of CSNN is based on providing a visionary approach to health

care through natural nutrition. It is based, as stated in the Mission Statement, 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 Requirements

The minimum requirement is a Secondary School Diploma or equivalent. Applicants 19 years of age or older may be admitted as mature students. Some locations require photo ID, and proof of a Secondary School Diploma or the passing of a qualifying test.

A high school level background in sciences or nutrition is recommended but is not mandatory. If you require additional assistance with the sciences, ask your Branch Manager about available tutoring services.

### 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% presentation of case study*

*15% 10 case studies*

*57 hrs workshops and culinary classes (includes book report and mandatory case study practicals)*

### Language Requirements

An understanding of English is essential to your success at CSNN. You must be able to understand and read English, as well as be able to express yourself in English both verbally and in writing.

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### CONTACT INFORMATION

Your branch will ensure you are provided with all that you require as a CSNN student. Should you have any questions, please contact your branch.

Calgary  
(403) 276-1551 Stacey Bishop

Edmonton  
(780) 437-3933 Stacey Bishop

London  
(519) 936-1610 Joni Yungblut

Mississauga  
(905) 891-0024 Carolyn Steiss

Moncton  
(506) 384-2700 Judy Underhill

Nanaimo  
(250) 741-4805 Dona Bradley

Ottawa  
(613) 314-6991 Natalie Rivier

Richmond Hill  
(905) 737-0284 Leslie Gould

Toronto East  
(416) 497-4111 Patricia Ward

Toronto  
(416) 482-3772 Vivian Lee

Vancouver  
(604) 730-5611 Kate McLaughlin

Victoria  
(250) 888-4231 Audrey Sidnick

### PRIVACY POLICY

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

identification and contact information. Your birth date is documented for admission requirement purposes (in some provinces 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. Documentation pertaining to advanced standing is also kept on file. Grades are kept on file indefinitely, in hard copy and electronic format.

These files are confidential and are available only to CSNN Branch Managers, CSNN administrative staff, the Directors, the Registrar, 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 without their permission. Grades will not be disclosed on the telephone or by email. Information may be transferred when 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 mail you your transcript, and keep you on the official graduates' list. Your information remains on the database, as per ministry regulations. This information may be shared with the CSNN Alumni Association for purposes of the designation registry, with the respective provincial ministries, and with the 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.

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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 website 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 agrees to:

- 1) Maintain an interest in the well being of all human beings, regardless of color, 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 s/he has competence and training.
- 10) Recognize the need to work co-operatively with other disciplines, holistic or allopathic, to best serve the client's needs, 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

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and/or titles to avoid misleading the public about your role as a holistic nutrition professional.



## **COPYRIGHT & INTELLECTUAL PROPERTY**

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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. CSNN Instructors do not distribute their notes or their power point presentations.

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 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 expulsion from CSNN, and/or**

**legal action.**

## **PAYMENT AND ACCOUNT INFORMATION**

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### **Forms of Payment**

Your Branch Manager will inform you of the acceptable forms of payment for tuition and books. Should your payment by cheque be returned NSF you will be charged a \$25+gst/hst administration fee, plus you will no longer be able to make any future payments by cheque.

### **Tuition Discounts**

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

### **Income Tax Receipt**

T2202 forms will be mailed to all students by the end of February. The amount shown reflects tuition paid for courses taken during the previous tax year. Students losing their original tax receipt will be charged \$25+taxes for a copy.

### **Accounts**

All student account information is retained at the Branch. All outstanding invoices must be paid in full before a student is eligible to graduate.

### **Withdrawals and Refunds**

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 Branch Manager. The date upon which the Withdrawal Form is received is the effective date of withdrawal. A copy of the Withdrawal Form is forwarded to the Registrar.

The student has not officially withdrawn if he/she ceases to attend classes or verbally

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notifies the Instructor, Branch Manager or administrative staff of their intent to withdraw.

Please note that since each Provincial Ministry has its own specific regulations in regard to refunds, please either refer to your copy of your student enrolment contract or ask your Branch Manager for a copy of the refund policy.

## Transfer Policy

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 speak with their Branch Manager, who will contact and make arrangements with the other branch. Your Branch Manager will provide you with all transfer details, including the amount of tuition paid that will be withheld. Additionally, students will be asked to fill in a form and pay the receiving branch a \$100 non-refundable registration fee.**

## On Hold Status

If you must take a leave from your studies, you are required to fill in an On-Hold form. There is an administrative fee of \$200+taxes to go on hold. Your file will remain open for **ONE** year. **Students who fall behind on their payment plans will be put on hold.**

Upon your return, a fee of \$50+taxes applies for any course that requires special individual scheduling. If you go on hold longer than one year and are past the allowed timelines, you will be charged \$200+taxes to re-open your file, plus you will be subject to any new requirements & fees.

Students who postpone completing their requirements such as writing the board exam, the oral exam, and the submission of case studies will be considered to be on hold and will owe the on-hold fee.

**Students who go on hold and are ready to resume their studies must first contact their Branch Manager to make arrangements for their return. Returning students may find they have to wait for course or exam space availability.**

**Students who are away from their studies (last course completed, or last class attended) more than 5 years ago and who wish to return will be required to redo all courses, in order to be prepared for the new final Board Exam.**

## ACADEMIC INFORMATION

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### Academic Year

The CSNN Natural Nutrition:

NN101A	Fundamentals of Nutrition I
NN101B	Fundamentals of Nutrition II
NN102	Anatomy & Physiology
NN103A	Nutritional Symptomatology
NN103B	Motivational Interview Skills
NN104A	Hormone Health
NN105A	Body-Mind-Spirit - Mind
NN105B	Body-Mind-Spirit - Spirit
NN106	Fundamentals of Business
NN107A	Biochemistry & Epigenetics
NN109	Pathology & Nutrition
NN110A	Lifecycle Nutrition – Pediatric
NN110B	Lifecycle Nutrition – Sports
NN110C	Lifecycle Nutrition – Perspectives on Aging
NN111	Eco-Nutrition
NN112	Allergies
NN114	Nutritional Literature Research

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NN115 Home Use of Herbs

## Time Lines

Students are expected to complete the program within the following time period, which is based on the original date of registration:

- Full time day or evening program within one year (maximum 2 years)
- Part time evening program within two 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 5 or more years ago will have to redo the entire program. There is a \$200+gst/hst administrative fee to reopen a student file, once s/he has gone past the maximum time allotted.**

**Students required to upgrade courses, will be given the option of exemption test/s. A fee of \$150 applies for each exemption test requested. The exemption test fee is non-refundable regardless of whether or not the student achieves 80% on the test and receives exemption from taking the upgrade course.**

## Accelerated Learning & Customized Scheduling

Some branches offer accelerated schedule options. For example, a part time student may wish to attend classes 2 times per week and take 2 modules simultaneously in order to complete the entire program in one year rather than in two years. An administrative fee of \$100 + gst/hst applies in the case of an accelerated schedule.

Students who require the special scheduling of courses will be charged \$50 +gst/hst for each

course rescheduled, plus they will be asked to fill in a 'Classroom Course Rescheduling Commitment' form.

## Advanced Standing (AS)

Some branches offer advanced standing for courses taken at an accredited college or university. Exemptions are granted on a course-by-course basis, however, if courses were completed more than 5 years ago, they may not be eligible unless the person works with the subject matter. Students may apply for exemptions of up to 25% of the Natural Nutrition Program. The following must be provided:

- a completed Advanced Standing Form and applicable transcripts with detailed course descriptions
- a cheque for \$50.00 + gst/hst for each course subject to exemption\*

**All advanced standing requests must be made at time of registration or before the start of the program.**

**\*The advanced standing administrative fee is non-refundable regardless of whether or not exemption is granted.**

A copy of the Advanced Standing request with the Director's decision is placed in the student's file. If advanced standing is approved, "A/S" will be denoted on the student's transcript.

## Attendance

Students are expected to attend all classes, be on time, and stay for the full duration. (Some courses may be offered on weekends.)

Students are to report an absence to a member of the Administration Team, and their instructor as soon as possible via email ([nanadmin@csnn.ca](mailto:nanadmin@csnn.ca)) or telephone (250-741-4805). For Victoria, please email [adminvictoria@csnn.ca](mailto:adminvictoria@csnn.ca) or telephone (250)-888-4231

Marks may be deducted in some courses for

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absenteeism. In each of the 18 courses, 5% can be deducted from a student's final course grade for every 3 lates/leaving early/absence per course.

Also, if 50% or more of classes are missed in the course, students will not be able to write the final course test and will need to redo the course. If unable to attend a class, inform your Teacher or Manager as soon as possible. Remember, you are responsible for all the material covered in the missed class and any homework or assignments that were assigned to the class. A missed test or assignment will receive a grade of **zero**.

If the circumstances warrant it, arrangements for make-up tests or submission of assignments may be made. This is at the discretion of your Manager and Teacher.

**If a student is more than 10 minutes late, they are considered absent. If a student is absent 7 or more times, they are subject to suspension until the circumstances can be reviewed.**

### **Auditing Classes**

If you wish to audit a course, that is to attend classes for an entire course without receiving a grade, arrangements must be made with the Branch Manager. If there is space, approval may be given. A course registration form must be completed and submitted accompanied by a cheque for the single course fee.

If you wish to audit one class of a course and space is available, you may attend the one class with the Branch Manager's approval. No fee applies.

### **CSNN Schedule Changes/Cancellations**

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

Cancellation of a class, (i.e. due to weather), is at the discretion of the Branch Manager and

will be rescheduled based on the following:

- the date and time is convenient and approved by the Branch Manager
- the date and time is convenient to the majority of the students
- availability of the classroom

### **Curriculum and Policy Changes**

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

### **Tutoring Services**

All tutoring must be arranged with your Branch Manager and should not to be arranged with your Instructor.

### **Workshops\***

**\*at some locations called practicums, practicals, or corequisites.**

Workshops are scheduled throughout the academic year, in addition to course classes. These sessions, supervised by a qualified Holistic Nutritional Consultant, afford our students the "hands-on" opportunity to develop the interview, assessment and counselling skills essential to their success in the field of nutrition.

57 hours of documented attendance is required to qualify to graduate. As part of these 57 hours it is **mandatory that students complete the following:**

- 15 case study workshop hours plus
- the mandatory 3 hour follow-up case study workshop plus
- book report worth 3 practical hours

**It is the student's responsibility** to ensure that they have completed the mandatory required workshop hours. Students will be given recognition on their transcript for additional workshop hours completed. It is advisable to complete all workshop requirements before the end of classes, in order to be able to graduate on time.

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For branches that have students sign up for workshops, students should only sign up for those they are able to attend. Failure to attend the workshop or to cancel with 24 hours advance workday notice will result in a \$50+gst/hst administrative fee being charged. As part of the 50 required workshop hours students are allowed a maximum of 14 external workshop hours that have been preapproved by the Branch Manager. To ensure an external workshop qualifies, the student must submit a request, in writing to the Branch Manager at least one week prior to the event. The student should also have the workshop form signed by the presenter of the approved session.

## Case Studies

Students are required to complete ten (10) case studies as per the guidelines offered in the Nutritional Symptomatology Handbook, in order to be eligible to graduate. These 10 case studies are completed on 8 volunteer “clients” and complete instructions will be given during Nutritional Symptomatology. **The 10 case studies must be handed in no later than the written exam date. Since case studies handed in late receive a grade of zero, it is highly recommended that students, who do not have 10 case studies ready in time for the written exam, postpone writing. Students who do not hand in 10 case studies are not eligible to graduate.**

**Students who do not achieve an overall 80% and who need to submit additional case studies will be charged \$50+taxes for the grading of each additional case study.**

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

## Holidays

No classes or workshops will be held on the following Statutory Holidays:

(Some provinces may have additional holidays)

Labour Day	Thanksgiving
Christmas Day	Boxing Day
New Year’s Day	Family Day
Good Friday	Victoria Day
Canada Day	British Columbia Day
Remembrance Day	

## GRADING AND TESTING

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### Marking Scheme / Grading

On the first day of each new course, the teacher will outline the marking scheme for that particular course. Marks are typically allocated for quizzes, tests, final exams, assignments, presentations, participation and attendance. Please note that all tests have a time limit and are written at your branch.

**All assignments should be submitted in hard copy format. Grade penalties apply when assignments are handed in late. Assignments handed in 5 or more days late will be given a zero.**

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.

***An overall course grade point average of 80% or higher must be maintained to qualify for the Final Board Exams.***

### Make up Tests, Quizzes and Late Assignments

Students who miss tests, quizzes or deadlines for assignments will automatically be assigned a zero (0) grade for that portion of the course until other arrangements are made.

The decision to allow students to make up missed tests and quizzes or submit past due assignments is left to the discretion of the

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Branch Manager and Instructor. **Permission will only be given where a student has a valid reason for the request, has established credibility by full attendance and participation and has not missed previous tests. (A fee of \$50+gst/hst for creating another test applies.)**

**In order to be allowed a make-up test, the student must have demonstrated the following:**

- a) not missed previous tests or assignments in the course**
- b) have good class attendance and participation**
- c) have respected previous commitments**
- d) shown willingness to cooperate with the suggested schedule of rewrite, as rewrites should be done within 1 month of missing the original test**

**The above guidelines will be followed by CSNN in order to uphold CSNN's credibility and academic standards.**

If it is the decision of both the Branch Manager and the Instructor that a student should not be allowed a rewrite and the student is not in agreement with this decision, the student has the right to appeal to the Registrar within 5 days of being informed of the decision, using the Grade Appeal form available at your branch, or by calling the Registrar at 1-800-569-9938 (\$25+gst/hst admin fee applies). All decisions are final.

### **Module Rewrites**

Students are permitted one course rewrite per module, only if their overall module average is less than 80%. A fee of \$75 applies. The module rewrite will be an extensive test covering the whole course and the grade received on the module rewrite will replace the student's previous course grade, even if this means a lower course grade for the student. **Note: the fee is subject to provincial regulations.**

### **Permission to redo a course or courses**

Students, who have not written the final exam, may redo a course in which they obtained a mark of 60% or less, if they reregister for that course and pay the course fee. This is allowed in addition to a module rewrite of another course in the same module. Registration is subject to availability of space. The transcript will reflect the new grade.

### **Academic Probation**

Your module averages indicate whether or not you are keeping up with the program. If you aren't maintaining an 80% average, you could be subject to academic probation and be advised to make changes necessary to achieve the requirements of the diploma and designation.

### **Board Exams**

Students with a course average of 80% qualify for the board exams. If students have under 80%, they will be allowed to redo some courses. No more than 2 attempts at a course will be allowed. In addition to waiting for the next set of scheduled Board Exams, students who commit to and miss their scheduled Board Exams or are required to pay a fee of \$200.00 + gst/hst for each of the following requests:

- to redo a Board Exam
- to reschedule a Board Exam

The Board Exams consist of the final written exam and the oral case study presentation and **students have a maximum of 2 attempts at each of these.**

### **Appeal – Grade**

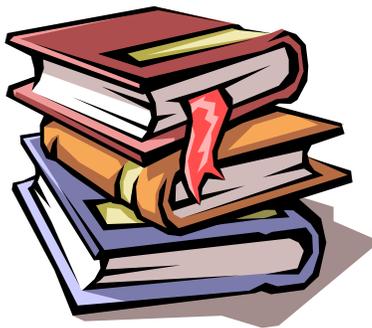
Academic appeals are limited to matters affecting evaluation. If the student feels his/her grade does not accurately reflect his/her performance in a course, and the student has already discussed it with their

## CANADIAN SCHOOL OF NATURAL NUTRITION STUDENT HANDBOOK

Instructor, the student should discuss the matter with their Branch Manager. If the matter is not resolved within five (5) working days, the student may submit a Grade Appeal form to the Branch Manager with a \$25.00 + gst/hst administration fee. (Appeals should be forwarded within 1 month of receiving grade. It should be noted that the final written exam is only kept on file for 4 months.) The Manager will present the Grade Appeal form to the Registrar who will respond between 10-15 working days. All decisions are final.

### **Appeals – Incomplete work**

Students may have completed work satisfactorily throughout a course but were unable to finish all the course work for reasons beyond their control. In this situation, the Branch Manager and Teacher may decide to assign an “I” (incomplete) grade to allow time to complete the missing work. The Branch Manager and Teacher will set a date for the outstanding work to be submitted. If the work is not received by the due date, the Teacher will change the “I” to a **zero** for that part of the course-work. **If this grade causes a student to fall below 80% in a module, no module rewrite test will be allowed for that course.**



### **MISCELLANEOUS ADMINISTRATIVE**

#### **Name or Address Change**

Students are to inform their branch of any name or address changes as soon as possible, plus fill in the appropriate form. This is

particularly important upon graduation when transcripts are mailed to graduates.

### **Books**

All books used in our curriculum may be purchased from CSNN. A text ordering system will be explained by the Branch Manager.

### **Special Requests**

There is an administrative charge of \$15 + gst/hst for requested letters.

### **Student Surveys and Evaluation Forms**

Following some courses students will receive evaluation forms to be completed. A Program Student Satisfaction Survey will be distributed to students near the end of the program. Some provincial ministries also survey graduates.

### **CODE OF CONDUCT**

CSNN is committed to providing a learning environment in which all individuals are treated with respect and dignity. Harassment and discrimination are prohibited under the Ontario Human Rights Code, and in some cases, the Criminal Code of Canada.

We at CSNN recognize our 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 conduct by a student will be dealt with by the Branch Manager and the incident will be documented in the student's file. If the incident is serious enough the student may be put on hold until a final decision is made whether or not to expel the student. (*See CSNN's Expulsion Policy on page 14*)

Instructors and students who witness harassment and/or discrimination are asked to report the incident to their Branch Manager.

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## **Cheating/plagiarism**

Any student, who on a test or assignment copies from the work of another student and represents that work as his own, or allows his work to be copied by another, or uses unauthorized notes or aids when writing a test, or plagiarizes will receive a grade of zero (0) for the course. (Unauthorized aids include but are not limited to textbooks, cheat sheets, cell phones, and any other electronic devices). A second cheating offense means an automatic expulsion from the school. A refund of tuition would not apply in this situation.

**Copying outside work without proper referencing is considered a form of plagiarism.**

## **Disturbances**

Any student who repeatedly disrupts 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. Ringing cell phones and text messaging in class are considered disturbances.

## **Due Respect**

Students are expected to treat other students, teachers, 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 expulsion 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 expulsion 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.**

**CSNN branch locations are deemed scent free out of respect for students with scent sensitivities.** Also, 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** means any action or behaviour that results in unfavourable treatment based on disability, race, ancestry, place or 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.

**Harassment** means one or a series of vexations 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

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should be advised to direct their complaint to the Branch Manager.

### **Misrepresentation**

It is unethical and against CSNN's Code of Ethics to misrepresent yourself as a graduate of CSNN 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 herself/himself as graduate before completing the diploma requirements, runs the risk of being expelled.\* A refund of tuition would not apply in this situation.

**\*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 program. Upon graduation, 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 expelled due to breach of confidentiality, plus will be subject to legal action.

Students caught cheating on these social media sites will be subject to CSNN's policy

regarding cheating and plagiarism. (See page 11).

Students creating their own blogs should clearly denote that they are a student. For example, they could state that they are a student of CSNN's Natural Nutrition 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 nutritional consultants, it is advised that students ensure that all postings to their blog are professional in nature.

### **STUDENT EXPULSION POLICY**

Students may be subject to expulsion:

**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 repeatedly disrupt the classroom.

**If** they sell goods and services in the classroom.

**If** they misrepresent themselves as a practitioner while they are still a student.

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

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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 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 expelled.

A Branch Manager who feels that a student should be expelled will first provide all documentation to the Registrar and discuss the situation with the Registrar before expelling the Student.

Should it be determined that a student should be expelled, the Branch Manager will prepare a written summary of the determination, the reasons for expulsion, and will include all written documentation of the incident to give to the Student and to be put in the Student's file.

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.

### **GRADUATES: TRANSCRIPTS AND DESIGNATIONS**

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#### **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. Students who have successfully completed all requirements on time will have their transcripts mailed to them 6 to 8 weeks after the board exams are completed.

Any outstanding fees at the end of the program will result in CSNN withholding the diploma, R.H.N./C.H.N. number, and graduate status and package from the student. And transcripts of these students will indicate 'incomplete requirements.' The student will not be permitted to officially graduate until the outstanding account is paid in full.

The cost for additional and official transcripts or replacement R.H.N./C.H.N. cards is \$10.00 (incl. gst/hst). There is an administrative fee of \$25 (incl. gst/hst) for additional diplomas and an administrative fee of \$15 (incl. gst/hst) for additional certificates.

#### **Graduate Designations**

Students completing the Natural Nutrition program who have met all of the requirements will receive a diploma in Natural Nutrition, and either the R.H.N., or C.H.N. designation depending on the province they graduate in.

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For example:

### Alberta Graduates:

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

### British Columbia & Ontario Graduates:

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

### New Brunswick Graduates:

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

Upon completion of the diploma requirements, CSNN will forward the first year's membership fee of \$79+gst/hst to the CSNN Alumni Association along with either the R.H.N. or C.H.N. number to be included in the R.H.N./C.H.N. Registry which is held and maintained 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 annually renew their membership with the CSNN Alumni Association, so that if the public calls to verify the graduate's status that 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.

### **CSNN Alumni Association (CSNNAA)**

The CSNN Alumni Association holds the Registry for the designations given to qualifying graduates of CSNN's Natural Nutrition program.

The Alumni Association is a non-profit organization managed by CSNN graduates. The mandate of the Alumni Association 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 Alumni Association hosts the annual Canadian Holistic Nutrition Conference for its members. Alumni members who are considered active because they have paid their annual membership fee to the CSNN Alumni Association will receive a 10% discount on advanced holistic nutrition workshops offered at CSNN.

### **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

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- 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 co-operatively 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 wellbeing;
    - 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 client in the implementation of a long-term personal health plan, provide education when necessary, and offer ongoing assessments;
  - j) Monitor 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, industry, 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 contra-indications are researched. Since CSNN does not teach herbology nor evaluate herbal recommendations, the onus is on the holistic nutritional consultant to follow manufacturers' instructions or get advice from an herbalist. Additionally, for**

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**non-herbal supplements recommending dosages  
holistic nutritional higher than those  
consultants should consult recommended on the bottle.  
the manufacturer when**

***Dispute Resolution Policy***

<b>Canadian School of Natural Nutrition – Vancouver Island</b>	<b>#3734</b>
Name of Institution	Institution Number
<b>Dispute Resolution Policy</b>	<b>August 5, 2019</b>
Name of Policy	Effective Date
	<b>August 31, 2016</b>
	Revision Date

1. This policy governs complaints from students relating to the **Canadian School of Natural Nutrition – Vancouver Island** and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. The student must provide the written complaint to the Branch Manager who is responsible for making determinations in respect of complaints. If the Branch Manager is absent or is named in a complaint, the student must provide the complaint to the Registrar.
3. The process by which the student complaint will be handled is as follows:
  - **Student concerns relating to CSNN policies and procedures** are to be directed to your Branch Manager. If the Branch Manager is unable to resolve the matter in a satisfactory manner within three (3) working days, the student will be advised to complete a “How Can We Help You?” form, which will be forwarded to the Registrar. This form may be obtained from your Branch Manager or by calling the Registrar at (905) 737-8729. A response will be given within 10-15 working days and a copy will be forwarded to the Branch Manager. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).
  - **Complaints towards an Instructor** are to be brought to the attention of the Branch Manager and will be resolved in the following manner:

I. The student is advised to resolve the issue directly with the Instructor. If the

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student is unable to resolve the matter with the Instructor within five (5) days, proceed to step II.

II. The student informs the Branch Manager of the details of the complaint and within five (5) days the Branch Manager will schedule a meeting with both the student and the Instructor in an attempt to resolve the matter to the satisfaction of all parties. If unable to arrive at a satisfactory settlement of the matter at that meeting, proceed to step III.

III. The Branch Manager provides the student, with a "How Can We Help You?" form. The student is to return the form to the Manager within three (3) Days, who will forward it to the Registrar. (Copy will be given to the Instructor). The matter will be resolved within 10-15 working days and a written copy will be filed in the student file. All decisions are final.

- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education. ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

4. The student making the complaint may be represented by an agent or a lawyer.

5. All student complaints must be made in writing.