



## ENROLMENT CONTRACT

1649249 Ontario Inc. o/a

Canadian School of Natural Nutrition • 250 City Centre Ave., Suite 603, Ottawa, Ontario, K1R 6K7

### Natural Nutrition Program – *only offered in English*

This Enrollment Contract is subject to the Private Career Colleges Act, 2015 and the regulations made under the Act.

|   |                                 |   |
|---|---------------------------------|---|
| First Name: _____   | Last Name: _____                |   |
| Current Mailing Address: _____  |                                 |   |
| City: _____   | Province: _____                 | Postal Code: _____                      |
| Permanent Address (alternate) - if same as above, indicate same _____ |                                 |   |
| If different: _____   | City: _____                     | Prov. _____ Postal Code: _____          |
| Preferred Contact #: _____  | E-mail: _____                   |   |
| Date of Birth: _____  | Gender: _____                   | First Language: _____                   |
| Emergency Contact and #: _____  |                                 |   |
| SIN #: _____  |                                 | Language of Course Instruction: English |
| Expected Start Date: _____  | Expected Completion Date: _____ |   |

### Indicate Choice of Program

#### One Year—Day Program

- September – June
- March - March

#### Two Year—Day Program

- Not Available

#### One Year—Evening Program

- September – June

#### Two Year—Evening Program

- September – June (2 years)
- March - March (2 years)

#### Admission Requirements:

- Have a copy of Canadian or American secondary school diploma or equivalent, or
- Have a copy of a Canadian postsecondary diploma or degree or equivalent, or
- Have a copy of a Canadian Certificate of Apprenticeship or Certificate of Qualification in any trade, or
- Be at least 18 years of age and pass a Superintendent approved qualifying test

#### Fees: (Compulsory)

|   |       |         |
|---|-------|---------|
| Tuition fees .....                                | CAN\$ | 6160.00 |
| Registration fee + Processing Fee (incl HST)..... | CAN\$ | 213.00  |
| Required books (incl GST) .....                   | CAN\$ | 934.50  |
| Alumni fee (incl HST) .....                       | CAN\$ | 89.27   |

#### Fees: (Optional)

|  |       |        |
|--|-------|--------|
| Module rewrite .....                             | CAN\$ | 50.00  |
| Make up test (incl HST) .....                    | CAN\$ | 56.50  |
| Accelerated schedule (incl HST) .....            | CAN\$ | 113.00 |
| Advanced standing evaluation fee (incl HST)..... | CAN\$ | 56.50  |
| Advanced Standing Placeholder Cost.....          | CAN\$ |        |
| *25% of regular course tuition cost              |       |        |
| Course exemption test .....                      | CAN\$ | 150.00 |
| Special course schedule (incl HST) .....         | CAN\$ | 56.50  |
| Reschedule board exam (incl HST) .....           | CAN\$ | 226.00 |
| On hold fee (incl HST) .....                     | CAN\$ | 226.00 |
| Past timelines reopen file (incl HST) .....      | CAN\$ | 226.00 |
| Missed practical (incl HST) .....                | CAN\$ | 56.50  |
| Special request letters (incl HST).....          | CAN\$ | 16.95  |
| Replace lost T2202A (incl HST) .....             | CAN\$ | 28.25  |
| Grade Appeal (incl HST).....                     | CAN\$ | 28.25  |
| NSF Cheque Charge (incl HST) .....               | CAN\$ | 28.25  |



## ACKNOWLEDGEMENT

I, \_\_\_\_\_ acknowledge that I have received a copy of:

- The Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges
- Addendum A – Branch's Refund Policy
- Addendum B – Finance Payment Schedule
- Addendum C – Student Complaint Procedure
- Addendum D – Student Expulsion Policy
- Addendum E – Practitioner Code of Ethics
- Addendum F – Program Class Schedule
- Addendum G – Sexual Violence Policy

\_\_\_\_\_  
*Signature of Student*

\_\_\_\_\_  
*Date*

**The Canadian School of Natural Nutrition does not guarantee employment for any student who successfully completes CSNN's Natural Nutrition program.**

**Upon successful completion of the Natural Nutrition program students will receive a diploma, the title of Registered Holistic Nutritionist and the designation R.H.N.**

It is understood that fees are payable in accordance with the fees specified in this Enrolment Contract and as specified in Addendum B, the Finance Payment schedule. The Canadian School of Natural Nutrition reserves the right to cancel this Enrolment Contract if the undersigned does not attend classes during the first 14 days of the beginning of the program.

I understand that in addition to the classroom studies in which I must maintain an average of 80%, a minimum of 50 Practical hours and 10 Case Studies must be completed before the final examination date to meet the CSNN requirements to graduate.

I understand that absolutely no part of the content in the copyrighted publications, course material or teacher notes, may be photocopied or adapted for teaching purposes or shared with anyone not taking the CSNN program. Breach of these restrictions will result in legal action.

I understand that I am expected to follow all CSNN's policies outlined in the Student Handbook.

I certify that I have read, understood and have received a copy of this Enrolment Contract.

\_\_\_\_\_  
*Signature of Student*

\_\_\_\_\_  
*Date*

The Canadian School of Natural Nutrition agrees to supply the Natural Nutrition program to the above-named student upon the terms herein mentioned. The Canadian School of Natural Nutrition may cancel this Enrolment Contract if the above-named student does not meet the admission requirements of the Natural Nutrition Program before the program begins.

\_\_\_\_\_  
*Signature of Admission Officer*

\_\_\_\_\_  
*Date*



## Consent to Use of Personal Information

I, \_\_\_\_\_ allow the Canadian School of Natural Nutrition to give my name, address, telephone number, e-mail address and other contact information to the Superintendent of Private Career Colleges for the purposes checked below:

- \_\_\_\_\_ To advise me of my rights under the Private Career Colleges Act, 2005 including my rights to a refund of fees, access to transcripts and a formal student complaint procedure, and
- \_\_\_\_\_ To determine whether the Canadian School of Natural Nutrition has met the performance objectives required by the Superintendent for its vocational programs.

I understand that I can refuse to sign this consent form and that I can withdraw my consent at any time for future uses of my personal information by writing to [ottawa@csnn.ca](mailto:ottawa@csnn.ca). I understand that if I refuse to withdraw my consent, the Superintendent may not be able to contact me to inform me of my rights under the Act or collect information to help potential students make informed decisions about their educational choices.

\_\_\_\_\_  
*Name of Student*

\_\_\_\_\_  
*Signature of Student*

\_\_\_\_\_  
*Date*



## ADDENDUM A – Refund Policy

- Students who change their minds within 2 days of signing this Enrolment Contract will receive a full refund for tuition, registration, and alumni fee paid. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
- Students who give written notice to their Branch Manager before the start of classes that they won't be attending the Natural Nutrition Program will be refunded all tuition paid less \$500. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
- Students who do not attend the first 14 days of the start of the Natural Nutrition Program and who receive a notice from CSNN within 45 days of the start of classes that their contract is being cancelled will be refunded all tuition fees paid less 20% of the total fees for the program or \$500, whichever is less. If the student has an advanced standing(s), 20% of the total fees for the program will apply to the adjusted total program fees caused by the 75% cost reduction in any course(s) due to receiving advanced standing in said courses. Books paid for and returned in resalable condition within 10 days of contract cancellation date will be refunded.
- Students who are within the 1st half of the 1-year Natural Nutrition Program who give written notice that they want to withdraw or who have been expelled from CSNN according to CSNN's expulsion policy will be refunded for the portion of courses paid for and no longer responsible for at the time of withdrawal less 20% of the total fees for the program or \$500, whichever is less. If the student has an advanced standing(s), 20% of the total fees for the program will apply to the adjusted total program fees caused by the 75% cost reduction in any courses(s) due to receiving advanced standing in said course(s). Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
- Students who are in the 2nd half of the 1-year Natural Nutrition Program who give written notice that they want to withdraw or who have been expelled from CSNN according to CSNN's expulsion policy will not receive a refund and will be financially responsible for the whole program cost. If the student has an advanced standing, the total program fees means the adjusted program fees caused by the 75% cost reduction in any course(s) due to receiving advanced standing in said course(s). Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
- Students who are within the 1st half of the 2nd year of the 2-year Natural Nutrition Program who give written notice that they want to withdraw or who have been expelled from CSNN according to CSNN's expulsion policy will be refunded for the courses paid for and no longer responsible for at the time of withdrawal less 20% of the total fees for the program or \$500, whichever is less. If the student has an advanced standing(s) 20% of the total fees for the program will apply to the adjusted total program fees caused by the 75% cost reduction in any course(s) due to receiving advanced standing in said course(s). Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
- Students who are in the 2nd half of the 2nd year of the 2-year Natural Nutrition program who give written notice that they want to withdraw or who have been expelled from CSNN according to CSNN's expulsion policy will not receive a refund and will be financially responsible for the whole program cost. If the student has an advanced standing, the total program fees means the adjusted program fees caused by the 75% cost reduction in any course(s) due to receiving advanced standing in said course(s). Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.



## ADDENDUM B – Payment Schedule

It is understood that fees are payable according to the payment schedule chosen. Interest fees on payment schedules are non-refundable. A \$25 charge exists for any NSF cheques received.

| ONE YEAR PROGRAM   |
|--|
| <input type="checkbox"/> <b>Plan A – Full Payment</b><br>Tuition Fee .....\$6160.00<br>Processing Fee .....\$100.00<br>Registration Fee .....\$100.00<br>Alumni Fee .....\$79.00<br>HST .....\$23.27<br><br><i>Total: \$6,462.27</i>   |
| <input type="checkbox"/> <b>Plan B – Quarterly Installments (September – June)</b><br><br><i>Total: \$6,462.27 + \$35.00 Interest fee</i><br><br>1st payment .....\$2,007.27 (upon registration)<br>2nd payment .....\$1,496.67 (October 1st)<br>3rd payment .....\$1,496.67 (December 1st)<br>4th payment .....\$1,496.66 (March 1st) |
| <input type="checkbox"/> <b>Plan B – Quarterly Installments (March – March)</b><br><br><i>Total: \$6,462.27 + \$35.00 Interest fee</i><br><br>1st payment .....\$2,007.27 (upon registration)<br>2nd payment .....\$1,496.67 (June 1st)<br>3rd payment .....\$1,496.67 (Sept 1st)<br>4th payment .....\$1,496.66 (Jan 1st)             |
| <input type="checkbox"/> <b>Plan C – Monthly Installments</b><br><br><i>Total: \$6,462.27 + \$50.00 Interest Fee</i><br><br>1st payment .....\$1,512.27 (upon registration)<br>+ 8 monthly payments of \$625.00  |
| <input type="checkbox"/> <b>Plan D – Other</b><br><br><i>Total: \$6,462.27 + Interest fee</i>  |

| TWO YEAR PROGRAM   |
|--|
| <input type="checkbox"/> <b>Plan A – Full Payment</b><br>Tuition Fee .....\$6160.00<br>Processing Fee .....\$100.00<br>Registration Fee .....\$100.00<br>Alumni Fee .....\$79.00<br>HST .....\$23.27<br><br><i>Total: \$6,462.27</i>   |
| <input type="checkbox"/> <b>Plan B – Quarterly Installments (September – June)</b><br><br><i>Total: \$6,462.27 + \$50.00 Interest fee</i><br><br>1st payment .....\$2,050.27 (upon registration)<br>2nd payment .....\$1,487.33 (January 1st)<br>3rd payment .....\$1,487.33 (August 1st)<br>4th payment .....\$1,487.34 (January 1st) |
| <input type="checkbox"/> <b>Plan B – Quarterly Installments (March-March)</b><br><br><i>Total: \$6,462.27 + \$50.00 Interest fee</i><br><br>1st payment .....\$2,050.27 (upon registration)<br>2nd payment .....\$1,487.33 (Sept 1st)<br>3rd payment .....\$1,487.33 (March 1st)<br>4th payment .....\$1,487.34 (Sept 1st)             |
| <input type="checkbox"/> <b>Plan C – Monthly Installments</b><br><br><i>Total: \$6,462.27 + \$100.00 Interest Fee</i><br><br>1st payment .....\$1,500.00 (upon registration)<br>+ 19 monthly payments of \$266.43  |
| <input type="checkbox"/> <b>Plan D – Other</b><br><br><i>Total: \$6,462.27 + Interest fee</i>  |

I understand that if I miss a payment according to the agreed upon payment schedule, that my studies may be put on hold until the payment is made. In such cases, students may have to wait until the next available class.

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date



## ADDENDUM C – Student Complaint Procedure

- Students who have a complaint must put their complaint in writing addressed to their Branch Manager.
- Students may request to have a meeting with their Branch Manager with regards to their complaint.
- Students may have another person present in their meeting with their Branch Manager and this other person may make the oral complaint submission on their behalf.
- 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 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.
- Branch Managers will keep on file for a period of 3 years all written student complaints, any submissions made with regards to the complaint, and the written decision made with regards to the complaint. A copy of all documents will be provided to the student.

### ***Complaints 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 their Branch Manager, however, if the issue is not resolved, the student is asked to provide the Branch Manager with the written complaint and the Branch Manager will schedule a meeting with both the student and the Instructor.
- If within 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.
- Branch Managers will keep on file for a period of 3 years all written student complaints, any submissions made regarding the complaint, and the written decision made with regards to the complaint. A copy of all documents will be provided to the student.

If a student is not satisfied with the Canadian School of Natural Nutrition's resolution of his or her complaint in accordance with the procedures indicated above, the student may refer the matter to the Superintendent and shall include in his or her application to the Superintendent a copy of the documents regarding the complaint.

### **Contact Information:**

Superintendent  
Ministry of Training, Colleges and Universities  
Private Career Colleges Branch  
77 Wellesley Street West  
PO Box 997  
Toronto, Ontario M7A 1N3



## ADDENDUM D – 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
1. Students who violate CSNN’s Code of Conduct will be reported to the Branch Manager for purposes of documentation.
  2. 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 consider all details).
  3. After investigating all the details surrounding the incident, the Branch Manager will do one of the following:
    - (a) Determine the violation was not substantiated
    - (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
      - (ii) Set a probationary period with appropriate conditions; or
      - (iii) Determine that the student should be expelled
  4. 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.
  5. 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. The student’s refund will be calculated according to the refund policy outlined in Addendum A of the Enrolment Contract. If the student owes money these monies will be subject to collection.
  6. 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.



## BY-LAWS OF THE CANADIAN SCHOOL OF NATURAL NUTRITION 3393291 CANADA INC.

# CODE OF ETHICS FOR CSNN GRADUATES

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 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 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 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.

I have read and I do agree to uphold the above Code of Ethics. I understand that failure to do so may result in my expulsion from CSNN or the removal of my designation.

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*Signature of Student*

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*Date*



## ADDENDUM G – SEXUAL VIOLENCE POLICY

CSNN is committed to providing an environment where all students are treated with respect and dignity. We believe that a student's time at CSNN should be one of personal fulfillment, growth and opportunity. As a result, CSNN supports Ontario's action plan to stop sexual violence and harassment in schools, workplaces and homes.

Ontario's *Sexual Violence and Harassment Action Plan Act* defines sexual violence as any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

At no cost to the student CSNN will appropriately accommodate the needs of students affected by sexual violence, regardless of whether or not the sexual violence occurred at a CSNN location, or during the time period when the student attended CSNN. A formal report of an incidence is not necessary to access supports, services or accommodations. Community support services are included at the end of this document. CSNN Branch Managers, Instructors and Administrative Staff have been trained on CSNN's policy and all are expected to report any incidences of sexual violence. A copy of CSNN's policy is part of each student's enrolment contract.

If a student wishes to report an incident of sexual violence or harassment against them, this incident should be reported to their Branch Manager. All complaints brought forward will be taken seriously and dealt with. The Branch Manager in conjunction with the victimized student and CSNN's Executive Director will determine whether to involve the appropriate authorities.. The victimized student has no obligation to agree to an investigation or be a participant in any investigation, however, should they want such an investigation the student has the right to have another person present during the investigative process. Regardless, of whether or not the student chooses to be part of an investigation, CSNN will maintain the safety, dignity and rights of the victimized student and every measure will be taken to protect them from retaliation and threat of retaliation. The identity of the victim will be kept confidential between the Branch Manager and the Executive Director.

If the victimized student doesn't wish to move forward with a formal complaint nor an investigation that is their choice, however, if it is determined that they, or other CSNN students, instructors or staff are in danger, CSNN will need to take independent action against the perpetrator in order to protect all involved, keeping in mind the rights of the victimized student. If the victimized student wishes to move forward with an investigation, the process of the investigation will depend on whether the student is in any immediate danger, whether the support of outside authorities is required, plus it will also depend on whether the perpetrator of the sexual violence or harassment is outside of CSNN, or is a fellow CSNN student, instructor, or staff member. If the victimized student wishes to move forward with an investigation against someone outside of CSNN, outside community resources and legal authorities may be contacted. If the complaint involves either a CSNN student, instructor or staff member, CSNN will take all necessary steps, including involving legal authorities to ensure the safety of the victimized student and others while maintaining procedural fairness and protection of personal information for all involved in the investigation. For example, if a CSNN staff member is being implicated they may temporarily have their duties removed until the investigation is complete. And if through the investigation it is determined that the staff member is a threat, they will be removed from their position.

If a CSNN student is not happy with either the investigative process or the outcome of the investigation, they will be given the opportunity to write an appeal letter to the CSNN Board of Directors, who will investigate the incidence and the process further.

CSNN reviews its sexual violence policy at least once every three years and amends it when appropriate. Student input is an integral part of this policy and its review process, so if you have any comments about CSNN's existing policy, please bring it to the attention of your Branch Manager, who will bring it to the attention of CSNN's Executive Director.

Some community support services are listed below, should students want additional information or support.

#### National

|                                    |  |
|------------------------------------|--|
| <b>Canadian Women's Foundation</b> |  |
| Website:                           | <a href="http://www.canadianwomen.org">www.canadianwomen.org</a> |
| Address:                           | 1920 Yonge St., Suite 302, Toronto, ON M4S 3E6                   |
| Phone Number:                      | 416-365-1444, (Toll Free) 1-866-293-4483                         |

#### Provincial

|  |   |
|--|---|
| <b>Community Legal Education Ontario</b> |   |
| Website:                                 | <a href="http://www.cleo.on.ca">www.cleo.on.ca</a>  |
| Address:                                 | 180 Dundas St. West, Suite 506, Toronto, ON M5G 1Z8 |
| Phone Number:                            | 416-408-4420  |

|   |   |
|---|---|
| <b>Ministry of the Attorney General</b> |   |
| Website:                                | <a href="https://www.attorneygeneral.jus.gov.on.ca/english/ovss/">https://www.attorneygeneral.jus.gov.on.ca/english/ovss/</a> |
| Address:                                | 18 King St. East, 7 <sup>th</sup> Floor, Toronto, ON M5C 1C4  |
| Phone Number:                           | 416-326-2220, (Toll Free) 1-800-518-7901  |

#### Ottawa/Regional

|  |   |
|--|---|
| <b>Ministry of the Attorney General – Victim Services – East Region Office</b> |   |
| Website:   | <a href="https://www.attorneygeneral.jus.gov.on.ca/english/ovss/contact.php">https://www.attorneygeneral.jus.gov.on.ca/english/ovss/contact.php</a> |
| Address:   | 150 Metcalfe Street, 14 <sup>th</sup> Floor, Ottawa, ON K2P 1P1   |
| Phone Number:  | 613-239-0392  |

|  |   |
|--|---|
| <b>The Sexual Assault Support Centre of Ottawa</b> |   |
| Website:   | <a href="https://sascottawa.com/">https://sascottawa.com/</a> |
| Address:   | P.O. Box 4441, Stn. "E", Ottawa, ON K1S 5B4                   |
| Phone Number:                                      | (Crisis Line) 613-234-2266, 613-725-2160                      |

The Canadian School of Natural Nutrition will provide information to the Ministry Superintendent concerning:

1. the number of times supports, services, and accommodation relating to sexual violence are requested and obtained by students;
2. any initiatives and programs to promote awareness of supports and services available to students; and
3. the number of incidents and complaints of sexual violence reported by students, and the implementation and effectiveness of its sexual violence policy