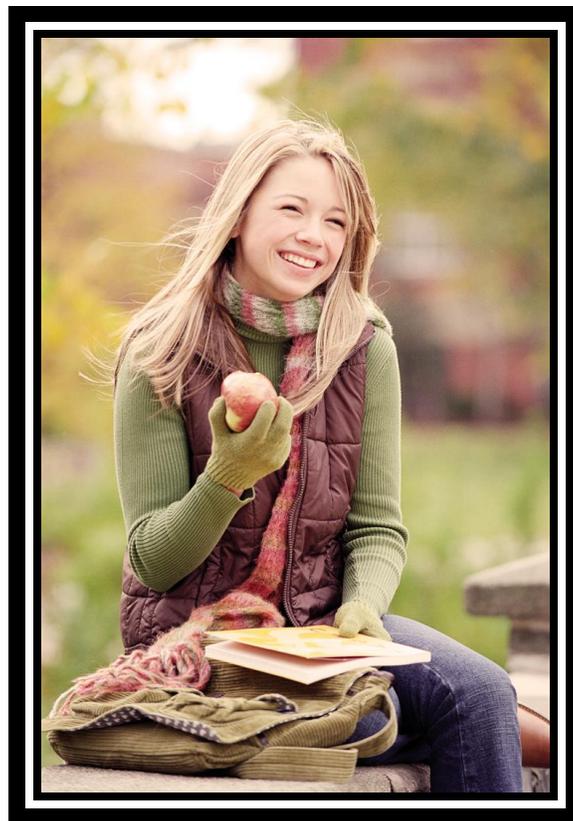




STUDENT HANDBOOK



JULY 2021

(replaces ALL previous versions)

CSNN STUDENT HANDBOOK

Vancouver Branch

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INTRODUCTION AND REQUIREMENTS

Introduction

Congratulations! We welcome you and wish you every success as you commence the Natural Nutrition Diploma Program*.

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

CSNN reserves the right to make changes to the Student Handbook, policies, procedures, schedules, etc. at any time and effective immediately, within reason.

CSNN is a Federal Corporation certified by Employment and Social Development Canada. Our mandate is to provide a centre for learning with a strong practical, clinical, and career-oriented approach to holistic nutrition. The program does not lead to an occupation that is regulated.

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

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

This Student Handbook is also applicable for students enrolled in the Introduction to Natural Nutrition

Program where relevant, except as follows:

The Introduction to Natural Nutrition Program contains only the first two courses of the Natural Nutrition Diploma Program (Fundamentals of Nutrition Part 1 and Fundamentals of Nutrition Part 2). Note: Students must still achieve an overall average of 80%.

The Introduction to Natural Nutrition Program does not include any case study work.

Students who complete the Introduction to Natural Nutrition Program **do not** receive a designation. The Registered Holistic Nutritionist™ professional designation and other CSNN alternate designations are for the exclusive use of Natural Nutrition Diploma Program graduates. 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 the 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).

CSNN Philosophy

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

Branch Contact Information

The Branch Manager and administrative staff will ensure you are provided with all that you require: book list, information, schedules, forms, etc. Please direct any inquiries to the Administration Team:

Phone: (604) 730-5611

Email: van@csnn.ca

Branch Owner: Kate McLaughlin

Branch Manager: Jenn Rapske

Academic Accommodation Policy

CSNN Vancouver is committed to support students with disabilities and take all reasonable measures for the student to fully access the Natural Nutrition Diploma Program and successfully meet its essential requirements.

IDENTIFICATION OF A DISABILITY

A student must identify to CSNN that they have a disability that requires accommodation and provide CSNN's Branch Manager with a written request for accommodation that includes the following information:

- The nature of the disability/condition
- The disability/condition requires academic accommodation
- Explains the functional limitations of the disability/condition in a post secondary environment and lists both the student's abilities and restrictions

All documentation submitted should contain information relevant to the development of an *Individual Accommodation Plan* and include comprehensive information about the functional limitations* the student experiences because of their disability or medical condition; that is, how the disability impacts their ability to manage the program or course requirements. Documentation must be current.

CSNN may need to request medical information from a doctor in order to determine what accommodations are necessary, possible, or appropriate. If so, the documentation must be dated and printed on official letterhead and include the medical practitioner's name, and contact information.

If you have a learning disability, additional documentation may be required**

DETERMINING THE REQUIREMENTS FOR ACADEMIC ACCOMMODATION

The Branch Manager will meet with the student to discuss how CSNN can accommodate the student based on the content of the documentation provided; yet still abide by the academic integrity of

the program and successfully meet the essential requirements of the program. The Branch Manager will then work with the student to prepare an *Individual Accommodation Plan* that will include the appropriate accommodations for the student, which will be signed by both parties.

Recommendations for accommodations must be based on functional limitations in educational settings the student experiences, which are directly related to their disability or health condition, and which are necessary to participate in post-secondary studies. Information on functional limitations are to be determined by health care practitioners to inform necessary accommodations for post-secondary participation.

Accommodations cannot pose an undue risk to the health or safety of students, staff or faculty.

Accommodation must not impose an undue financial hardship on CSNN Vancouver or otherwise unreasonably affect CSNN Vancouver's operations or its ability to provide educational services to its students.

A student who is provided accommodation with a documented disability must still be able to demonstrate acquisition of essential knowledge and skills ordinarily required to pass a course or program.

As each individual student's circumstances are unique, reasonable forms of accommodation may be different for different students.

CONFIDENTIALITY

The Branch Manager will keep the student's medical documentation confidential and private. The details of the student's disability will not be disclosed to other members of staff, including instructors. The *Individual Accommodation Plan* will be provided to the student's instructors in advance, so each instructor is clear about the accommodation(s). Additionally, the plan will be provided to the administration

team who will provide any necessary support for the accommodation(s).

CSNN's Vancouver branch is a small school and students are in a group that take the entire program together. Depending on the accommodation(s) granted, classmates may notice the accommodation. CSNN staff are fully informed they cannot share any aspect of the student's accommodation with non-staff and if questioned by non-staff will respond they cannot discuss the matter due to confidentiality.

STUDENT'S RESPONSIBILITY

- Meet all graduation requirements
- Contact the Branch Manager to review your needs
- Provide current medical documentation
- Abide by CSNN policies and procedures
- Bring any changes in accommodation needs to the attention of the Branch Manager as soon as possible to allow for any appropriate changes to be arranged

* A functional limitation is any restriction to a person's ability to perform daily activities necessary to participate in post-secondary studies.

** If you have a learning disability, you are required to provide a copy of your current psycho-educational or neuropsychological assessment, completed by a registered Psychologist or Psychological associate. This assessment must have been completed within the last five years.

An older psycho-educational assessment that clearly outlines the impact of limitation(s) triggered by disability and/or health conditions in a Post-Secondary setting may be accepted for registration purposes while you arrange for an updated assessment.

Documentation must include:

- verification of the existence of a disability or medical condition
- current functional limitation(s)

- abilities relevant to studies and participation in CSNN's programs
- impact(s) on studies and other academic activities

Admission Policy

All applicants for admission must meet the following criteria. Program admission requirements may not be waived by the student or the institution.

- 18 years of age or older (copy of government issued photo ID that includes birth date required for proof of age)
- Original transcript to confirm successful completion of:
 - o a B.C. secondary program or the equivalent in another school system; OR
 - o A.B.E. (Adult Basic Education) or General Education Development (GED) program; OR
 - o post secondary academic, business, health care, or nutritional science program leading to a diploma or degree.

If transcripts are not in English, they must be translated by an official translator and the translated copy submitted along with the original.

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

Mature Student Admission Requirements

An applicant who does not meet the academic admission requirements set out above may apply as a mature student if they meet the following criteria:

- 19 years of age or older (copy of government issued photo ID that includes birth date required for proof of age)
- Submit a 500-word essay (double-spaced in 12 point font) about yourself and your interest in holistic nutrition
- Attend an in-person interview or online video call

An English proficiency assessment may be required.

Graduation Requirements

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
25% case studies

Body-Mind-Spirit book report

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

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

**extra hours indicated on transcripts*

All students must meet the above requirements.

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

English Proficiency Assessment Policy

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

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

If deemed necessary, the student will be required to take the International English Language Testing System (IELTS) test and achieve an overall band score of 6.5 or higher.

All testing arrangements, including related fees, is the student's sole

responsibility. Visit www.ielts.org for details.

STUDENT STATEMENT OF RIGHTS

The Canadian School of Natural Nutrition (Vancouver Branch) is certified with the Private training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training. Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated fairly and respectfully by the institution.

You have the right to a student enrolment contract that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy*
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.

You have the right to make a claim to PTIB for a tuition refund if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

**Also applies to programs not requiring approval from PTIB (e.g. Introduction of Natural Nutrition Program, Holistic Culinary Certificate Program)*

PRIVACY POLICY

As a student, your name, address, and phone number are kept on file to serve as identification and contact information. Your name and address may be shared with an outside 3rd party book supplier for purposes of shipping books to you. Your birthdate is documented for admission requirement purposes. A copy of proof of identification is kept on file. Your student number is kept on file as a reference. Your information is used to process invoices and receipts. Grades are kept on file in hard copy and electronic format.

These files are confidential and are available only to the Branch Manager, administrative staff, Directors, Registrar, provincial ministry, and the student. Students wishing to view their file may do so under supervision. This must be prearranged with the Branch Manager. The law prohibits CSNN instructors, managers, or administrative staff from disclosing grades, exams, attendance, or any information to anyone except the student. Grades will be disclosed to the student either in person or by email, or by telephone when necessary. Information may be transferred if a student transfers to another CSNN branch.

When you graduate your student number, contact information, and graduation details are put on a database so that CSNN can keep you on the official graduates' list. Your information remains on the database (as per provincial ministry regulations). This information may be shared with the CSNN Alumni Association for purposes of the designation registry, the provincial ministry, and with CSNN's Disciplinary Committee. If as a graduate disciplinary

action by the Disciplinary Committee is taken against you because of a code of ethics violation, and legal counsel advises that you are a risk to the public, your name will be shared with the public in order to protect them.

Your graduate information may also be shared with insurance companies that want to confirm your status before they reimburse receipts from your clients.

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

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

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

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

CODE OF ETHICS

The Canadian School of Natural Nutrition has, as its mission, the education of the individual in the principles of holistic

health care and the principles of natural nutrition to further the well-being of people and the healing of planet Earth. To this end, a graduate of CSNN as a Holistic Nutritionist agrees to:

- 1) Maintain an interest in the well-being of all human beings, regardless of colour, creed or nationality, and in the care of planet Earth.
- 2) Respect the right of your 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 your relationship with the client and protect the confidentiality of assessments and recorded documents.
- 6) Guide and counsel your 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 their own health, choices and actions.
- 8) Accept full responsibility for the consequences of your own acts.
- 9) Provide professional services only in those areas in which you have competence and training.
- 10) Recognize the need to work cooperatively with other disciplines, holistic or allopathic, to best serve the client's need, respecting the unique contribution of each discipline.
- 11) Respect differences of opinion and exercise tact and diplomacy in interpersonal relations.
- 12) Resolve to improve and maintain your professional competence in the field of natural nutrition and holistic health care.
- 13) Accurately identify yourself using one of the approved CSNN

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

COPYRIGHT & INTELLECTUAL PROPERTY

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

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

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

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

Students who use study sites and apps (e.g. Quizlet) are expected to put in place the applicable privacy settings so that CSNN curriculum is not visible to the general public.

For virtual classes, students receive a link to join these online classes. Any student who shares their link with anyone outside of their class or CSNN is violating copyright laws.

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/enrolment form) and may lead to both the student's dismissal from CSNN and/or legal action.

PAYMENT & ACCOUNT INFORMATION

Forms of Payment

Cheque, Visa, MasterCard, debit, money order, cash, and e-transfer* from a domestic bank account (*minimum payment of \$200). Students are not permitted to pay the full program tuition in cash. Payment in cash is limited to a maximum of \$1,000 per transaction.

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 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.

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

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

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

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

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

Withdrawal Policy

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

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

On Hold Status

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

Students who are more than three (3) months behind in payment(s) will automatically have their studies put On Hold and be subject to paying the On Hold fee.

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

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

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

Students whose studies are on hold for longer than one year will be required to retake any courses that have changed or take any new courses. Cost for these courses will be at the student's expense.

Refund Policy

Circumstances when Refund Payable	Amount of Refund
Before program start date, institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show). Refund Clarification: The institution will not refund the Archiving Fee after the program start date or Interest Fee after the first tuition payment. If a refund is due and the student has paid for but not received textbooks from the institution, the institution will refund the fees charged for these items.	

Transfer

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

Students wanting to transfer to another branch must first speak with the Vancouver Branch Manager who will notify the other branch. If a transfer is granted, the student will be informed regarding the amount of tuition paid that will be withheld, complete a Request for Transfer form, pay a transfer fee of \$100 plus applicable tax, and will be asked to pay the receiving branch a \$100 non-refundable registration fee.

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

ACADEMIC INFORMATION

Academic Year

The CSNN Natural Nutrition Diploma Program consists of 18 courses delivered in 4 modules (refer to group schedule for details). The program is balanced between whole food nutrition, science, the body-mind-spirit connection, and the environment.

List of Program Courses

Fundamentals of Nutrition (Part 1)
Fundamentals of Nutrition (Part 2)
Biochemistry & Epigenetics
Anatomy & Physiology
Nutritional Symptomatology
Nutritional Literature Research
Motivational Interview Skills
Hormone Health
Body-Mind-Spirit: The Mind Connection
Body-Mind-Spirit: The Spirit Connection
Allergies
Pathology & Nutrition
Fundamentals of Business
Lifecycle Nutrition: Pediatrics
Lifecycle Nutrition: Sports

Lifecycle Nutrition: Perspectives on Aging
Eco-Nutrition
Introduction to the Practical Use of Herbs

Time Lines

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

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

Students who do not finish all requirements (including full payment of account) within the maximum time allowed are subject to redo and repay for courses that have been revised or request an exemption test, and are subject to any other new requirements.

Students whose last course was completed five (5) or more years ago will have to redo the entire program. A fee of \$200 plus applicable tax will be charged to reopen a student file once the student has surpassed the maximum time allowance (as the student would be considered to have withdrawn from the program).

Attendance Policy

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

Students joining classes virtually must have their web camera turned on during quizzes and tests and are asked to keep their web camera on throughout the entire class unless there is a specific reason they are unable to do so. In which case, the student should inform the instructor.

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

Students must complete all courses in the program (or have been granted Advanced Standing, as applicable) and attend 75 hours (minimum) of corequisite

classes (including 18 hours of Case Study corequisites, which must include *Case Study: Follow-Up Visit*) to meet part of the eligibility requirements to write the final exam.

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

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

A student who fails to submit the On Hold form and fee will automatically be withdrawn from the program after sixty (60) days of non-attendance.

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 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 majority of students

Curriculum and Policy Changes

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

Required Course Materials and Technology Resources (not provided by the institution)

Students must have either a laptop, iPad, or tablet to use in the classroom; access to a printer and scanner (or a scanner app); a functional email address for receiving class materials; and a valid Gmail account to submit documents virtually. In addition, for virtual classes students must have a web camera and microphone and a strong/reliable Internet connection (and could utilize a desktop computer, if they wish).

Laptops/iPads/tablets in the classroom must be put away at the request of the class instructor.

Students must ensure that audio is muted. Students attending class in-person are expected to come to class with their electrical device fully charged, as there will be limited access to an electrical outlet in the classroom. 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, accessing course-relevant material and taking test/quizzes. Any student found using electronic devices for personal reasons during class time or to cheat on tests/quizzes may be prohibited from future use in the classroom.

Administration will e-mail students class notes one day in advance of the class. (Please note: cell phones are not permitted for use in the classroom, see 'Disturbances' section for details)

Tutoring Services

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

Corequisite

Noun co·req·ui·site \kō-'re-kwə-zət\

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

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

Corequisite classes afford students the opportunity to develop skills essential to their success in the field of nutrition. Students have the option to make up missed corequisites with another student group, subject to availability and space,

and pay a fee of \$50 plus applicable tax per class in advance of the class date. No in-person cooking class rescheduling is available. For missed cooking class corequisites, students will be provided with access to an online recorded session for an enrolment fee of \$25 plus applicable tax per class.

Students who miss their scheduled *Case Study: Follow-Up Visit* corequisite will be required to make up this mandatory corequisite by rescheduling and paying a fee of \$50 plus applicable tax. If no rescheduling option is available for the mandatory *Case Study: Follow-Up Visit* corequisite, the student must engage a CSNN approved tutor at the student's sole expense.

Students can make up a maximum of 14 corequisite hours externally from workshops and courses approved by CSNN. To ensure a session qualifies, it must be related to nutrition. The student needs to provide proof of attendance to the satisfaction of administration (e.g. External Corequisite Tracking Sheet signed by presenter, proof of payment, etc.). External hours must be completed, and proof provided to administration prior to the student's contract end date (last day of the program). CSNN is not responsible for ensuring student safety at external events.

Holistic Culinary Certificate

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

Case Studies

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

Students are not allowed to give recommendations to practice/volunteer clients who are 18 years of age or younger until after

they graduate, however, they are allowed to have practice/volunteer clients that are 18 years old or younger.

Statutory Holidays and School Breaks

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

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

GRADING AND TESTING

Marking Scheme/Grading

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

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

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

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

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

An overall grade point average of 80% or higher must be maintained to qualify to write the final written exam.

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

grade point average, please arrange to speak with the Academic Advisor.

Makeup Tests & Assignments

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

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

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

No makeup assignments will be offered.

Module Rewrite

Students are permitted one course rewrite per module, only if their overall module average is less than 80%. A fee of \$100 plus applicable tax due at the time of the request of the module rewrite. The module rewrite will be an extensive test covering the whole course. The grade received on the module rewrite will be averaged with the student's previous course grade to provide the new course grade, even if this means a lower course grade. The student's transcript will reflect the new grade.

Transcripts

To monitor your progress, interim transcripts are provided at key points during the program as noted in the special dates section of your schedule. A final transcript will be issued by CSNN Head Office after completing the program.

Rescheduling a Course

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

Redo a Course

If a student's grade is below 60% in any given course, the student must register and pay any applicable fees to redo that course until a grade of 60% or higher is achieved. This does not affect the student's entitlement 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.

Course Upgrade Exemption Test

Students required to upgrade a course, will be given the option of an exemption test. The non-refundable fee for an exemption test is \$150 plus applicable tax due in advance of the test. (The exemption test fee is non-refundable regardless if the student achieves 80% on the test and receives exemption from taking the upgraded course).

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.

Final Written Exam

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

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

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

The final written exam is only offered online* with a third party invigilating the writing of the online exam.

**exceptions only, where appropriate, for students who have met requirements for academic accommodation*

GENERAL ADMINISTRATION

Contact Information Change

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

Student Card

As a CSNN Vancouver student you will receive a student card, which will be valid for the duration of your program. Students can use this card to enjoy discounts at stores and restaurants as well as various services and season passes. Arrangements will be made for your picture to be taken during the first week of class for your student card and you will be provided with a list of known discounts.

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

Books

A book list is provided to students upon registration. It is the student's responsibility to source and purchase their books. Alternatively, all books can be ordered and purchased through CSNN Vancouver branch. Books may be shipped to students from 3rd party suppliers.

Books which are exclusive and/or copyrighted to CSNN may be purchased from the Vancouver branch or students may purchase from an alternative source (if possible). No books will be given on credit or returned for credit.

CSNN reserves the right to ask students to show proof they have procured the required/correct course materials.

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

Library

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

Photocopying & Printing

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

Special Requests

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

Feedback Forms & Surveys

Following each course, students will be provided a feedback survey online link for completion. Students can submit feedback at any point throughout the program.

Additionally, paper feedback forms are always available in the reception area.

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

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

FIRE/EVACUATION SAFETY

In the event of a fire alarm or if the building needs to be evacuated, students must stay with their class and the

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

RESPECTFUL AND FAIR TREATMENT OF STUDENTS POLICY

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

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

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

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

Due Respect

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

action and possible dismissal from CSNN.

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

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

R – Remember to treat others as you wish to be treated

E – Extend everyone the right to their 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's Vancouver branch is a scent-free zone.

Students who are highly contagious with an illness are not able to attend class in person as there may be students who have compromised immune systems. Instead they are required to join the class virtually.

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.

Any person who believes they are experiencing 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 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.

Any person who believes they are experiencing harassment 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.

SEXUAL VIOLENCE AND MISCONDUCT POLICY

Purpose Statement

CSNN is committed to establishing a safe and respectful learning environment. Effective September 1, 2021, the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills and Training requires certified institutions to establish a Sexual Violence and Misconduct Policy in accordance with the Government of B.C. *Sexual Violence and Misconduct Policy Act*.

Scope and Application

This policy and any related procedures apply to all members of the CSNN community, including, but not limited to students, employees, and contractors.

The Policy is applicable on CSNN property or locations related to CSNN events, and includes activity that occurs in virtual

environments including all forms of digital, electronic, or social media.

“Sexual misconduct” includes the following:

- (a) sexual assault
- (b) sexual exploitation
- (c) sexual harassment
- (d) stalking
- (e) indecent exposure
- (f) voyeurism
- (g) the distribution of a sexually explicit photograph or video
- (h) the attempt to commit an act of sexual misconduct
- (i) the threat to commit an act of sexual misconduct

Nothing in this policy or its related procedures precludes an individual from seeking recourse through criminal or civil proceedings at any time.

Definitions

Complainant: A person who is identified in a Complaint as a person who has experienced Sexual Violence and Misconduct.

Complaint: A complaint that a person has committed an act of Sexual Violence and Misconduct contrary to the policy.

Consent: Voluntary agreement to engage in sexual activity. The individual must actively and willingly give consent to the sexual activity in question. Consent:

- a. is never assumed or implied
- b. is not silence or the absence of “no”
- c. cannot be given if the individual is incapacitated by alcohol or drugs, or is unconscious
- d. can never be obtained through threats or coercion
- e. can be withdrawn at any time
- f. cannot be obtained if a party induces another to engage in sexual activity by abusing a position of trust, power or authority
- g. given for one kind or instance of sexual activity does not mean that consent is given for any other sexual activity or instance
- h. cannot be expressed by the words or conduct of a third party

Disclosure: A report of Sexual Violence and Misconduct by a victim/survivor, that does not constitute a Complaint.

Employee: A person who is employed by CSNN.

Indecent Exposure: Intentional exposure of part of one's body in circumstances where such exposure is likely to be an offense against the generally accepted standards of decency

Investigation: An investigation conducted by, or at the direction of, CSNN in accordance with one or more of its policies and/or procedures.

Policy: CSNN's Sexual Violence and Misconduct Policy.

Procedures: CSNN's procedures for dealing with Sexual Violence and Misconduct.

Report: A report of Sexual Violence and Misconduct by someone other than the victim/survivor, that does not constitute a Complaint.

Respondent: A person who is alleged to have committed an act of Sexual Violence and Misconduct contrary to the policy.

Sexual Assault: Any unwanted sexual act done by one person to another or sexual activity without one person's consent or voluntary agreement.

Sexual Exploitation: Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes. It includes profiting monetarily, socially, or politically from sexual exploitation of another.

Sexual Harassment: Comment or conduct of a gender-related or sexual nature that is known or might reasonably be known to be offensive, intimidating, hostile, or inappropriate.

Sexual Violence and Misconduct: 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, sexual exploitation, and the distribution of a sexually explicit photograph or video.

Stalking: the act of willfully and repeatedly following or harassing another person in circumstances that would cause a reasonable person to be fearful.

Student: A person who is registered at CSNN.

Victim/Survivor: A person who indicates they have experienced, or who is reported by another person to have experienced, sexual violence and misconduct.

Voyeurism: The act of surreptitiously viewing a person without their consent in a place where the person has a reasonable expectation of privacy or of using a device (such as a camera) for the purpose of such viewing.

Responding to Disclosures/Complaints and Reports of Sexual Misconduct

CSNN is committed to providing a learning environment in which all individuals are treated with respect and dignity. Sexual Violence and Misconduct will not be tolerated. Students and employees are encouraged to immediately report possible violations of this policy to the Branch Manager who have knowledge of or who have witnessed an incident(s) of sexual misconduct.

CSNN will take immediate action upon receiving disclosures, complaints and reports of sexual violence and misconduct. Victims/survivors will be treated with respect and compassion and will be provided access to support services.

CSNN will make every effort to ensure the safety of students and employees when an incident has been reported.

Confidentiality

CSNN recognizes the importance of confidentiality for all parties involved in a disclosure/complaint or report of sexual misconduct and to the alleged perpetrator

and will do its utmost to respect the confidentiality of all persons involved.

Review

As per the Government of B.C. *Sexual Violence and Misconduct Policy Act S.B.C. c.23* this policy will be reviewed at least once every 3 years, and when directed to do so by the Minister of Advanced Education.

CODE OF CONDUCT

Cheating/Plagiarism

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

Students who use word for word sentences and paragraphs from textbooks while writing tests and quizzes, either in person or online, will have either the cheating or plagiarizing policy applied to them. It is important to answer test questions in your own words.

To write an online test, students must have their webcam on throughout the whole quiz or test. The webcam must be positioned in such a way that the invigilator is able to see the student's entire face. Also, the room you are writing the test in should be adequately lit. When writing an online quiz or test no other document should be open on your computer. Please note that the writing of tests and quizzes is recorded in case it needs to be reviewed later. Invigilators are trained to look for signs of cheating and will flag incidences to report to the Branch Manager. Some examples of what will be flagged is a webcam turned off or not positioned correctly, and visual signs of talking and/or repeatedly looking offscreen.

Quizzes and tests help you prepare for the final written exam, so it is important that you learn the material.

Disturbances

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

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

No family/friends/loved ones/pets are permitted to accompany you in the classroom except for service animals.

Eating is discouraged while a class is in session as it is considered a disturbance. Please use class breaks to enjoy eating.

In-Person Conduct at the Vancouver Branch

Any students taking in-person classes are asked to follow our health and safety protocols which include, but are not limited to, the following:

- Washing hands and/or using hand sanitizer before entering the school and before/after coming in contact with any touch surfaces.
- Follow the directional flow posted throughout the school, including using the correct entrance and exit.
- Practice appropriate physical distancing.
- Have a mask/face shield on their person for use if physical distancing is not possible.
- Students taking cooking classes onsite must wear food safe gloves (provided) for the duration of the class.

Students are also asked to clean up after themselves before leaving the school, including disposing of any food waste and wiping down their desktop.

Wellness Policy

Students wishing to attend classes in-person must not be showing any signs and symptoms of COVID-19. Students and staff who are feeling unwell or have come in contact with anyone that has tested positive for COVID-19 are asked to stay home and join classes virtually until their symptoms have resolved or they have been cleared through testing. CSNN Vancouver reserves the right to ask students to return home if they are showing obvious signs of being unwell.

If an instructor is not able to teach a class in-person due to symptoms of illness, the class will be switched to a virtual delivery. CSNN Vancouver will make every effort to notify students by 9 p.m. the day prior to class. If early notification is not possible and students have already made their way to the school, CSNN Vancouver will make accommodations for students to join the class virtually from the classroom.

Misrepresentation

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

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

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

Facebook Groups & Social Media

Even though CSNN acknowledges the rights of students to create Facebook groups and other forms of social media, students and graduates do not have the right to use any of CSNN's trademarks in

the identification and description of these private social media sites, as CSNN's trademarks are exclusive to its official school social media sites.

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

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

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

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

DISMISSAL POLICY

Students may be subject to dismissal:

- If they violate CSNN's copyright and intellectual property of educational materials (legal action may additionally be taken against such violations).
- If they have cheated on a test or an assignment, or if they have allowed their work to be copied by another.
- If they perform acts of discrimination or harassment to fellow students, instructors, or administrative staff.
- If they physically threaten fellow students, instructors or administrative staff.

- If they are under the influence of drugs or alcohol while in the classroom or on school property
- If they are in breach of the confidentiality restrictions set out in this document.
- If they repeatedly disrupt the classroom.
- If they misrepresent themselves as a practitioner while they are still a student.

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

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

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

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

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

Should it be determined that a student should be dismissed, the Branch

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

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

DISPUTE RESOLUTION POLICY

This policy governs complaints from students respecting the Canadian School of Natural Nutrition and any aspect of its operations.

If possible, students who have a dispute with an instructor are asked to first try and resolve the dispute with the instructor directly.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

Students who have a dispute must put their dispute in writing addressed to Jenn Rapske, Branch Manager (jenn@csnn.ca). If the Branch Manager is absent or named in the complaint, the student must address their dispute to Sara Gebriel, Senior Educational Administrator (saragcsnn@gmail.com). If the Branch Manager and Senior Educational Administrator are absent and/or named in the complaint, the student must provide the complaint to Kate McLaughlin, Branch Owner (van@csnn.ca).

The student's written dispute must include the following information:

- Subject line to state: "Dispute Resolution Policy"

- Identify the specific complaint, including full names of other individuals involved, if any; and dates, times, locations or any other relevant details
- Outline any actions already taken to try to resolve the issue
- Describe the potential desired outcome
- Include an email address where all written correspondence should be sent
- Include a phone number for contact purposes

Students may request to have a meeting with the Branch Manager (or alternate if the Branch Manager is absent or named in the complaint) regarding their complaint. Students making a complaint may be represented by an agent or a lawyer.

The date of the student's email to the Branch Manager is deemed to be the date of the complaint. A decision must be provided to the student within thirty (30) days after the date on which the student made the complaint.

The Branch Manager (or alternate if the Branch Manager is absent or named in the complaint) will make a determination and will document the decision and the reasons for the decision in writing. A copy of all documents will be provided to the student no later than twenty (20) days after the date on which the student made the complaint.

If the student is dissatisfied with the determination, they may immediately provide a written request to the determinant for CSNN's Registrar to reconsider the determination. A written response would be provided from the Registrar to the Branch Manager within ten (10) days but no later than thirty (30) days after the date on which the student made the complaint, which will be provided to the student. All decisions are final.

If the student remains dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, they may file a complaint with the Private Training Institutions Branch (PTIB) www.privatetraininginstitutions.gov.bc.ca

Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

The Branch Manager will keep on file all written student complaints, any submissions made regarding the complaint, and the written decision made regarding the complaint.

GRADUATES: TRANSCRIPTS AND DESIGNATION

Transcripts

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

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

Students who require additional or replacement transcripts or diplomas or replacement R.H.N. cards should contact CSNN Head Office (1-800-569-9938) to make the necessary arrangements. The cost for additional transcripts or replacement R.H.N. cards is \$10.00 (including applicable tax for Ontario). There is an administrative fee of \$25 (including applicable tax for Ontario) for additional or replacement diplomas and an administrative fee of \$15 (including applicable tax for Ontario) for additional certificates (e.g. culinary certificate).

R.H.N. Designation

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

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

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

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

Alternate Designations

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

Alberta Graduates:

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

British Columbia & Ontario Graduates:

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

New Brunswick and Nova Scotia Graduates:

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

IMPORTANT: As a British Columbia graduate you must use the appropriate alternate designation

when working with clients in Alberta or the Atlantic provinces.

CSNN Alumni Association (CSNNAA)

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

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

SCOPE OF PRACTICE FOR CSNN GRADUATES

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

1. Acknowledgement that each person is biochemically distinct and has unique nutritional needs.
2. Awareness of the meaning of holistic nutrition: the interrelationship of mind, body and spirit, and the importance of addressing these interactive factors, which are unique to each individual.
3. Promotion of whole, locally grown and organic foods, sustainable farming practices, and the necessity of living in a non-toxic environment.
4. The principles of prevention and self-responsibility are fundamental to any successful health care program. However, it is important that graduates do not make claims by using words such as prevent, treat, cure, and heal.
5. Recognition that supplementation is not a substitute for wholesome, nutritious foods but that it may be

- helpful. Only supplements with an NPN number should be recommended to clients, and the formulation and labelling of supplements should be independent of the graduate and their practice.
6. Respect for clients; respect for their wellness goals, and for their personal tastes, morals, social, and life values;
 7. Acceptance of the unique contribution of other health care providers, and the need to work 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 well-being;
 - d) Evaluate client's use of dietary supplements;
 - e) Identify client's nutritional imbalance(s) and lifestyle habits without directly ordering lab tests, as this activity is reserved for licensed health care practitioners;
 - f) Work with other health care professionals, if applicable, in order to determine all nutritional and lifestyle-changing needs of the client, including referring client to other health care professionals as deemed appropriate;
 - g) Support the progress of client's health goals by creating an individualized wellness program, which will include the use of whole, nutrient-dense foods, menu plans, natural source supplements*, and lifestyle modifications --
 - including the use of non-toxic, environmentally friendly household/personal products;
 - h) Provide further guidance to the client, if necessary, by explaining food labels, and by offering food preparation techniques and shopping tips;
 - i) Guide the client in the implementation of a long-term personal health plan, provide education when necessary, and offer ongoing assessments;
 - j) Monitor the client's personal health plan in order to reinforce participation in the achievement of the health goals;
 - k) Act as a community educator to the public and to other health care professionals, developing curriculum, preparing manuals, writing articles, publishing books, and teaching;
 - l) Promote health discussions in schools, workplaces, and community agencies;
 - m) Bring holistic nutrition knowledge, principles, and philosophy to other professions.

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