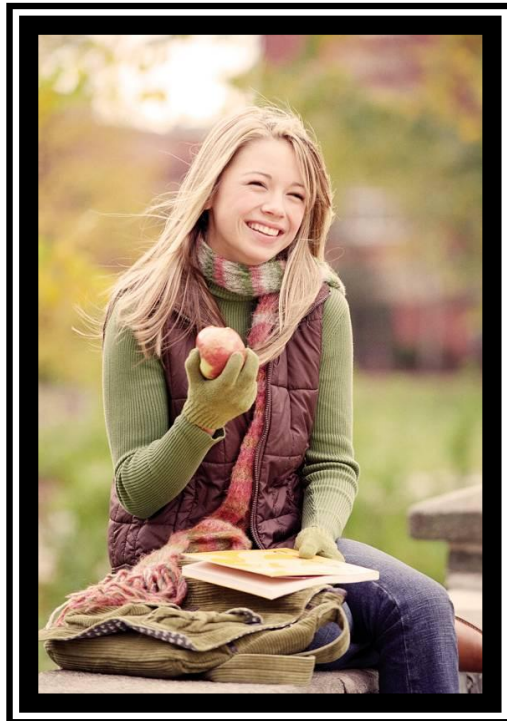




Canadian School of Natural Nutrition
TEACHING THE MEDICINE OF THE FUTURE™

STUDENT POLICIES HANDBOOK

***NATURAL NUTRITION PROGRAM
CSNN Vancouver Island***



UPDATED FOR FALL 2024 ENROLLED STUDENTS

NATURAL NUTRITION PROGRAM

Student Policies Handbook

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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>.

CANADIAN SCHOOL OF NATURAL NUTRITION STUDENT HANDBOOK

INTRODUCTION AND REQUIREMENTS

Introduction

The purpose of this handbook is to provide CSNN Policies which must be reviewed prior to submitting the Student Registration Documents. Please review this handbook carefully and keep it available for future reference. If you have any further questions, please address them to your Branch Manager.

Admission Requirements

- **High school graduation (official original transcript required) *or* be 19 years of age or older.**
- Government Issued Photo ID must be submitted with Registration Application Form.
- High School Sciences are recommended.
- **English Language Proficiency (updated and effective 1 January 2025)**

All program applicants who did not complete high school *or/and* post-secondary education in Canada in English must demonstrate competency in English literacy in writing, listening, and speaking by submitting evidence either by:

- Submitting transcripts to show that 3 years of full-time secondary (grades 8-12) or post-secondary education have been completed in English in a country where English is one of the principal languages. (Note: completing only an English language courses does not meet this requirement)
 - (If transcripts are not in English, they must be translated by an official translator and the translated copy submitted along with the original).

Or

For Applicants who do not meet this criterion, they must submit an official score report from a standardized language test/assessment. The tests and minimum scores acceptable for admission are:

- TOEFL iBT – Test of English as a Foreign Language
 - An applicant must earn a score of no less than 16 out of 30 on any of the 4 test sections and a total score of no less than 75 out of 120.
- IELTS – International English Language Testing System
 - An applicant must earn a score of no less than 6 out of 9 on any of the test sections.

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

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Student Statement of Rights

Policy

September 1, 2021

Name of Policy

Effective Date

[Canadian School of Natural Nutrition \(Vancouver Island Nutrition School Ltd\)](#) 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>.

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Dispute Resolution Policy

September 1, 2021

Name of Policy

Effective Date

- This policy governs complaints from students relating to the **Canadian School of Natural Nutrition – Vancouver Island** and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
- The student must provide the written complaint to the Branch Manager who is responsible for making determinations in respect of complaints. If the Branch Manager is absent or is named in a complaint, the student must provide the complaint to the Registrar. The process by which the student complaint will be handled is as follows:
 - **Student concerns relating to CSNN policies and procedures** are to be directed to your Branch Manager. If the Branch Manager is unable to resolve the matter in a satisfactory manner within thirty working days (or days outlined by the provincial ministry), the student will be advised to complete a “How Can We Help You?” form, which will be forwarded to the Registrar. This form may be obtained from your Branch Manager or by calling the Registrar at (905) 737-8729. A response will be given within 10-15 working days and a copy will be forwarded to the Branch Manager. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education (www.privatetraininginstitutions.gov.bc.ca).
- **Complaints towards an Instructor** are to be brought to the attention of the Branch Manager and will be resolved in the following manner:
 - The student is advised to resolve the issue directly with the Instructor. If the student is unable to resolve the matter with the Instructor within five (5) days, proceed to step II.
 - The student informs the Branch Manager of the details of the complaint and within five (5) days the Branch Manager will schedule a meeting with both the student and the Instructor in an attempt to resolve the matter to the satisfaction of all parties. If unable to arrive at a satisfactory settlement of the matter at that meeting, proceed to step III.
- The Branch Manager provides the student, with a “How Can We Help You?” form. The student is to return the form to the Manager within three (3) Days, who will

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forward it to the Registrar. (Copy will be given to the Instructor). The matter will be resolved within 10-15 working days and a written copy will be filed in the student file. All decisions are final.

- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education. (www.privatetraininginstitutions.gov.bc.ca).
- The student making the complaint may be represented by an agent or a lawyer.
- All student complaints must be made in writing.

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**Respectful & Fair Treatment of
Students Policy**

September 1, 2021

Name of Policy

Effective Date

Canadian School of Natural Nutrition is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on the Canadian School of Natural Nutrition premises or in the course of activities or events hosted by Canadian School of Natural Nutrition, the following activities are prohibited:

- Emotional and Psychological intimidation or harassment
- Bullying
- Discrimination
- Stalking
- Physical violence

Every student has the right to study in an environment which is free of harassment and discrimination, as learning can best be accomplished in an atmosphere of understanding and mutual respect for dignity and rights of each individual. This policy refers to any interactions with classmates, faculty, or clients that takes place on campus or off campus.

A student shall not emotionally or psychologically intimidate or harass, bully, discriminate, stalk or physically assault a student, group of students, faculty or guests to the school, on the basis of race, ancestry, place of origin, colour, ethnic origin, language spoken, citizenship, creed, sex, age, marital status, criminal charges or criminal record, mental or physical disability, sexual orientation, political affiliation or union membership.

All students are responsible for maintaining and promoting an environment that is free of discrimination and harassment. Violators will be subject to penalties which may include release/dismissal from the program and the police will be contacted.

Any student that has an issue with discrimination and/or harassment must notify the CSNN VI Branch Manager/Dean of Programs .

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity: Procedures to Report prohibited activities:

A student making a report will submit a completed written report to the Branch Manager/Dean of Programs, using the following contact information:

Audrey Sidnick R.H.N., NZRN,
Branch Manager/Dean of Programs
250-668-8663

audrey@csnn.ca

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Should the Branch Manager/Dean of Programs be absent, the written report will be submitted to the Branch Director using the following contact information:

Dona Bradley R.H.N.

v.i@csnn.ca

The process for responding to a Report (written statement and request for action) involving a student is as follows: The Branch Manager/Dean of Programs and or Branch Director will acknowledge receipt of the complaint in writing within fourteen (14) business days.

The process for addressing and remedying the activity is as follows: Early Resolution

- Whenever possible, a first step is for the complainant to approach the person(s) whose conduct is at issue and inform them that the conduct or behavior is inappropriate, unacceptable and unwelcome.
- Should discussion with the person(s) not resolve the issue, or if, for some reason, such discussion is not appropriate, speak with the Branch Manager/Dean and/or the Branch Director, if applicable.
- If a Complainant requires assistance raising a concern before proceeding to a complaint, or in the event direct contact did not resolve it, the complainant is to contact the Branch Manager/Dean and/or the Branch Director to put in a formal complaint using the 'How Can We Help You' Form
- The Branch Manager/Dean and/or the Branch Director who receives a complaint of harassment resolvable through resolution must take action to assist the Complainant in achieving a resolution within fourteen (14) business days of receiving the complaint.
- The Branch Manager/Dean and/or the Branch Director shall record the details of information provided during the resolution.
- The primary objective of the resolution process is to promptly restore and/or maintain a safe and harassment free environment. Resolution & Follow Up
- Once the process has been completed and corrective actions, if any, are implemented within sixty (60) working days, the complainant shall be notified of actions taken.
- The Branch Manager/Dean and/or the Branch Director will contact the parties periodically, and as required, to ensure that the environment is safe and harassment free.

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Student Attendance Policy

September 1, 2021

Name of Policy

Effective Date

(listed in Student Handbook) Page 6 and 7

Students are expected to attend all classes, regardless of in classroom or scheduled live online classes. (Some courses may be offered on weekends.)

Marks may be deducted in some courses for absenteeism.

Also, if 50% or more of classes are missed in the course, students will not be able to write the final course test and will need to redo the course.

As Per the CSNN Vancouver Island Branch Policies Students taking live both on-campus and via zoom online classes are required to have their webcams on throughout the class. All student completing tests during classes are required to have their webcam on; this includes students who are writing tests on campus in classroom.

Due to the potential privacy issue of an unregistered person being online during class, students who do not put on their webcam, will both be asked to leave class and be counted absent.

If unable to attend a class, inform your Instructor (through the contact in th specific classroom) and Administration (studentvic@csnn.ca) as soon as possible.

Remember, you are responsible for all the material covered in the missed class and any homework or assignments that were assigned to the class.

A missed test or assignment will receive a grade of zero. If the circumstances warrant it, arrangements for make-up tests or late submission of assignments may be permitted with fees payable. This is at the discretion of your Manager and your Instructor

- If a student is more than 10 minutes late, they are considered absent.
- If a student is absent 7 or more times, they are subject to suspension until the circumstances can be reviewed.
- More than 50% of every course must be attended to meet the attendance requirements
- Students who stop attending for more than 60 days and don't officially transfer, go on hold, or withdraw, will have their files closed. Cost of re-opening a file is \$200+hst, plus timeline penalties may apply.

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Student Grade Appeal Policy

September 1, 2021

Name of Policy

Effective Date

Student Grade Appeal Policy (listed in Student Handbook) Page 11

Academic appeals are limited to matters affecting evaluation.

If the student feels their grade does not accurately reflect their performance in a course, and the student has already discussed it with their Instructor, the student should discuss the matter with their Branch Manager/Dean of Programs.

If the matter is not resolved within five (5) working days, the student may submit a **Grade Appeal Form, (available in the Administration Classroom)** to the Branch Manager/Dean of Programs audrey@csnn.ca with a \$25.00 + gst administration fee.

(Appeals should be forwarded within 1 month of receiving grade.

It should be noted that the final written exam is only kept on file for 4 months.)

The Branch Manager/Dean of Programs will present the Grade Appeal form to the CSNN Head Office Registrar who will respond between 10-15 working days.

All decisions are final.

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Sexual Misconduct Policy

September 1, 2021

Name of Policy

Effective Date

1. Canadian School of Natural Nutrition is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - Contact Audrey Sidnick at audrey@csnn.ca (Branch Manager/Dean of Programs)
 - or

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Dona Bradley at v.i@csnn.ca (Vancouver Island Director)

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows: **The institution will acknowledge receipt of the Complaint within 5 days.**

7. The process for making a **Report** of sexual misconduct involving a student is as follows:
Reporting sexual misconduct must be made in a written statement with a request for action.
Please report to either Audrey Sidnick – audrey@csnn.ca, or Dona Bradley v.i@csnn.ca.

8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - **The institution will review the Report within a reasonable timeframe and confirm next steps in writing.**

9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
 - If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

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Student Dismissal Policy

**Also Referred to as Student Expulsion Policy
(student handbook pages 12 &13)**

September 1, 2021

Name of Policy

Effective Date

STUDENT DISMISSAL (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 or plagiarized 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.
- If they refuse to follow CSNN’s guidelines in regards to Health & Safety Policies which protect the health and safety of all students.
- 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 will be put on hold until the Branch Manager is able to look into all details)

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

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

A Branch Manager who feels that a student should be expelled will be sharing documentation and discussing the issue at hand with head office.

For a student being expelled, the Branch Manager will prepare a written summary of the determination, the reasons for expulsion, and will include all written documentation of the incident to give to the Student and to be put in the Student’s file.

If the Student owes money these monies will be subject to collection.

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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.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.