



Enrolment Contract

Toronto Branch (Legal Name: ARNN.Inc)
 150 Eglinton Avenue East, Suite 302, Toronto, ON M4P 1E8
 Tel: (416) 482 – 3772 ♦ E-mail: toronto@csnn.ca

Natural Nutrition Program –offered in English, live instructor led with Zoom This Enrollment Contract is subject to the Ontario Career Colleges Act, 2005 and the regulations made under the Act. (PCC Number 148495)

The undersigned person hereby enrolls as a student of ARNN toronto Inc O/A Canadian School of Natural Nutrition as of
 June 1, 2024 for the following:

Name of Student: _____

Mailing Address: _____
 (in Canada) _____

Street Name / Unit
City
Province
Postal Code

Permanent address: (if different from above) _____

Preferred contact #: _____
 (in Canada) _____ **Additional# (if any):** _____ **Gender:** _____
Emergency Contact & Phone #: _____

Date of birth: _____ **E-mail:** _____

How did you hear about this program? _____ S.I.N. # _____

International student Yes _____ No _____ First Language: _____

Voluntary Disclosure: You may voluntarily provide this information: Do you have a long-term physical or mental health condition that limits the kind of activity that you can perform on a daily basis? Yes No

Admission Requirements: (Indicate one and provide)

- ____ Copy of Canadian or American secondary school diploma or assessed* equivalent, or
- ____ Copy of a Canadian post secondary diploma or degree or assessed* equivalent, or
- ____ Copy of a Canadian Certificate of Apprenticeship or Certificate of Qualification in any trade
- ____ Be at least 19 years of age and pass a Superintendent approved qualifying test
- ____ ½ to 1 pg personal statement of your commitment to and motivation for applying to this program
- ____ S.I.N. for CRA student tax credit

Preferred Program Start Date (please indicate): see addendum F class schedule

Lectures are on-line live interactive 352 hours + 250 field work clinical hours

- March 18, 2025 Full-time Day ending March 17, 2026 (44 weeks, 2x per week for 1-year option)
- March 10, 2025 Part-time Evenings ending June 22, 2027 (44 weeks, one evening per week for 2 ½ year option)

Note:Some classes are schedule on weekends. Refer to sample schedule. Practical are offered at this same branch.Live interactive.

Compulsory Fees: \$6,473.57	
• Tuition fees	Can \$ 6,160.00
• Registration fee	Can \$ 100.00
• Processing fee	Can \$ 113.00
	\$6,373.00
• Alumni fee	\$ 100.57

- Final Internal Board Exam fee (payable before Exam) **\$ 150.00**
- Required Books Can \$ 934.50



Fees: (Optional)

- Accelerated/individualized schedule (\$100.00 + hst) CAN \$ 113.00
- Advanced Standing per course evaluation (\$50.00 + hst) CAN \$ 56.50
plus 25% course tuition retained on A/S courses
- Course Exemption test CAN \$ 150.00
- Special course schedule (\$50.00 + hst) CAN \$ 56.50
- Make up test (\$75.00 + hst) CAN \$ 84.75
- Missed Practical (\$50.00 + hst) CAN \$ 56.50
- Module Rewrite CAN \$ 75.00
- On Hold fee (\$200.00 + hst) CAN \$ 226.00
- Reschedule Board Exam (\$200.00 + hst) CAN \$ 226.00
- Past Timelines reopen file (\$200.00 + hst) CAN \$ 226.00
- Replace lost T2202A (\$ 25.00 + hst) CAN \$ 28.25
- Grade Appeal (\$25.00 + hst) CAN \$ 28.25
- Grading for each additional case study (\$75.00 + hst) CAN \$ 84.75
- Special Request letters (\$ 15.00 + hst) CAN \$ 16.95
- Scheduled Course - Missed CAN \$50.00/hr (max 18 hrs)
- (Other) NSF Cheque Charge (\$ 25.00 + hst) CAN \$ 28.25

Acknowledgement:

I, _____, acknowledge that I have received a copy of

The Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges

- ___ Addendum A - Branch's refund policy
- ___ Addendum B - Finance payment schedule
- ___ Addendum C - Student Complaint Procedure
- ___ Addendum D - Student Expulsion Policy
- ___ Addendum E - Practitioner Code of Ethics
- ___ Addendum F - Program class schedule (upcoming semester on Pg. 15- 18)
- ___ Addendum G - Sexual Violence Policy
- ___ Addendum H - Online Delivery Details
- ___ Addendum I - Student Declaration

Signature of Student

Date



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

It is understood that fees are payable in accordance with the fees specified in this Enrolment Contract and as specified in Addendum B the Finance Payment schedule. The Canadian School of Natural Nutrition reserves the right to cancel this Enrolment Contract if the undersigned does not attend classes during the first 14 days of the beginning of the program. **For information regarding cancellation of this Enrolment Contract and refunds of fees paid, see section 24 (2) to 33 of O. Reg 415/06 made under the Ontario Career Colleges Act, 2005.**

The undersigned student is entitled to a copy of the signed contract immediately after it is signed.

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

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

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

I certify that I have read, understood and have received a copy of this Enrolment Contract, and agrees to pay, or see to payment of, the fees specified in this Enrolment Contract in accordance with the terms of this Enrolment Contract.

Signature of Student

Date

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

Signature of Admission Officer

Date

Consent to Use of Personal Information:

Career colleges must be registered under the Ontario Career Colleges Act, 2005, which is administered by the Superintendent of Career Colleges. The Act protects students by requiring career colleges to follow specific rules on, for example, fee refunds, training completions if the career college closes, qualifications of instructors, access to transcripts and advertising. It also requires colleges to publish and meet certain performance objectives that may be required by the Superintendent for their vocational programs. This information may be used by other students when they are deciding where to obtain their training. The consent set out below will help the Superintendent to ensure that current and future students receive the protection provided by the Act.

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

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

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

Name of Student

Signature of Student

Date



ADDENDUM A – REFUND POLICY

1. Students who give written notice to their Branch Manager before the start of classes that they won't be attending the Natural Nutrition Program will be refunded all tuition paid less \$500. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
2. Students who do not attend the first 14 days of the start of the Natural Nutrition Program and who receive a notice from CSNN within 45 days of the start of classes that their contract is being cancelled will be refunded all tuition fees paid less 20% of the total fees for the program or \$500, whichever is less. Books paid for and returned in resalable condition within 10 days of contract cancellation date will be refunded.
3. Students who change their minds within 2 days of signing this Enrolment Contract will receive a full refund for tuition, registration, and alumni fee paid. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
4. Students who are within the 1st half of the 1 year Natural Nutrition Program who give written notice that they want to withdraw, or transfer, or who have been expelled from CSNN according to CSNN's expulsion policy will be refunded for the portion of courses paid for and no longer responsible for at the time of withdrawal less 20% of the total fees for the program or \$500, whichever is less. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
5. Students who are in the 2nd half of the 1 year Natural Nutrition Program who give written notice that they want to withdraw, or transfer, or who have been expelled from CSNN according to CSNN's expulsion policy will not receive a refund and will be financially responsible for the whole program cost. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
6. Students who are within the 1st half of the 2nd year of the 2 year Natural Nutrition Program who give written notice that they want to withdraw, or transfer, or who have been expelled from CSNN according to CSNN's expulsion policy will be refunded for the courses paid for and no longer responsible for at the time of withdrawal less 20% of the total fees for the program or \$500, whichever is less. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.
7. Students who are in the 2nd half of the 2nd year of the 2 year Natural Nutrition program who give written notice that they want to withdraw, or transfer, or who have been expelled from CSNN according to CSNN's expulsion policy will not receive a refund and will be financially responsible for the whole program cost. Books paid for and returned in resalable condition within 10 days of withdrawing will be refunded.



ADDENDUM B - PAYMENT SCHEDULE

Fees are payable according to the payment schedule chosen. Finance fees on payment schedules are non-refundable. A \$25+hst charge for any NSF cheques.

TUITION

TOTAL - \$6,473.57

Full Time

Quarterly Installments

September

- 1st Payment - \$1,980.77 (Upon registration)
- 2nd Payment - \$1,497.60 (November 1)
- 3rd Payment - \$1,497.60 (February 1)
- 4th Payment - \$1,497.60 (April 1)

March

- 1st Payment - \$1,980.77 (Upon registration)
- 2nd Payment - \$1,497.60 (May 15)
- 3rd Payment - \$1,497.60 (September 15)
- 4th Payment - \$1,497.60 (December 15)

Part Time

Quarterly Installments

September

- 1st Payment - \$1,980.77 (Upon registration)
- 2nd Payment - \$1,497.60 (January 1)
- 3rd Payment - \$1,497.60 (September 1)
- 4th Payment - \$1,497.60 (January 1)

March

- 1st Payment - \$1,980.77 (Upon registration)
- 2nd Payment - \$1,497.60 (September 15)
- 3rd Payment - \$1,497.60 (December 15)
- 4th Payment - \$1,497.60 (April 15)

Monthly installments

Full Time/ Monthly -10 Installments (1st Installment \$1,177.07 plus 9 monthly payments of \$588.50 ea)

Part Time/ Monthly - 20 Installments (1st Installment \$859.07 plus 19 monthly payments of \$295.50 ea)

UPON REGISTRATION:

I agree to pay \$ _____ as the 1st Installment upon registration

I agree to pay \$ _____ in _____ # of subsequent installments in the remaining months

I agree to date these payments on the 1st OR 15th of the month.

- METHOD OF PAYMENT: Cheque Cash E-transfer

*EMT to torontoinfo@csnn.ca Cheques are payable to: CSNN (Canadian School of Natural Nutrition)

* BOOKS ARE EXTRA AND COST APPROX. \$890.00+GST *

* ADDITIONAL \$100.00 (+HST) FEE APPLIES FOR ACCELERATED/ INDIVIDUALIZED PROGRAMS *

* FEE for the FINAL BOARD EXAM - \$ 150.00 - PAYABLE WHEN SUBMITTING EXAM REQUEST FORM *

* ONE-TIME FINANCE CHARGE OF \$100.00 (+HST) FOR INSTALLMENTS *

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

STUDENT SIGNATURE

RECEIVED BY

DATE

Rev: 2018



ADDENDUM C – Student Complaint Procedure

- Students who have a complaint must email their complaint to their Branch Manager.
- Students may request to have an online meeting with their Branch Manager in regards to their complaint.
- Students are allowed to have another person present online in their meeting with their Branch Manager and this other person may make the oral complaint submission on their behalf.
- Once the decision is made the Branch Manager will document the decision in the Student's file and by email will inform the student of the decision and the reasons for the decision.
- If within 10 working days, the Branch Manager is unable to resolve the issue, the Student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. An email response from the Registrar will be forwarded to the Branch Manager within 10-15 working days. All decisions are final.
- Branch Managers will keep on file for a period of 3 years all documented student complaints, any submissions made in regard to the complaint, and the decision made in regards to the complaint. A copy of all documents will be provided to the Student.

Complaints involving Instructors:

- Students who have complaints towards an Instructor are asked to first try and resolve their issue with their Instructor before emailing to their Branch Manager, however, if the issue is not resolved, the Student is asked to email the Branch Manager with their complaint and the Branch Manager will schedule an online meeting with both the Student and the Instructor. Zoom recording of the online class may be viewed by the branch manager
- If within 10 working days, the Branch Manager is unable to resolve the issue, the Student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. A written response from the Registrar will be forwarded to the Branch Manager within 10-15 working days. All decisions are final.
- Branch Managers will keep on file for a period of 3 years all documented student complaints, any submissions made in regard to the complaint, and the decision made in regards to the complaint. A copy of all documents will be provided to the Student.

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

Contact Information:

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



ADDENDUM D – STUDENT EXPULSION POLICY

Students may be subject to expulsion:

- If they violate CSNN's copyright and intellectual property of educational materials (legal action may additionally be taken against such violations)
 - If they have cheated on a test or an assignment, or if they have allowed their work to be copied by another
 - If they perform acts of discrimination or harassment to fellow students, instructors, or administrative staff.
 - If they threaten violence to fellow students, instructors or administrative staff
 - If they repeatedly disrupt the class
 - If they sell goods and services in the class
 - If they permit someone else to attend their live online class or write a test in place of themselves
 - If they give out their Moodle LMS or Zoom password or login information.
 - If they misrepresent themselves as a practitioner while they are still a student
1. Students who violate CSNN's Code of Conduct will be reported to the Branch Manager for purposes of documentation.
 2. If another student or instructor witnessed the violation, the Branch Manager will contact the student or instructor to discuss the incident and will ask for written statements to be documented in the Student's file. (if the violation warrants immediate dismissal the Student will be put on hold until the Branch Manager is able to look into all details)
 3. 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
 - (b) Determine the violation was substantiated in whole or in part, and either
 - (i) Give the Student a warning with details of the consequences should the student be found to violate again
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Or determine that the student should be expelled
 4. A Branch Manager who feels that a student should be expelled will first provide all documentation to the Registrar and discuss the situation with the Registrar before expelling the Student.
 5. Should it be determined that a student should be expelled, the Branch Manager will prepare a written summary of the determination, the reasons for expulsion, and will include all written documentation of the incident to give to the Student and to be put in the Student's file. The Student's refund will be calculated according to the refund policy outlined in Addendum A of the Enrolment Contract. If the Student owes money these monies will be subject to collection.
 6. If the Student is given a warning or placed on probation the Branch Manager and the Student will both sign the written warning or the document outlining the probationary conditions. Copies of documents will be given to the Student and the original will be placed in the Student's file.



ADDENDUM E – Practitioner Code of Ethics

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

Code of Ethics for CSNN students and Graduates

The Canadian School of Natural Nutrition has as its mission the education of the individual in the principles of holistic health care and the principles of natural nutrition, to further the well-being of people and the healing of planet Earth. To this end, a graduate of CSNN agrees to:

1. Maintain an interest in the well-being of all human beings, regardless of colour, creed or nationality, and in the care of planet Earth.
2. Respect the right of their 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 their relationship with the client and protect the confidentiality of assessments and recorded documents.
6. Guide and counsel their 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 one's own acts.
9. Provide professional services only in those areas in which one has competence and training.
10. Recognize the need to work co-operatively with other disciplines, holistic or allopathic, to best serve the client's* need, respecting the unique contribution of each discipline.
11. Respect differences of opinion and exercise tact and diplomacy in interpersonal relations.
12. Resolve to improve and maintain one's professional competence in the field of natural nutrition and holistic health care.
13. Accurately identify oneself using one of the approved CSNN designations and/or titles to avoid misleading the public about one's role as a holistic nutrition professional.

*Client includes all individuals you are educating via one- on -one consultations, webinars, blogs, articles, books, or other.

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

Name of Student

Signature of Student

Date



ADDENDUM G – SEXUAL VIOLENCE POLICY

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

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

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

If a student wishes to report an incident of sexual violence or harassment against them, this incident should be reported to their Branch Manager. All complaints brought forward will be taken seriously and dealt with. If drugs or alcohol are a factor, there will be no disciplinary action taken against the student reporting a sexual violence incident.

The Branch Manager in conjunction with the victimized student and CSNN's Executive Director will determine whether to involve the appropriate authorities. The victimized student has no obligation to agree to an investigation or be a participant in any investigation, however, should they want such an investigation the student has the right to have another person present during the investigative process. During such an investigation the student will not be asked irrelevant questions regarding their sexual expression or sexual history. Regardless, of whether or not the student chooses to be part of an investigation, CSNN will maintain the safety, dignity and rights of the victimized student and every measure will be taken to protect them from retaliation and threat of retaliation. The identity of the victim will be kept confidential between the Branch Manager and the Executive Director.

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

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

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

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

National

Canadian Women’s Foundation	
Website:	www.canadianwomen.org
Address:	1920 Yonge St., Suite 302, Toronto, ON M4S 3E6
Phone #:	416-365-1444, (Toll Free) 1-866-293-4483

Provincial

Community Legal Education Ontario	
Website:	www.cleo.on.ca
Address:	180 Dundas St. West, Suite 506, Toronto, ON M5G 1Z8
Phone #:	416-408-4420

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

Regional

Mississauga & Surrounding area

Ministry of the Attorney General – Victim Services – Central West Region Office	
Website:	https://www.attorneygeneral.jus.gov.on.ca/english/ovss/contact.php
Address:	119 King Street West, 4 th Floor, Hamilton, ON L8P 4Y7
Phone #:	905-521-7590

Hope 24/7

Website:	http://hope247.ca/
Address:	10 Gillingham Drive, Suite 305, Brampton, ON L6X 5A5
Phone #:	(Crisis Line) 1-800-810-0180, 905-792-0821

Ottawa & Surrounding Area

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

The Sexual Assault Support Centre of Ottawa

Website:	https://sascottawa.com/
Address:	P.O. Box 4441, Stn. “E”, Ottawa, ON K1S 5B4
Phone #:	(Crisis Line) 613-234-2266, 613-725-2160

Richmond Hill & Surrounding area

Ministry of the Attorney General – Victim Services – Central Region Office	
Website:	https://www.attorneygeneral.jus.gov.on.ca/english/ovss/contact.php
Address:	1091 Gorham Street, Suite 208, Newmarket, ON L3Y 8X7
Phone #:	905-868-8355

Women’s Support Network of York Region	
Website:	http://womenssupportnetwork.ca/
Address:	1110 Stellar Drive, Unit 109, Newmarket, ON L3Y 7B7
Phone #:	(Crisis Line) 905-895-7313, 1-800-263-6734

Metro Toronto & Surrounding area

Ministry of the Attorney General – Victim Services – Toronto Region Office	
Website:	https://www.attorneygeneral.jus.gov.on.ca/english/ovss/contact.php
Address:	700 Bay Street, 3 rd Floor, Toronto, ON M5G 1Z6
Phone #:	416-212-1310

Toronto Rape Crisis Centre	
Website:	https://trccmwar.ca/
Address:	P.O. Box 59098 Toronto, ON M6R 3B5
Phone #:	(Crisis Line) 416-597-8808, 416-597-1171

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

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

Reviewed and amended January 2022 by CSNN’s Executive Director



ADDENDUM H – ONLINE DELIVERY DETAILS

CSNN's Natural Nutrition program with its 18 courses and its practicals are delivered via live online Zoom classes where the instructor is teaching in real time and where students can ask their instructor questions and interact with the other students in their class during these online classes. These live online classes total 352 hours. The practical application component of the program is asynchronous where students work on case studies and apply the information they have learned throughout the program. This asynchronous component totals 250 hours which students themselves schedule based on the case study submission dates shown on their schedule. Total hours in the program are 602 hours.

Students have the option of completing the program as full time studies to be completed in 1 year or part time studies to be completed in 2 years.

To be eligible to register into CSNN's Natural Nutrition program, students require a computer, webcam, speakers, microphone, and reliable internet service (broadband wired or wireless (3G or 4G/LTE)). This is so that they will be able to participate in the live Zoom classes and write online tests while being invigilated by their instructor. In order to protect the identity and privacy of all students, students registering with CSNN will have to provide government issued photo ID, which will be used in confirming the student's identity when joining a Zoom class and writing an online test. Students will be given written instructions and support on how to access the Zoom classes.

Students will be given a unique password to access their branch's Learning Management System (LMS), which they are able to access 24/7. (screenshots of the LMS system that students will need to learn how to access. We shall provide a link). This LMS will house the schedule for the courses and practicals along with the case study submission dates. The LMS will also house the links to these live online courses and practicals, along with an outline for each course. The instructions for case study preparation and details of the 250 hour asynchronous component will also be housed in the branch's LMS system. For the Moodle LMS system and Zoom, students will need the latest version of either Chrome, Firefox, Safari or Edge, and have their computer's cookies and Javascript enabled. Students will receive written instructions on how to set up their unique password and how to navigate the LMS. For any technical questions, please contact the branch at torontoinfo@csnn.ca Any technical issues and support needed will be addressed within 48 hours.

For those who need it, CSNN instructors are provided written instructions on how to use Zoom and its features before teaching a course.

CSNN takes student's private information seriously and takes precautions to minimize risk of any kind of a security breach. Students' identities are privy to instructors, CSNN administrators and fellow classmates. In addition to knowing and adhering to Canadian privacy laws, CSNN has security protocols in place to protect students' private information.

These include:

- All CSNN instructors, and CSNN administrators have signed confidentiality forms that legally obligate them to protect the private information of students
- Computers, bookkeeping software are password protected and only limited personnel have access.
- All printed documents are put in a student's file. These files are stored in locked cabinets and premises and only limited authorized personnel have access.
- Zoom recordings are deleted after short periods of time.
- The Moodle Learning Management system provider has security protocols in place for storing data and personal information in the Cloud.
- All software/sites (PayPal, Zoom, Moodle, Revenue Canada, etc) are reputable third parties that secure their systems from security breaches

The risk of a major security breach is reduced by the school compartmentalizing data depending on the purpose of the data. However, if there is a security breach, CSNN would notify the affected student/s with details of their information that has been compromised. CSNN would also investigate why the security breach happened and how to prevent such a security breach from happening again in the future. All security breaches are reported to CSNN's head office for investigative and documentation purposes.

CSNN follows the Ministry's 'Superintendent's policy directive for training programs in providing the online format to students. For more information about this directive go to <https://www.ontario.ca/page/policy-directive-training-programs-online-or-hybrid-delivery-formats>



ADDENDUM I – STUDENT DECLARATION

Student declaration

I understand that this program will be delivered online. The Canadian School of Natural Nutrition (CSNN) as a career college has provided me with the following: (please confirm by checking off below)

- The schedule appendix shows the dates of the course classes and mandatory practicals along with the case study submission dates. Each component shows delivery format details.
- Details of the live online learning format(synchronous) are provided in CSNN's document 'Online Delivery Details' housed on the branch's website and included in the contract. Information about the Learning Management System (LMS) and direct contact information for technical support are also in this document.
- Equipment and system requirement:
 - For live online classes a desktop or laptop computer, a webcam, a speaker and internet access are required
 - Minimum levels of reliable internet access (broadband wired or wireless (3G or 4G/LTE)) and speed (1.0 Mbps/600kbps (up/down)) are required

Zoom Requirements

- **Supported operating systems**
 - macOS X with macOS X (10.11) or later
 - Windows 11***Note:** Windows 11 is supported on version 5.9.0 or higher.
 - Windows 10***Note:** Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
 - Ubuntu 12.04 or higher
 - Mint 17.1 or higher
 - Red Hat Enterprise Linux 8.0 or higher
 - Oracle Linux 8.0 or higher
 - CentOS 8.0 or higher
 - Fedora 21 or higher
 - OpenSUSE 13.2 or higher
 - ArchLinux (64-bit only)
- **Processor and RAM requirements**
 - Processor - Single-core 1Ghz or higher
 - RAM N/A
- **Browser requirements:**
 - to date browser for either Chrome, Firefox, Safari or Edge are required, and the computer's cookies and Javascript need to be enabled
- For the Learning Management System (LMS) a to date browser for either Chrome, Firefox, Safari or Edge are required, and the computer's cookies and Javascript need to be enabled

Proctor Free Technical Requirements (Final Exam):

- **Operating System**
 - Windows 10+
 - macOS 10.12+ (Sierra)
 - *Windows S mode is not supported
 - *Chromebooks, Linux, iPads, tablets, and mobile devices are not supported.

- **Hardware Requirements**
 - 1 GB available disk space
 - 2 GB RAM
 - Intel Quad-core 1.8GHz CPU or AMD Quad-core 2.0GHz CPU
- **Web Browser**
 - Chrome, Firefox, Safari, Microsoft Edge, Internet Explorer 11+
 - *Brave & Opera are **not** supported at this time.
 - *Microsoft Edge is **not** supported for macOS at this time.
- **Internet Speed****
 - Upload: 1 Mbps ↑
 - Download: 2 Mbps ↓
 - *Tethering and HotSpots are not supported.
- **Web Camera**
 - An external or internal web camera and microphone are required.
 - *Camera and microphone drivers must have been updated or released within the last 5 years.
 - *3D Webcams are **not** supported at this time.

** An active broadband internet connection is assumed since the examinations are done online

- I agree to provide a copy of government issued ID, so that my identity is verified by CSNN administrators and instructors for the purpose of the live online classes, taking tests and attending any online meetings with CSNN. I acknowledge that CSNN as a career college must confirm my identification for these purposes.
- I acknowledge that the materials in CSNN’s Natural Nutrition program are copyrighted to CSNN and as a result, it is my responsibility to keep my unique password to the LMS system and the links to the Zoom classes confidential. If I lose my access to the LMS system, I agree to contact CSNN immediately. If my personal computer or email have been compromised, I agree to contact CSNN immediately, so that CSNN can take appropriate measures to protect the security of the other students, LMS and Zoom, and CSNN’s intellectual property.
- I confirm that as the person registering for CSNN’s Natural Nutrition program, that I will be the person attending the live online classes, taking the tests, and doing the assignments and case studies. I acknowledge that should I deviate from this, that I would be subject to CSNN’s Expulsion policy outlined in this contract.
- I confirm that I have read the included document ‘Online Delivery Details’ how CSNN will protect my privacy and personal information. I agree to CSNN live online classes being recorded and then being deleted after a short period of time.
- I acknowledge that I am responsible for any costs relating to the Equipment requirement outlined above and that the costs outlined in this contract are to do with tuition, books, registration and processing fees, and optional administration costs in the Natural Nutrition program.
- As a student of CSNN’s live online classes in the Natural Nutrition program, I agree to CSNN’s refund, expulsion, and complaint policies included in this contract.

I acknowledge that I received and understand the information provided by CSNN as required by the Superintendent’s policy directive for training programs with online formats and that if I have concerns that CSNN is not meeting those standards, I can file a complaint through the procedure outlined in my student contract.

I am signing this form as part of my Student Enrolment Contract

Name: _____

Date: _____

Signature: _____

Branch & Program: _____