



The Canadian Institute of
Natural Health and Healing

Student Handbook

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STUDENT HANDBOOK

Canadian Institute of Natural Health and Healing (CINHH)

Our Purpose:

Our purpose is to educate students with the best courses for them to be able to receive employment in their new occupations.

Mission Statement:

To teach and empower people to be in control of their own health and healing, Spiritually, Emotionally, Mentally, and Physically.

Our Goal:

Is to offer complimentary preventative medicine through natural health and healing programs that are recognized by the public and health professionals.

Policy

Successful education and training requires acceptable levels of achievement by students. When students do not meet academic standards in a satisfactory manner, we at The Canadian Institute of Natural Health and Healing will take steps to ensure that the student and the program are focusing on the student's successful completion of the educational requirements. Students are required to achieve a minimum grade average, meet attendance requirements (for in class courses only) and/or maintain the minimum expected performance rate. The procedures of this policy apply when the achievement levels do not meet satisfactory standards.

All CINHH students are expected to maintain standards of performance. Students who fail to meet the expected performance standards may be:

- on an academic learning plan - In class moved to correspondence
- Required to discontinue

Specific conditions will be identified that must be met by the student. If these conditions are not met, the student may be required to withdraw from the program.

Procedures

Academic and performance requirements are outlined in program handouts, course outlines and/or the calendar. In all cases, at the beginning of the course programs the information is expected to inform students of the level of performance required to graduate from the program. When the standard of performance is not met, a student will be placed on an academic learning plan or be required to discontinue.

Students are expected to proactively take responsibility when circumstances arise that prevent them from participating in educational activities including classes, case studies, work placements, etc. Students are expected to notify the director as soon as possible when:

- (in class only) they find themselves in circumstances beyond their own control and consequently will be absent from the learning/training activities for a period of 2 consecutive or four or more classes; and/or they have been in violation of a learning plan/probation

Failure to notify the appropriate parties may result in immediate discontinuation.

Academic Disciplinary Measures

The following academic disciplinary measures are generally sequential and based on the principles of notice, opportunity to improve and responsibility for personal achievement. Some of these actions are taken as a result of a review of student academic performance while others are part of a review of marks and student performance.

When written plans and performance contracts are used, the basic elements will include but are not limited to:

Assessment of the current situation;

- terms of remediation plan
- length of time
- student responsibility
- support services to be provided (if applicable)
- date, time and place for review of learning plan;
- implications/consequences for successful or unsuccessful performance; and
- signatures and the date from the student and director.

When a student is on a formal Learning plan or Probation, the director will contact the student to discuss the issues and measures the student must take to remedy the situation. The student will provide a written agreement that contains the reasons, requirements, terms and conditions and timelines of the actions to be initiated.

Academic Learning Plan

The Academic Learning Plan is developed to assist the student in meeting the expected program performance standards. When placing a student on a formal Academic Plan, the program head will meet with the student to discuss the issues and measures the student must take to remedy the academic deficiencies. The program head, in collaboration with the instructor, may develop more than one Academic Learning Plan depending on the circumstances and the student's progress. A student may be placed on an Academic Learning Plan at any time during the course or program.

Required to Discontinue

The "required to discontinue" policy will be implemented under the following circumstances:

- Students who fail to uphold the admission policies, especially the 80% average
- Diploma students to uphold the admission policies, especially the 90% average
- Students who fail to meet financial requirements pre determined at the start of the program.
- Attendance as in policies and procedures

To be re-admitted into a program, the student will be required to re-apply to the program, meet all current entrance requirements and other conditions/restrictions that were imposed as a result of discontinuation. Upon re-admission the student will be on Academic Probation for the first 4 weeks, at which time the student will meet with the director first before being removed for Academic Probation.

General Information

At **The Canadian Institute of Natural Health and Healing** our programs are recognized at:

- City / Town Hall (business licences)
- Insurance Companies
- The British Columbia Association of Practicing Aromatherapists
- The British Columbia Alliance of Aromatherapy
- Cosmetology Industry Association of British Columbia
- International Association of Counselling Hypnotherapy
- BC Career Colleges Association
- National Associational Career Colleges
- Natural Health Practitioners Association
- International Iridology Practitioners Association

The Canadian Institute of Natural Health and Healing is registered and accredited as a post secondary institution with the Private Career Training Agency of British Columbia (PCTIA) #2562.

The employment opportunities that will have option in once the courses are complete and you have acquired your Diploma and certificates are Day Spas or Natural Health Care areas which include many health centres and fitness centres would have positions for certified in Reflexology, Reiki, Aromatherapy, Table Shiatsu, Massage and Spa type services. Many students also pursue opening their own business to the vast amount of modalities you will have upon completion of the Esthetician, Wholistic Practitioner, Natural Health Practitioner or Day Spa Practitioner programs.

The Canadian Institute of Natural Health and Healing tries to maintain an open door policy and feel that you can talk to us during business hours to discuss questions, concerns and comments, at which time we would be happy to help you out to the best of our ability. We hope that your academic time with us will prove to be a life changing time with the best possible outcome. We are about our students and the outcome of their studies so we are always here to help with whatever we can. We hope that this is part of the equation that makes us different from the rest.

CINHH reserves the right to:

- ◆ Change fees without notice;
- ◆ Limit the registration in any program;
- ◆ Cancel, reschedule or revise any of the courses listed;
- ◆ Assign a student to a level in a given subject appropriate to his/her previous educational background;
- ◆ Select students for specific, programs using norms and standards established by CINHH;
- ◆ Place a student on financial hold
- ◆ Remove a student from a program and/or class for disruption of instructional activities or for a perceived threat to the safety and well being of students and staff

Disruption of Classes:

CINHH accepts no responsibility for the cancellation or discontinuance of any class or course of instruction which may be made necessary or desirable as a result of an act of God, fire, riot, lock out, work stoppage or slowdown, labour disturbances, lack of funds, the operation of law or other causes of the kind.

STUDENT RIGHTS

The Canadian Institute of Natural Health and Healing is a community of students, faculty, staff and members of the community at large dedicated to the advancement of learning and the dissemination of knowledge and skills; the intellectual development of its members; and the betterment of society and the community at large.

As a member of the CINHH community, and subject to the laws of Canada and the Province of British Columbia, the bylaws of the municipalities in which CINHH operates, established collective agreements and other legally enforced contracts, students attending CINHH have the right while on CINHH campuses to:

- ◆ Be treated with courtesy, dignity, fairness and respect;
- ◆ Freedom of expression, opinion and association with respect to beliefs, faiths and life-styles provided there is no infringement of the rights of others;
- ◆ Reasonable standards of safety, security and personal privacy;
- ◆ Have personal information collected by CINHH treated in confidence, subject to the normal operating requirements of CINHH, unless the student consents to disclosure in writing;
- ◆ View and to have explained personal information collected by CINHH upon request with reasonable notice, subject to the provisions of the Freedom of Information and Protection of Privacy Act;
- ◆ Request and to be informed, prior to enrollment, of the requirements for admission, enrollment and graduation;
- ◆ Request and to be informed, at the beginning of each course in which the student enrolls, of the curriculum content, evaluation procedures, attendance requirements (in class only), and class schedule, and to be informed with reasonable notice of any changes that are subsequently introduced;
- ◆ Request and to be informed, at the beginning of each course in which the student enrolls, of when the faculty member (s) teaching the course are available for individual consultation (e.g., office hours);
- ◆ Receive upon request with reasonable notice, an explanation of educational and administrative decisions made by CINHH that affect the student making the request;
- ◆ Appeal decisions made by CINHH that directly affect the student making the appeal, to a party or body that is independent of the party or body which made the original decision;

Anti-Harassment and Discrimination (including Sexual Harassment)

The Canadian Institute of Natural Health and Healing is committed to providing a collegial, safe and pleasant working and learning environment for everyone; one that respects differences, champions fair treatment and celebrates diversity. The Canadian Institute of Natural Health and Healing does not condone and will not tolerate acts of discrimination and harassment including sexual harassment.

All members of the CINHH community have a responsibility to respect the rights of others and to cooperate in creating and maintaining an environment that is free of harassment and discrimination.

Responsibilities of Students

It is the responsibility of a student to become familiar with the information section pertaining to the program in which he/she is enrolled. While academic advising and career planning are freely available, it is the student's responsibility to ensure that the courses in which he/she is registered are appropriate to the specific requirements of the diploma or certificate sought.

Registration

The accuracy of registration documents is ultimately the responsibility of the student. The course and sections in which the student is registered are clearly stated on the receipt issued at the time of registration. The student is responsible for immediately notifying the School Administrator of errors or discrepancies. Similarly, the student is responsible for ensuring that his/her name is entered on the class list for each course taken. Grades will be assigned only for the courses in which the student is officially registered. For in class students, proper registration can be verified with the instructor's class list.

Attendance

See Attendance Policy

Examinations

- **Correspondence Students** are expected to write all closed book exams in front of a legal proctor; teacher, librarian, minister, legal advisors, etc. All exams are to be written by your duration date and post dated by that date. The exams will be mailed to your proctor.
 - **In class students** are expected to write examinations at the scheduled times and dates. Students should be aware that examinations may be scheduled on days and times that differ from regular class schedules.
 - **Written exams** are part of many courses and the student is responsible to find his/her own proctor to administer the exam. A proctor may be a teacher, principal, lawyer, notary public, physician, minister or priest. Many students contact their local librarians to proctor their exams. Some libraries charge a fee, others do not. Your written exam will be mailed to your proctor in a sealed envelope. You are responsible for making your appointment and showing up for it on time.
In class students, if you arrive late for the written or practical exam it is considered the same as a fail and you will have to re-take the exam for the appropriate dollar amount.
Practical exams are part of some courses. The correspondent student is responsible for providing his/her own Video Camera and Video Cassette tape. Please ensure your video is in VHS, DVD or Mini-DV60SE only. If unsure of your format, please phone ahead to ask. Tapes might not be returned. Please ensure the examiner has a good view of everything you are doing in your treatment (that is, your hands should not be obscured by your body when you are standing at the head of the massage table.)
In the event of exceptional circumstances, students may apply to write an "out of time" examination by submitting a written request for an Out-of-Time Examination to the appropriate Instructor or President of the School.
Criteria for the approval of an out-of-time examination include unforeseen circumstances (medical, compassionate, or legal obligations), religious beliefs, and special employment or extraordinary athletic activities. Note that out-of-time examinations will not be granted for vacations, trips, or reasons other than those satisfying the aforementioned criteria.
- **Minimum of 80%** is required to pass any exam.
 - **Re-writes**, if you must rewrite a written or practical exam you have up to two weeks to repeat it.
 - The first re-write of any exam has a charge of \$20.00
 - The second re-write necessary for any examination in any course/program carries a charge of \$50.00.
 - If a student needs to repeat three exams (same or separate courses in one program), the student will be expelled from the program or course in which he/she is registered.

If a student is unsuccessful, at the discretion of CINHH, he/she can choose to take the course over again at full price.

All examination papers are the property of CINHH and remain in the possession of CINHH until destroyed by the institute. All examination papers will be retained by CINHH until six months after the CINHH 10th year in which the examinations were written. They will then be destroyed. In the event of a grade appeal, the examination paper will be retained by CINHH for a further 12 months.

Protection of Privacy and Access to Information

CINHH gathers and maintains information used for the purposes of admission, registration and other fundamental activities related to attending CINHH. In signing an application for admission, all applicants are advised that both the information they provide and any other information placed into the student record will be protected and used in compliance with the B.C. Freedom of Information and Privacy Protection Act (1992).

See Privacy Policy.

Subpoena or Summons:

A subpoena or a summons to appear as a witness is not a court order. Therefore, to ensure their own protection against potential legal action or prosecution for violation of “privacy” legislation, CINHH staff who are subpoenaed or summoned to appear in court as a witness should contact the School President before releasing any personal information on a student.

Posting of Final Grades by Instructors:

The earliest possible dissemination of final grades is critical to students. Therefore, in accordance with the provisions of the Freedom of Information and Protection of Privacy legislation, instructors may post final grades within the institute, subject to the following conditions.

- That the instructor takes reasonable precautions to ensure and protect confidentiality.
- That the posting clearly state that the final grades, as posted by the instructor, are tentative only and subject to final approval of the institute.

Questions on reasonable precautions to ensure and protect confidentiality should be directed to the administration office.

Transcript Policy

CINHH is committed to a policy of full and open disclosure on student transcripts and shall fully and openly disclose the outcome of all CINHH course work performed successfully or unsuccessfully by the student. Student transcripts shall clearly differentiate and openly identify credits granted for successful completion of CINHH courses, transfer credits granted for equivalent courses successfully completed at another recognized post-secondary institution or credits that may have been granted through the process of Prior Learning Assessment.

Grades

Standardized Grading System

CINHH has implemented a standardized grading system in which final percent grades are reported and used to determine course averages. The system applies to all courses, irrespective of program. Grades for all courses, regardless of credit value, will be based on a percentage system. The minimum pass is 80% with the maximum grades for all courses being 100 percent. Transcripts will include a percentage grade for each course.

Standings

CIP	Course in Progress
P	Requirements of a subject completed satisfactorily, no quality grade assigned, credit granted where applicable (Excluding from the calculation of average grade.)
SD	Standing Deferred: Based on the decision to grant a student an extension to complete outstanding course work, submission of a final grade by the instructor is deferred for up to four months. (Excluded from the calculation of all averages.)
TA	Terminated for lack of attendance
TP	Terminated for unsatisfactory performance
W	Withdrawal
I	Incomplete

Standards

A student who obtains a course average grade of less than 80% will be placed on academic probation. A student must obtain a minimum cumulative average grade of 80% to be eligible for graduation in a class or 90% in a Diploma Program of studies leading toward a diploma or certificates. A minimum average of 80% is required to graduate from a certificate program and 90% from a diploma program.

To be eligible for credit towards a diploma program, a final course grade of at least 80% must be achieved in each course.

Calculation of the Grade Average for Duplicate Courses:

If any course is repeated, the original and the repeated grades are listed on the student record. Generally courses in which are repeated are required course in which a passing grade has not been obtained.

Graduating Grade Average

A student's graduating grade average (GGA) is the weighted average of grades for those courses, as specified in the regulations below, taken at CINHH which are used to satisfy the graduation requirements for a diploma, or certification conferred by CINHH.

The GGA shall be calculated according to the following regulations:

- ◆ Transfer credits from other institutions shall not be used in the calculation of a GGA
- ◆ If a course is taken more than once, then only the highest grade for that course shall be included in the calculation of a GGA
- ◆ Courses for which a grade of "pass" or "fail" is assigned (e.g., practicum) shall not be included in the calculation of a GGA.

Field Trips (in class only)

Students enrolled in a formal course of studies at CINHH may on occasion have the opportunity to enrich or supplement their studies by way of a field trip arranged by instructional staff. For some courses, the field trip is a mandatory component of the course.

Workers' Compensation

Coverage by the Provincial Workers' Compensation Board is to be in place for all students while participating in a required practicum at a recognized work site. For student apprentices (practicum) only, the Provincial Workers' Compensation Board coverage will be in place during classroom, lab or shop instruction. This coverage will not be provided for any other students.

General Health and Safety Rules

General Health and Safety rules apply to all employees and students at CINHH. General rules are intended to ensure that CINHH is a safe campus and must be followed without exception.

Reporting of Injuries

In accordance with the Workers Compensation Act, (sec. 53) all employees and students covered by the WCB are required to immediately report all work related injuries to an Occupational First Aid attendant or Supervisor/Instructor.

Alcohol and Drugs

In accordance with WCB Reg. 4.20 no CINHH employee or student will not be permitted to enter or remain on premises while his or her ability to work is effected by alcohol, drugs, or other substances as to endanger his/her health or safety or that of any other person. A student may be required to leave the school for even the smell on their breath or clothing.

Smoking

In accordance with CINHH Board policy to provide a smoke-free environment and with WCB Reg. 4.81 (a), smoking is not permitted within any building. Make sure your clothing and hands do not have any smell on them.

Improper Activity or Behavior

In accordance with Occupational Health & Safety Reg. 4.25, no employee or student shall engage in any improper activity or behavior that might create or constitute a hazard to themselves or to any other person. Any employee or student engaging in such activities will be dealt with accordingly.

Personal Protective Equipment

All CINHH employees, students and visitors may be required to wear the specified personal protective clothing for the area or specific job being performed.

Reporting of Unsafe Conditions

All employees and students are required to report any unsafe or harmful conditions to their immediate supervisor. The supervisor must ensure that any necessary corrective action is taken without delay (Reg. 3.20) except in the case of an emergency where action must be taken immediately. Where after a one week period, the employee is not satisfied with the action taken he/she may advise the Health & Safety Coordinator and the Safety Committee and explain the reason for dissatisfaction. Any follow up that may be required should be reported to the Health and Safety Committee.

Potential hazards may include, but not limited to:

- ◆ Operating appliances or other equipment without authority
- ◆ Defective tools or equipment
- ◆ Poor material handling
- ◆ Neglecting to wear personal protective clothing
- ◆ Poor housekeeping
- ◆ Horseplay

To ensure that housekeeping is maintained at a high level, all employees and students must ensure that:

- ◆ Aisles are kept clear
- ◆ Spilled material is cleaned up
- ◆ Tripping hazards are reported
- ◆ Poor lighting is reported

Confidentiality

See Privacy Policy

Student's permanent record:

CINHH regards the information pertaining to student enrollment or any other information contained within the student records as private and confidential. Therefore, no transcripts or other personal information will be released except in the following circumstances:

- ◆ Information released to the student; information released with the student's written authorization
- ◆ Information released in response to a court order or formal police investigation
- ◆ Information released to government departments for the purpose of statistical analysis and research provided there is assurance of confidentiality.
- ◆ **Information will not be given over the phone under any circumstance.**

A copy of student's: Transcripts, Certificate(s) and Enrolment Agreement is kept by Data Witness for a minimum of 55 years.

Student Conduct (Discipline) - All Programs

Student registered at CINHH are expected to behave responsibly and with propriety. If a student fails to live up to these expectations, CINHH reserves the right to take whatever action is deemed to be warranted by the student's misconduct, which includes but is not limited to the following.

General Misconduct

Disruption of Instructional Activities:

This includes but is not limited to conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of CINHH.

Damage to Property and Assault on Individuals:

This includes student conduct which leads to damage or theft of CINHH property or the personal property of CINHH staff or students. It also includes conduct which leads to physical injury to or emotional disturbance of any of the above mentioned persons.

Inappropriate Treatment of Other Persons:

Discrimination, harassment, etc

Misrepresentation: This includes but is not limited to fraudulent information on and the falsification of documents and academic records.

Misconduct Disciplinary Measures:

The sanctions imposed by CINHH for misconduct or academic dishonesty will depend upon the circumstances. They may include a simple warning, A reassessment of the student's work, a grade of "Fail" on a particular assignment, test or examination, or in a course or program. The President may recommend that the student be denied admission or readmission, or be suspended and/or expelled.

Cheating

Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose obtaining information, copying, from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.

College instructors have a responsibility to define cheating and clearly outline their expectations regarding student work, either at the beginning of the course or on the course outline. If an instructor has discovered a student cheating, or suspects a student is cheating, he/she should adhere to the following procedures:

- ◆ Obtain evidence of cheating.
- ◆ Inform the student that he/she has been observed cheating
- ◆ Obtain the student's name.
- ◆ In the event of the incident occurring during the examination, immediately collect all of the material on the student's desk and dismiss the student taking care to minimize any disruption.
- ◆ Document the incident in writing, providing a detailed set of observations. This should be done as soon as possible.
- ◆ Report the incident to the School President as soon as possible.

If an instructor suspects but cannot prove that the student is cheating, the instructor shall:

- ◆ Inform the student that he/she is suspected of cheating. The student should be given an opportunity to provide an explanation.
- ◆ Obtain the student's name.
- ◆ In the event of the incident occurring during class or during the examination, move the student to another desk or area if possible.

Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes *plagiarism* should refer to the UBC publication *Plagiarism Avoided: Taking Responsibility for your Work*.

Probation and Termination Policy

Academic Probation Policy (Certificate and Diploma)

The following Academic Probation policy shall apply to all students in a diploma or certification program. Probationary status will be entered on the student's permanent record.

A student who achieves an average grade of less than 80% will be placed on academic probation for the next semester if/in which he/she registers.

Probationary status will be entered on the student's permanent record. A student will remain on academic probation until:

- ◆ The student achieves a minimum grade average of 80% in all courses, or
- ◆ The student subsequently registers at CINHH after a minimum absence of two consecutive semesters.

Reinstatement Appeals:

Appeals for reinstatement while on probation must be submitted to the school administration office no later than the last day for late registration.

A student granted reinstatement will be restricted to registering for his/her courses during the registration periods and the student's enrollment in any course will be subject to the availability of remaining space at that time.

Academic Termination Policy (Certificate and Diploma)

CINHH reserves the right to terminate the training of a diploma or certificate program student as per the procedure and causes listed below.

Procedure for the Imposition of Probation and Termination:

This procedure is established for the imposition of probation and termination in the event of:

- ◆ Unsatisfactory performance,
- ◆ Unexcused absence, and
- ◆ Failure to comply with safety standards.

In the event that a student is placed on probation by the School President for reasons of unsatisfactory performance, unexcused absence or failure to comply with safety standards, and after having met with the student to establish the terms and conditions of the probation:

- ◆ The President shall inform the student, by means of a letter of probation, of the terms and conditions of probation. A copy of the letter will be sent to the instructor.
- ◆ The President shall inform the Office Administrator, if applicable, and notify Human Resources Development Canada (and any other agency involved in the student's training), of his/her probationary status.
- ◆ The instructor shall monitor the student's performance and report to the President, in writing, no later than three (3) days before the end of the probationary period, on the student's progress with respect to the terms and conditions set down in the letter of probation.
- ◆ The President, based on the instructor's report, may either terminate the student's training or revoke the probationary status.
- ◆ The President's decision shall be communicated in writing to the student, the Office Administrator, and, if applicable, Human Resources Development Canada.
- ◆ The termination shall be annotated on the student's permanent record.

Illness or incapacity:

Illness or incapacity refers to missing all or part of any scheduled classroom instruction or practicum placement due to illness or injury. It also includes inability to perform required training activities where such inability is apparently attributable to illness, injury, disability or mental disorder.

If, in the opinion of the instructor, a student is incapable of successfully completing a program by virtue of a disability or health related problem, the instructor shall report to the President who shall meet with the student and inform the student that a professional assessment of the disability or health related problem is a required condition of continued enrollment in the program. The President shall confirm the student's conditional status in a letter to the student.

While the dean may assist the student in identifying an appropriate person, the student must make his or her own arrangements for the professional assessment to be sent directly from the person conducting the assessment to the President's office. The President shall request, in writing, that the student arrange to have a copy of professional assessment sent directly from the person conducting the assessment to the School Administrator and the President.

The President, based on the findings of the professional assessment report, may decide to either continue or terminate the student's training. A decision to terminate the student's training shall be communicated by the President in writing, to the student and the Office Administrator.

Misconduct:

Misconduct means conduct unbecoming of a student. It includes, but is not limited to academic misconduct such as cheating or plagiarism, disruption of instructional activities, theft or damage to property, abuse or threatening behavior or assault.

- ◆ The instructor shall forward a written report on student infractions to the President.
- ◆ The President shall meet with the student and the instructor, and subsequently make his/her decision based on the conclusions gained from the meeting.

Unsatisfactory Performance

Unsatisfactory performance means failure to demonstrate satisfactory attainment of knowledge, skills and attitudes as measured through the evaluation processes applied by the instructors in the program. Poor performance may lead to a decision by the School President to place a student on probation.

The purpose of probation is to alert a student to the seriousness of the matter and to establish a set of clear objectives and strategies which have as their aim the improvement of the student's performance. However, failure to attain the objectives set down for the probationary period may result in termination of the student's training.

- ◆ As general policy, whenever an instructor believes a student may not succeed in completing his or her training, the instructor shall meet with the student, discuss the circumstances, inform the student that he/she may not succeed, advise the student on steps which may improve the chances or his/her success, make a record of the discussion and recommendations, communicate the essence of the discussion and recommendations in the form of a letter to the student, and request that the student sign a copy of that letter. The student's signature signifies only that he/she has read the letter and not that he/she agrees or disagrees with the contents.
- ◆ If the student's performance does not improve, the instructor shall notify the President, make a written recommendation regarding terms and conditions of probation, and provide the President with a copy of any letter (s) detailing unsatisfactory performance.
- ◆ The President shall meet with the student to discuss his/her performance and the terms and conditions of any probationary period imposed.

The procedure for formal imposition or probation and/or termination due to unsatisfactory performance is subsequently articulated within this policy.

Failure to Comply with Safety Standards

Failure to comply with safety standards refers to any practice which, in the opinion of the instructor, may cause personal injury to the student to others, or which may cause property damage.

In the case of failure to comply with safety standards:

- ◆ The instructor shall meet with the student, explain the safety concern, and document the meeting in the form of a letter of warning to the student. The instructor shall require the student to sign a copy of the letter of warning to indicate that he/she has read it
- ◆ In the event of any subsequent safety violation, the instructor shall provide a written report to the President together with a copy of the letter of warning.
- ◆ The President shall meet with the student and establish terms and conditions of probation, suspension or termination.

Grade Appeals

If the student believes that he/she has not been treated fairly in the assessment of his/her performance in a course, that he/she is deserving of a higher grade in a specific component of a course, or that the determination of the student's final course grade is inconsistent with the grading methodology outlined in the course syllabus, the student may request a formal review of his/her course work or final grade. Grade appeal is intended to provide an opportunity to students to have a review of the performance or final grade in a course objectively by an impartial panel from within the relevant instructional discipline. A grade appeal committee is not constituted to receive or review complaints about a course or grievances against an instructor. Such complaints and grievances must be submitted to the Office Administrator of the relevant instructional division.

Students are cautioned not to submit frivolous grade appeals. Grade appeals, which, in the opinion of the Administrator are clearly frivolous, may be declined. The appeals committee, after reviewing the student's course work, also has the power to lower a final grade.

Appeal by the Student:

A student who wishes to have a final grade for a course reconsidered is encouraged whenever possible to first discuss the matter with the instructor concerned. If this step does not lead to satisfactory resolution, or cannot be followed, a student may make a formal request for reconsideration of a final grade by writing to the School Administrator within 21 days of the date on which the final grade was made available to the student by the School Administrator. This request must clearly state the reason for the appeal, and be accompanied by a deposit of \$30.00 for each grade appealed. *Appeals, which are clearly frivolous, may be rejected.*

The deposit will be refunded in the event that the originally assigned grade is changed and results in a higher grade. Term work (tests, examinations, papers, assignments etc.) used as part of the evaluation procedure for a course must accompany the request for appeal. Any term work item not submitted for review shall retain the grade originally assigned. An appeal is not required for the correction of omissions or errors.

Except for unusual circumstances, the appeal process shall be completed within 35 days of the date on which CINHH forwarded the final grade to the student. Each appeal shall be considered by The President and the instructor of the course in mention.

The student appellant may request to appear before the committee, or may be requested by the committee to attend the hearing. The instructor shall state, in writing, the basis upon which the final grade was

originally assigned. The committee shall review the student's performance in the course and the final examination. At which time may decide that the originally assigned grade should be changed. The committee, in its adjudication, may decide that the originally assigned grade should remain the same or should be changed to either a higher or a lower grade. The committee's decision shall be given in writing to the student by the instructor of the course in mention, and at this point, the decision is deemed to be final.

Instructor Grade Revisions:

An instructor who considers that an error was made in assigning a final grade shall submit in writing a revised grade together with an explanation to the Office Administrator.

Adjustments to Admissions Criteria for Enrollment Management

CINHH may, from time to time make, temporary adjustments to the Admission criteria as stated in the calendar. Changes to the admission criteria for a specific program will be initiated by the Office Administrator for the purpose of enrollment management. Prior to any changes being implemented the Administrator will seek the approval of the President.

Any adjustments made to the admission criteria will be in place only for that admission intake, and will not be carried forward to the next intake. For the purposes of this protocol, the admission intakes are deemed to be September and March. In the case of certificate programs, which commence at variable times throughout the academic year, the intake is for the specific program cohort.

Changes to course prerequisites are not covered by this policy and require approval in writing from the Institute.

As part of the ongoing enrollment management process, CINHH may need to make temporary adjustments to admission criteria as stated in the calendar. Any adjustments made to admission criteria will be in place only for that admission intake. For the purposes of this protocol, the admission intakes are deemed to be September January and May. In the case of certificate programs, which commence at variable times throughout the academic year, the intake is for the specific program cohort.

Limitation on Course Acceptability

The CINHH reserves the right not to accept courses as satisfying diploma or certificate requirements when they were completed at CINHH five or more years before the CINHH year in which application is made for a degree, diploma or certificate.

CINHH reserves the right not to allow transfer credit for courses that were completed at another institution seven or more years before the CINHH year in which application is made for transfer credit. For courses taken more than seven years earlier, students should consult the Office Administrator.

Transfer Credit

The following transfer credit guidelines apply towards certificate or diploma.

Certificate Course: Transfer credit will be given at the discretion of the Principal of CINHH. And only upon the confirmation of documentation providing proof of completion and certification.

Diploma Programs: Transfer credit will be given at the discretion of the Principal of CINHH. And only upon the confirmation of documentation providing proof of completion and certification.

This will be in the first part of every manual:

MUST READ FIRST!

Rules to Courses (Updated September 2010)

Correspondence students only:

Your Completion date/Duration for this course is _____ Check that the date is correct (postal/mail -two weeks plus due date, e-mail -one day plus due date).

Completion Time /Duration

The date stated is the date or post marked date (mailed) for completion of the *individual courses you are taking. Meaning **all** homework, assignments, exams- written and practical and all case studies must be completed and handed in before or no later than that date.

When we mail to you by post we have already allowed two extra weeks for the duration.

***Correspondence students that have a Canadian student loan, grant or being sponsored for any of the Certificate /Diploma programs have to be completed all courses by the completion date/duration on the student loan/sponsors contract. Individual courses within the program must be completed no later than the college's completion time/duration.**

In Class Students:

Completion Time /Duration

All dates are given in your calendar of classes, exams and practicum (diploma students only). Make sure your homework is given to us at least one week ahead so that we can mark it and give it back for you to study. We expect that you are doing 10-20 case studies a week plus the written homework. Because of the accelerated schedule, in class students have one month after the duration date (from your contract) to complete any remaining case studies. *This has nothing to do with your Sponsors end date (EI, Student loans, etc.).*

In Class & Correspondence

Extensions:

For medical or bereavement reasons only:

If being sponsored or you have a grant or student loan, you must follow their contract rules.

Correspondence students may apply for one, three (3) week maximum extension in their entire program duration with proof. The application for extension must be made in writing before the end date, **with a doctor's note attached** stating a date that the student can return to studies. Applications for extension which do not include a doctor's note will be refused. "I was just too busy this summer" is, unfortunately, not grounds for an extension. If a student is unsuccessful, at the discretion of CINHH, he/she can choose to take the course over again at full price.

In Class students- Being an accelerated program you only have four classes you can miss and not in a row. If you need leave (with a doctor's note) you will be removed from the program and depending on your situation will be moved to correspondence.

Assignments:

Introduction to Business, Introduction to Pathology, Introduction to Herbs, Introduction to Nutrition/Fitness and Aromatherapy students are required to submit assignments by the end of their courses. Each completed assignment will be filed in your permanent record and may not be returned to you. Please ensure you have a copy if you wish to reference it at a later date. With the exception of Introduction to Business, the assignment must be a minimum of 750 words (3 pages) in length, and include a covering page, opening paragraph, body, conclusion and bibliography.

Correspondence students make copies of everything before you mail us any homework or case study information!

Homework:

Correspondence: You will find the homework in the front of the manual for the introductory courses and the back of the manual for all others.

- Courses that include homework can be submitted by e-mail (PDF), mail or fax for marking. If you are going to fax, call ahead for approval. Homework will be returned.
- Your exam is from your homework; if you study your returned homework, you should have an easy time passing your final exam.
- Homework may take up to one (1) week to be marked and exams may take up to two (2) weeks to be marked, graded and recorded. Every effort is made to mark these items in a timely manner.

In class: Homework is due at least one week prior to an exam. All remaining homework and Assignments are due one month after your contract duration date.

Case Studies:

These are approximately one hour practical sessions (hands on) that you will be doing on family and friends. You can use your notes while doing a case study. Sessions might take you twice as long in the beginning but you will get quicker as you practice. You cannot charge money for the case studies if you do not have a certificate. If someone tips you that is allowed but you can never ask or expect a tip. This is part of your schooling. Other than Iridology you can do one person many times over. Try to have a few different people so you get the experience of different body types. **Late, not signed or missing case studies will be marked as a fail.**

Clothes & Jewellery:

Your clothing should fit and never have ties, strings or open jackets that can rub on a client. Your shirts need to be high enough that when you bend over no one can see down the cleavage. Skirts are to be below the knee when you sit and never wear jeans or shorts. You should look professional! If you like you can buy a smock and wear it. Most Estheticians wear white but most Day Spas are all black or black pants and white top.

No hand or arm jewellery should ever be worn while doing any practical sessions. Also check your necklaces that they are not long enough to touch a client. Or that any of your body other than your hands or arms ever touch a client (too distracting when a client is in a relaxed state).

Classroom Behaviour: *In class students:* All count towards your end grade. The school is run also like a business. A student is like an employee. Expectations are the same.

Late: Showing up to class late (even one minute); students will not be permitted into class until the break and in some classes not at all. Not only are you showing that you have poor time management but also you are interrupting and taking up many other students' time that they paid good money for.

Cell phones: Are not permitted in the classroom. Leave in your car or at home. The health and spa industry need the silence.

Laundry: Students that do not bring proper sheets and towels will not be allowed to participate and will lose marks on their professionalism. **You cannot borrow from a friend!**

Clean-up: All students must clean up after themselves. This industry needs to follow Health Canada rules and will lose marks on professionalism.

Participating: All students must participate (give and receive) in all modalities they are taking. If you have a doctor's note to say otherwise, you will need to sit and watch or we have the right to change you to correspondence.

Exams: All exams, practical and written, are **closed book**. (Other than the practical for Muscle Testing)

IMPORTANT -You must order your exam in writing (e-mail or fax) for us to send it to your proctor at least two weeks in advance.

- Please e-mail us the proctor's name and address. If you do not receive an e-mail stating we have received your info please call us. 1-866-763-2418

Written exams are part of many courses and the student is responsible to find his/her own proctor to administer the exam.

- A proctor may be a Librarian, teacher, principal, lawyer, notary public, physician, minister or priest. Many students contact their local librarians to proctor their written exams.
- Some libraries charge a fee, most do not.
- Your written exam will be mailed to your proctor in a sealed envelope.
- You are responsible for:
 - making your own appointment
 - showing up for the exam on time
 - have enough money for the postage for the return envelope (it is in the exam package).

The minimum passing grade on any exam is 80%.

If you must rewrite a written exam or retake a practical exam, you have up to two weeks to do so.

There is a charge of \$20.00 for the first rewrite, \$50.00 for the second.

You will receive no more than an 80% mark, which is our minimum passing grade.

If three exams/courses (same/separate course(s) in one program) are failed, the student will be expelled from the program or course in which he/she is registered.

Practical exams are part of many courses. Must be sent in, before or no later than, the duration end date. Make sure you are professional: no interruptions- people, children, pets, telephones, etc.

The student is responsible for providing his/her own Video Camera and Video Cassette tape.

Please ensure that the video has a good view of everything you are doing in your treatment.

WE NEED TO SEE WHAT YOU ARE DOING AT ALL TIMES!

This practical exam is **CLOSED BOOK** you should be able to do the exam without notes (Muscle Testing is the only course that you can use your book to do the practical exam to fix the client)

If unsure of your format, please phone ahead to ask.

Please ensure your video is in DVD, mini DVD, VHS or Mini DV60SE only.

Make sure you finalize the DVD's!

To send by e-mail you can go to: <http://filezilla-project.org/>

The connection info is:

Host: www.naturalhealthcollege.com

username: student

password: student1

Recordings will only be returned with a charge to the student. You will have to request if you want the video back.

Diploma Programs:

Valid CPR and First Aid certificate is required at students own expense and time to graduate from the Wholistic Practitioner, Esthetician (or any individual course) and Natural Health Practitioner programs.

Certificate and Diplomas:

Once you have completed all pre-required courses plus the certificate course you will start to receive individual certificates and once you have completed all required certificates you will receive the diploma(s). This allows you to earn money, get a business license and liability insurance.

All individual course and program names are called by their legal name; students cannot change or advertise any made up name(s).

Example you cannot call yourself;

- Massage Therapist, Massage Practitioner or any combination. The Massage Therapist Association has a trade mark /copy write on these names.
- Certified, Registered or Licensed are all legal names meaning you have taken a government exam and/or through an association. Our school does not grant you these titles.

You do have a certificate in or a diploma in or you are an Esthetician, Natural Health Practitioner, Wholistic Practitioner, Spa Massage Practician, Aromatherapist, Reflexologist, Nail Technician, Day Spa Practitioner, Reiki Master, Intuitive Practitioner, Hypnotherapy or any of our individual named certificates.

We are very proud to have our certificate and diploma names known all over the world.

Admission Policy

February 2000

Name of Policy

Implementation Date

**Admission Representative and Senior Education
Administrator**

August 16, 2010

Position(s) Responsible

Date of Last Revision

Policy:

Canadian Institute of Natural Health and Healing is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their education and career goals.

Procedure for students who are taking classes for purpose of obtaining as Certificate or Diploma:

1. Must be able to understand the English language; speak, comprehend, reading and writing.
2. Grade twelve or be a mature student.
3. Applicants must be at least 19 years of age or have a signature from parents or guardians to be accepted into this course of study.
4. Complete and sign the student enrolment agreement and contract form. (Correspondence Students by Internet agreement)
5. Applicants must read and certify that they have read a copy of the school's policies and procedures, any updates and inserts and student enrolment agreement and contract form.
6. The admission representative meets or speaks with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the admission representative gives the prospective student information about a number of programs so that the student can make a decision.
7. Once the student has decided on a program of study, the admission representative reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
8. The admission representative obtains evidence (e.g. transcript, proof of age, Driver's license or Government issued ID, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file. **The admission criteria can not be waived by either the school or the applicant.**
9. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative prepares a Student Enrolment Contract and meets or speaks with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract.
10. Financial arrangements for payment of tuition and other fees are also discussed.
11. A copy of the signed contract, along with a copy of all student policies to the student.

Procedure for students who are taking classes for purpose of self interest:

1. Must be able to understand the English language; speak, comprehend, reading and writing.
2. Grade twelve or be a mature student.
3. Applicants must be at least 19 years of age or have a signature from parents or guardians to be accepted into this course of study.
4. Complete and sign the student enrolment agreement and contract form. (Correspondence Students by Internet agreement)
5. Applicants must read and certify that they have read a copy of the school's policies and procedures, any updates and inserts and student enrolment agreement and contract form.

Attendance Policy

February 2000

Name of Policy

Implementation Date

Attendance Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

Attendance (In class)

Individual Courses, Certificate or Diploma Programs:

Attendance is mandatory for all students enrolled in certificate or diploma programs. For certificate or diploma students, absence is cause for dismissal and may result in cancellation of registration.

If you are going to be absent for four (4) weeks or less because of an excused reason:

- Personal illness,
- Medical treatment or a visit to the doctor,
- Death in the immediate family,
- Legal proceedings,
- Care for an ill or injured dependant or spouse

We will need a legal letter from your Doctor stating date that you can start course again.

If time will be longer than four (4) weeks, you will be dismissed from the course and regular refund rules will apply.

Absence

Due to the accelerated pace of the in class courses; in the event of a student having an absence for a maximum of two (2) consecutive classes, the instructor may recommend directly to the Administration Office that the student's course registration be cancelled, thereby resulting in a status to "TA" (Terminated for Unsatisfactory Attendance) being assigned for the course.

- Students must give the college a dated and signed note (will require a legal professional signature) for any missed classes stating reason.
- Students may not miss more than 4 classes in the program. CINHH has the right to; student's course registration be cancelled, thereby resulting in a status to "TA" (Terminated for Unsatisfactory Attendance) being assigned for the course.

The college will not accept unexcused absence.

An unexcused absence is an absence for any reason other than:

- ◆ Personal illness;
- ◆ Medical treatment or a visit to a doctor;
- ◆ Death in the immediate family;
- ◆ Legal proceedings;
- ◆ Care for an ill or injured dependant or spouse; or

Attendance during the first week of classes:

Students are required to confirm their registration in a course through attendance during the first 5 business days of the semester. Students who are unable to attend are required to contact the administration office before or during that time frame. Failure to do so will result in automatic de-registration from courses for which there are waitlists.

Attendance Expectations:

Attendance is mandatory in all courses, regular attendance is expected.

Absence (in class)

Regular attendance is required of all students. Absence means missing all or part of any scheduled classroom instruction or practicum placement and includes arriving late for class at commencement or following class breaks and leaving the class at any time before the end of the scheduled instructional period - it is very crucial that you attend classes.

- After missing two (2) classes it is up to the teacher to decide if you can continue any more classes or if you will have to wait until the next course and repeat. Payment would also start over. The full or part time students have four (4) classes in total of all courses that you can miss but not in the same course, or in a row.
- Classes begin at 9:00AM for the morning and 1:00 PM for the afternoon; it is the student's responsibility to make sure they are on time.

When a student has been absent on two occasions for any reason other than:

- Personal illness,
- Medical treatment or a visit to the doctor,
- Death in the immediate family,
- Legal proceedings,
- Care for an ill or injured dependant or spouse

The instructor /office administrator shall:

- Meet with the student and warn him/her that his/her training may be terminated if he/she continues to miss instructional time.
- Prepare a letter documenting the meeting and the warning issued, and requires the student to sign a copy of the letter to signify that the student has read its contents.
- If the student is inexcusably absent again, the instructor shall report the absences to the President, and provide the Office Administrator with a copy of the letter of warning.
- The administrator shall meet with the student to discuss his/her absences and the terms and conditions of any probationary period imposed.
- The President, or designate, shall inform the student, by means of a letter of probation, of the terms and conditions of probation. A copy of the letter will be sent to the instructor.
- The instructor shall monitor the student's attendance and report to the President, or designate, in writing, no later than three (3) days before the end of the probationary period, on the student's attendance with respect to the terms and conditions set down in the letter of probation.
- The termination shall be annotated on the student's permanent record by way of assigning a standing of "TA" for the course.

Late:

- If a student is 1 minute after the start of class it is considered a late and the student will not be allowed into class until the break and at the instructor's discretion.
- Any missed information from the class due to being late or absent is the responsibility of the student to pick up after class on your own time from fellow classmates or from the teacher of that class at a rate of \$60.00 hr. for private tutoring.
- We will not be going back over information in class due to tardiness.
- After your 3rd time of being late, you will be given a letter, stating that each time you are late you will be docked 1% for each and every time you are late, the accumulated percentage will be removed from your final grade.

Holy Days:

Canadian Institute of Natural Health and Healing recognizes the diversity of religious practices among its students. Canadian Institute of Natural Health and Healing will review requests from students to absent

themselves from regularly scheduled classes and/or examinations on formal holy days of a recognized religion activity practiced by the requester.

Consideration of such requests will be subject to operating constraints. Students will be required to make-up missed work or other such requirements as may be deemed necessary and appropriate in granting the request.

Students shall inform their instructors on the first day of classes of the holy days on which they wish to be absent during a semester, and shall discuss possible alternative arrangements with the instructor. Instructors shall make reasonable efforts to accommodate such requests.

In some instances, consultation with the dean may be advisable. Students shall inform the administration office in writing at the time of registration of the holy days on which they wish to be absent.

Attendance (Distance Learning / Correspondence)

As long as all required course: homework, exams, case studies, ect. are completed or post marked by the duration date we do not need to know if you are sick.

If you are going to be absent for four (4) weeks or less because of an excused reason:

- Personal illness,
- Medical treatment or a visit to the doctor,
- Death in the immediate family,
- Legal proceedings,
- Care for an ill or injured dependant or spouse

We will need a legal letter from your Doctor stating date that you can start course again.

If time will be longer than four (4) weeks, you will be dismissed from the course and regular refund rules will apply.

Dismissal Policy

February 2000

Name of Policy

Implementation Date

Student Code of Conduct and Dismissal Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

Canadian Institute of Natural Health and Healing expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Senior Educational Administrator if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

The Code of Conduct Students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Refrain from any disruptive or offensive classroom behavior.
- Dress according to the school’s dress code as outlined in the Student Handbook.
- Refrain from cheating or plagiarism in completing class assignments.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff’s ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student’s conduct shall be referred to the Senior Educational Administrator to process in accordance with this Policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the Senior Educational Administrator. Concerns may be brought by staff, students or the public.

- 2) The Senior Educational Administrator will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Senior Educational Administrator will meet with the student as soon as practicable.
- 3) Following the meeting with the student, the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The Senior Educational Administrator will meet with the student and do one of the following:
 - (a) Determine that the concern(s) were not substantiated;
 - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the Institution.
- 6) The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
- 7) If the student is issued a warning or placed on probation, the Senior Education Administrator and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 8) If the recommendation is to dismiss the student, the Owner of the school will meet with the student to dismiss him/her from study at the school. The Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
- 9) If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the school, the head of the school will undertake the collection of the amount owing.

Dispute Resolution/Grades Appeal Policy

February 2000

Name of Policy

Implementation Date

Dispute Resolution/Grades Appeal Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator.
2. The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.
4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Senior Educational Administrator will do one of the following within 10 days of receiving the student's written concerns:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - c. Determine that the student's concerns are frivolous and vexatious.The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
5. If it has been determined that the Student's concerns are substantiated in whole or in part the Senior Educational Administrator shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the Senior Educational Administrator, the student must advise the Senior Educational Administrator within 48 hours of being informed of the determination. The Senior Educational Administrator will immediately refer the matter to the Owner of the Institution. The Owner of the institution will review the matter and meet with the student within 5 school days.
7. The Owner of the institution shall either confirm or vary the determination of the Senior Educational Administrator. At this point the School's Dispute Resolution Process will be considered exhausted.
8. If the issue is of a serious nature the Owner of the School may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The

instructor will reconsider the grade and, if warranted, assign a different grade.

2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.

Health and Safety Policy

February 2000

Name of Policy

Implementation Date

Health and Safety Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

Canadian Institute of Natural Health and Healing is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all Canadian Institute of Natural Health and Healing employees and students.

Procedure for Fire Safety:

1. The On-Site Administrator ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The On-Site Administrator ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Office Administrator will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to [insert name of designated meeting location] ensuring that he or she takes the class list with them. At [designated meeting location], the Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between fire officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety:

1. The On-Site Administrator ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The On-Site Administrator ensures that all employees receive training in the school earthquake evacuation procedures.

3. The designated institution safety officer is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to [insert name of designated meeting location] ensuring that he or she takes the class list with them. At [designated meeting location], the Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Health and Safety Procedures:

1. Programs that use dangerous equipment or hazardous materials must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, WorkSafe BC or by the equipment manufacturer.
2. The On-Site Administrator is responsible for ensuring that employees receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.
3. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.
4. Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.
5. The On-Site Administrator arranges semi-annual inspections by an external specialized inspector of all equipment and facilities.
6. All inspections and their outcomes are documented and the inspection report is retained in the Health and Safety Binder.

Privacy Policy

February 2000

Name of Policy

Implementation Date

Privacy Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

Canadian Institute of Natural Health and Healing uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

Procedure for maintaining student files:

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Senior Education Administrator, and the School Owner.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the School Owner and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

Procedure for student access to the information on file:

1. Students wishing to access the information in the student file must make the request in writing.
2. The Senior Educational Administrator will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$0.25 per page for the documents copied for him/her.

Procedure for authorizing release of information:

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.

2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Refund Policy

February 2000

Name of Policy

Implementation Date

Refund Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

The following refund policy applies to the terms of this enrolment contract:

Refunds in Cases of Withdrawal or Dismissal

1. Written Notice

a) To initiate a refund, written notice must be provided:

1. By a student to the institution when the student withdraws or
2. By the institution to the student where the institution dismisses a student.

2. Refund Entitlement

a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

3. Refund policy for students:

a) Refunds before the program of study begins:

1. If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00
2. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00
3. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00

b) Refunds after the program of study starts:

1. If written notice of withdrawal is received by the institution, or a student is dismissed, before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
2. If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract elapsed, the institution may retain 50% of the tuition and fees due under the contract.
 - i. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

4. Other Refund Policy Requirements

a) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee.

b) Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.

c) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates specific to Part IV I. 4(b) of the PCTIA Bylaws

Work Experience Policy

February 2000

Name of Policy

Implementation Date

Work Experience Policy

Senior Education Administrator

August 16, 2010

Position(s) Responsible for Administering this Policy

Date of Last Revision

Policy:

1. Canadian Institute of Natural Health and Healing provides work experience placements for students who have completed the Natural Health Practitioner, Wholistic Practitioner and Esthetician programs of study.
2. Canadian Institute of Natural Health and Healing ensures that work experience placements provide an opportunity for its students to enhance the skills learned throughout completion of a program of study.
3. Canadian Institute of Natural Health and Healing seeks work experience placements for its students with employers who are committed to introducing students to work in the field of study.
4. Canadian Institute of Natural Health and Healing works with work experience placement hosts to evaluate the student's performance during a work experience placement.

Procedure:

1. Work experience placements are sought through networking and direct contact by school staff.
2. When a possible work experience training site is identified, the Senior Educational Administrator contacts the proposed site to assess the commitment of the training place host to enhancing student learning. The Senior Educational Administrator explains the school's expectations with respect to joint evaluation of student performance.
3. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of work experience placement sites.
4. When a student is ready for a work experience placement, the Senior Educational Administrator contacts the training place host to discuss a possible placement and training plan, and arranges an interview for the student.
5. If the student is successful at the interview, the Senior Educational Administrator prepares the Work Experience Agreement and Training Plan and meets with the student to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the training place host. The Senior Educational Administrator advises the student's instructor of the placement dates.
6. The Instructor notes the placement dates and plans a contact schedule which should not be less than bi-weekly phone calls to the training place host and may include two site visits within the period of the placement.
7. At the end of the work experience placement, the Instructor meets or speaks with the training place host and the student to conduct an assessment of the student's performance throughout the work experience placement. The assessment is designed to include the student's performance at the work site of the skills learned during completion of the program of study. The completed assessment is signed by the instructor, the training place host and the student. A copy of the assessment is given to the training place host and the student. The original assessment is placed in the student's file.

Canadian Institute School Supply List

In class students *bring to class*, only items marked with a *

You will need:

- Black outfit: Pants, top, socks and shoes (for case studies if doing in our spa)
- Massage table
- 2 Single/Twin sheet sets
- Set of 12 hand towels (white is normal)
- Crock pot – or kettle and bowl
(mani, pedi, facial, body wrap, scrub & back treatment)
- Antibacterial hand cleanser
- Small garbage can
- *plastic bag for wet towels*

Aromatherapy:

- Essential oils list provided in course
- Carrier oils: 1 liter of grape seed
125 ml of holly oil
- 125 ml of lotion
- 125 ml of hydrosol

All oils are taught. Oils that are in **bold** are the oils you will want to purchase

Basil	Mandarin
Bay	Marjoram (Wild Spanish)
Benzoin	Melissa
Bergamot	Myrrh
Cajeput	Myrtle
Camphor	Neroli
Cardamom	Niaouli
Cedarwood (Virginian)	Nutmeg
Chamomile (Roman)	Orange (Sweet)
Cinnamon Bark	Origanum
Cinnamon Leaf	Palmarosa
Citronella	Patchouli
Clary Sage	Pepper (Black)
Clove (Bud)	Peppermint (USA)
Coriander Seed	Petitgrain
Cypress (French)	Pine (Scotch)
Eucalyptus	Ravensara
Fennel	Rose Damask -absolute or Rose
Fir Needle	Damask 10% in Jojoba
Frankincense	Rose (Geranium)
Geranium (Egyptian) or	Rosemary (Spanish)
Geranium (Bourbon)	Rosewood
Ginger	Sage
Grapefruit (Pink)	Sandalwood (East Indian)
Helichrysum (Immortelle or	Savory Winter
Ever Lasting)	Spearmint
Hyssop	Spikenard
Jasmine -absolute or Jasmine	Spruce Black (Wild)
10% in Jojoba	Tarragon
Juniper	Tea tree
Lavender (French) Scent	Thyme (Red)
Lavender (Population) Healing	Vanilla
Lemon	Vetiver
Lemongrass	Yarrow
Lime	Ylang Ylang
Linden Blossom	
Lista Cubeba	

Back Treatment:

- **Single sheet set (top and bottom)*
- **6 hand towels*
- Products can be the same as facial

Body Scrub/Polish:

- Ground Sea Salt or Epsom salts
- Carrier Oil (Grapeseed, olive or holly)
- **2 large towel*
- **2 hand towels*
- **Single sheet set (top and bottom)*

Body Wrap:

- Body wrap linens
- Body wrap product
- Plastic body suits
- **Bathing suit (that you do not care if it gets stained)*
- **2 large towels (that you do not care if it gets stained)*
- **3 hand towels (that you do not care if it gets stained)*
- **Single sheet set (top and bottom)*
- Plastic gloves

Bronzing:

- Bronzing lotion
- Cream
- Plastic gloves (throw away after each client use)
- Tissue (Kleenex)
- **Bathing suit (that you do not care if it gets stained)*
- **2 large towels (that you do not care if it gets stained)*
- **3 hand towels (that you do not care if it gets stained)*

Chair Massage:

- Stool or chair massage table

ELD Massage:

- **1 Bath sheet (big enough to cover you when lying down)*
- **1 Single fitted sheet*
- **2 hand towels (different colors)*
- Grapeseed Carrier oil

Energvy Balancing Level 1

- Pendulum
- Chakra Stones

Estheticians Only – Waxing

- Wax & Wax warmer
- Waxing strips
- Tongue Depressors (small and large)
- Examining paper
- Cotton balls
- **Bathing suit (that you do not care if it gets stained)*
- **2 large towels (that you do not care if it gets stained)*
- **1 Single sheet set (that you do not care if it gets stained)*
- Powder (baby powder)
- Oil
- Soothing lotion
- Compresses
- Paper towel
- Tweezers
- 2 small plates
- Rubbing Alcohol

Estheticians Only – Make-up

Concealer
Cover up / foundation
Blush
Eye liner
Mascara
Eye shadow
Lip liner
Lipstick
**3 hand towels*

Estheticians Only – Tinting

Cotton Balls
Q-Tips
Lower lid protector
Gibson Towel
Developer tint
Orangewood stick
Dampen Dish
Saline Solution
Rubbing Alcohol
Skin Bleach
Water Dish

Scissors
Cleansing milk
Vaseline
**1 Single sheet set (that you do not care if it gets stained)*
**2 large towels (that you do not care if it gets stained) or Cape*
**2 hand towels*

Facial:

**Single sheet set (top and bottom)*
**9 hand towels*
Optional- 1 gown
Optional- Headband
Facial products (to start buy for sensitive skin)
Large stainless steel bowl
Glass bowls (massage oil)
Mask brush (fan brush)

Estheticians Only -Advance Facial:

*Same as Facial plus
**Single sheet set (top and bottom)*
**9 hand towels*
Extractor
Sponges
Gibson towels
Spatula

Herbs:

Herbs

Hot Stone Massage

**1 Single sheet set*
**4 hand towels*
50 flat (no higher then one inch) Hot stones (basalt)
Holly Carrier Oil (nice glide when warmed up)

Intuitive Training

Rider Deck
Pendulum
Chakra Stones

Iridology:

One (ten x) magnifying glass –*5x will work, just not as good*

Mani-care:

Finger bowl
Hindu stone / pumice stone
Q-tips
Manicure kit (product; cleanser, scrub, lotion)
Carrier oil for cuticles
Cuticle solvent
Files 100 / 180 / 240
3 color buffer
Plastic cuticle pusher
Cotton balls
Cosmetic pads (nail wipes)
Nail brush
Glass or plastic container
Hydrogen peroxide
Rubbing alcohol
Antibacterial cleanser/soap (in the water for soaking the hands)
Package orange wood sticks
***6 hand towels**
Bleach
Nail polish remover
Nail polish
Styptic drops (alum)
Optional -Paraffin wax pot, wax and plastic hand cover

Estheticians Only -Manicure:

*Same as Mani-care

Plus: ***6 hand towels**

Double sided cuticle implement /Metal cuticle pusher
Metal cuticle nippers
Gibson

Pedi-care:

Hindu stone / pumice stone
Q-tips
Pedi-care kit (product; cleanser, scrub, lotion)
Carrier oil for cuticles
Files 100 / 180 / 240
3 color buffer
Plastic cuticle pusher
Cotton balls
Cosmetic pads
Glass or plastic container
Hydrogen peroxide
Rubbing alcohol

Antibacterial cleanser (in the water for soaking feet)
Package orange wood sticks
***2 bath sheet**
***8 hand towels**
Bleach
Nail polish remover
Nail Polish
Nail brush
Cuticle solvent
Pedi -paddle
Foot bath
Optional -Paraffin wax pot, wax and plastic feet cover

Estheticians Only -Pedicure:

*Same as Pedi-care plus

***2 bath sheet**

***8 hand towels**

Dampen dish
Gibson
Metal cuticle pusher
Metal cuticle nippers
Toe nail clippers
Free edge tool

Reflexology:

250 ml witch hazel
*3 *Hand towels*
Lotion

Swedish massage:

*1 *Single sheet set*
*1 *hand towel*
Carrier oil

It is okay to use things from home, just sterilize.

Suppliers: Look under Beauty Suppliers & Equipment.
They may need a copy of your student ID card

Alliance Beauty Supplies			Kelowna 1-250-763-6880
			Head Office 1-800-530-5882
Beauty Store	115-1889 Springfield		Kelowna 1-250-712-0218
Cosmo Prof/ Monarch Beauty	Hwy 97		Kelowna 1-250-860-7655
www.cosmoprofbeauty.com		Head Office	1-888-241-3330
ESP salon sales	102-1516 Keehn		Kelowna 1-250-860-5584
www.espsalonsales.com			1-800-223-5311
West Coast Beauty Co.	309 Banks Rd		Kelowna 1-250-861-1420
www.west-coast-beauty.com			
Correspondence students	Monarch Beauty Systems (Craig Saunders)		1-250-718-9422
Also check at London Drugs / Shoppers Drugmart / Grocery stores/ Etc.			
Hot stone	Rub Rocks		www.rubrocks.com
Aromatherapy	New Directions Aromatics		www.newdirectionsaromatics.com Canada

Case Studies Required:

<u>Class</u>	Correspondence	In Class
Aromatherapy	50	50
Emotional Clearing Technique	25	20
Energy Balancing Level 2	10	5
Hypnosis	35	25
Intuitive Training	16	16
Iridology Level 2	10	10
Meditation	10	10
Muscle Testing	10	10
Reiki Level 2	10	5
Reflexology -Foot	30	20
Table Shiatsu	20	15
Spa:		
Bronzing	5	2
Body Polish	5	2
Back Treatment	5	2
Body Wraps	5	2
Chair	10	10
ELD massage	25	25
Hot Stone	10	5
Mani-care	10	10
Pedi-care	10	10
Spa Facial	10	5
Swedish	20	15
Esthetician:		
Advance Facial	25	15
Brow & Lash Tinting	8	8
Make-up	10	10
Manicure	50	20
Pedicure	50	20
Waxing	23	23
Nail Tech:		
Acrylic	50	30
Gel	50	30
Wholistic Practitioner Body Balancing Homeostasis	2-5x	2-5x
Optional Certificate:		
Reflexology -Hand	10	10

***In class-You are required to do some case studies at the school's spa.
Depending on the number of students registered will determine amount. A schedule will be given out.

Diploma Grading

90% to graduate

Homework	5%
All homework marked and graded	
Handed in on time.	
Assignments	
Quizzes, Tests & Exams	80%
Written	
Practical	
Rewrites- lose 1% of final mark	
Attendance	5%
Late, no show, case studies, go home early, suspension	
Practitioners flow with a client	5%
Timing- sessions: 1 hour	
Mani- Pedi: 45 minutes	
Esthetics	
Client feed back	
Practitioners professionalism and attitude	5%
In class	
With clients	
Dress	

Report Cards

Complete 80 hour practicum or have business licence

First Aid & CPR (if needed)

Case Studies

Student ID # _____	Homework	Assignment	Written Exam	Practical Exam	Total %	Case studies	In Class	Certificate /Diploma #	Completion date
Anatomy/Physiology (coloring book)			%		%				
Aromatherapy		Oil Essay	%		%	50	50		
Back Treatments				Video or in class	Pass or fail	5	2		
WP - Body Balancing/Homeostasis						2X 5	2x5		
Body Language			%		%				
Body Polish				Video or in class	Pass or fail	5	2		
Body Wrap				Video or in class	Pass or fail	5	2		
Bronzing				Video or in class	Pass or fail	5	2		
Business		Resume.100 goals, budget			Pass or fail				
Chair Massage				Video or in class	Pass or fail	10	10		
European Lymph Drainage Massage				%	%	25	25		
Emotional Clearing Technique			%	Video or in class	%	25	20		
Energy B -L1			%		%				
Energy B -L2				Video or in class	Pass or fail	10	5		
Facial—Advanced (Esthetics)			%	In class	Pass or fail		15		
Facial—Spa				Video or in class	Pass or fail	10	5		
Herbs		Essay on herb			Pass or fail				
Hot Stone Massage				Video or in class	Pass or fail	10	5		
Hypnosis		choices	%	Video or in class	%	35	25		
Intuitive Training			%		%	16	16		
Iridology L1			%		%	10	10		
Lash & Brow (in class)			%	In class	Pass or fail		8		
Make-up (in class)			%	In class	Pass or fail		10		
Mani-care				Video or in class	Pass or fail	10	10		
Manicure (in class)			%	In class	Pass or fail		20		
Meditation				Audio or written	Pass or fail	10	10		
Muscle Testing			%	%	%	10	10		
Nail Tech Gel & Acrylic (in class)			%	%	%		60		
Nutrition/Fitness		assignments			Pass or fail				
Pathology		assignments			Pass or fail				
Pedi-care				Video or in class	Pass or fail	10	10		
Pedicure			%	in class	%		20		
Reiki –L1 (audio video)					Pass or fail				
Reiki –L2				Video or in class	Pass or fail	10	5		
Reflexology Foot (charts)			%	%	%	30	20		
Reflexology Hand (optional)			%	%	Pass or fail	10	10		
Swedish Massage			%	%	%	20	15		
Table Shiatsu			%	%	%	20	15		
Waxing			%	In class	Pass or fail		23		

Course Outline Aromatherapy

Course Description: This extensive certificate program is designed for anyone seeking a professionally working knowledge of Aromatherapy. Students will gain an extensive knowledge on Aromatherapy products and how they are applied in both home therapy and clinical uses.

Course Prerequisites: None

Material Required: Hard Cover Manual
Essential Oil Kit (see spa supplies info)

Course Duration: Approximately: Course Hours: 42 Exam: Written

Homework: 20 hours Case studies: 50

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)
Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Define Aromatherapy, Essential oil, Carrier oil, Misc. carriers and Hydrosols
- Know 70 essential oils, general use and there safety
- Know how to do Therapeutic cross referencing and custom blending
- Understand very basic Chemistry, Taxonomy and Botany
- Olfaction
- Know how to use Aromatherapy for stress, pregnancy, elderly and pets

Student Progress /Assessment Methods:

Homework, Assignment & Case Studies

Written exam Passing Grade: 80%

For Aromatherapy certificate; Must have passed –Aromatherapy, Anatomy/Physiology, Pathology and Business and completed all case studies.

For Aromatherapist certificate - must have also passed European Lymph Drainage Massage

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor’s note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes

Hair clean & fashioned

No rings, arm bracelets or long necklaces

Comfortable shoes (no bare feet or sock feet)

Nails short & clean (light or clear nail polish is okay)

No face piercing other then ears (anything else confirm first)

Course Details:

Blending

Introduction to Botany

Carrier Oils

Massage Benefits

Chemistry

Massage Contra-indications

Essential Oils, Purity & Production

Olfactory

Essential Oil Safety

Pregnancy

Estrogens Mimics

Stress

History of Aromatherapy

Taxonomy/Botany

How Essential Oils Work

Therapy Room Set Up

Introduction to Essential Oils

Therapist Safety

Introduction to Clinical Studies

Aromatherapy and the Elderly Other Methods of Oil Selection

Introduction to Business & Ethics Pricing

TCRS & Wellness Assessment Therapeutic Cross Referencing

Course Outline

Day Spa Practitioner Diploma

Course Prerequisites: Join the many graduates who enjoy the glamorous occupation of being a Day Spa Practitioner. Imagine the satisfaction you will have knowing that your clients have received the best pampering spa techniques during their so deserved time to relax and rejuvenate from their busy and hectic schedules.

Material Required: Hard Cover Manual

Extra Cost: Textbook– Prescription for Nutritional Healing ISBN 7-35918-33077-1
Textbook– Human Anatomy Coloring Book ISBN 0-486-24138-6
Textbook– Heal Your Body, by Louise Hay ISBN 0-937611-35-2
Spa equipment and supplies (see school supply list)
Massage table, Towels / Sheets

Course Duration: Approximately: Course Hours: 677 Exam: Practical & Written
In Class Duration: 17 Weeks Correspondence : 1- 1 1/2

Years

Case Studies: 235

Homework: 75 hours

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)
Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know how to chart a client's session
- Understand and do all the disciplines learned
- Get a job in this field or open their own business

Student Progress /Assessment Methods:

DSP Diploma: Must have completed and passed all required classes.

Home work

Mark: 5 %

Exams

Mark: 80%

Attendance

Mark: 5%

Practitioners flow with a client

Mark: 5%

Practitioners professionalism and attitude

Mark: 5%

Completed an 80 hour practicum (if completing NHP program only one is needed)

Passing grade: 90%

Course Details:

Anatomy and Physiology, Aromatherapy, European Lymph Drainage Massage, Reflexology– Foot & Hand, Energy Balancing Level 1 and 2, Spa; mani-care, pedi-care, facial, body wraps, body polish, bronzing, back treatment, chair massage, Swedish massage, hot/cold stone massage, Introduction to Business, Introduction to Pathology and Emotional Clearing Technique.

Course Outline

Esthetician (Aesthetician) Diploma

Course Description: Learn the traditional Esthetics techniques with the up and coming modalities of Natural Healing and Day Spa. This unique blend will give the Esthetics (Aesthetics) student all that they need to receive a great paying career in today's spa and beauty industry.

Course Prerequisites: Need to have an up to date First Aid and CPR certificate to graduate, may be done during program duration.

Material Required: Hard Cover Manual
Textbook– Prescription for Nutritional Healing ISBN 7-35918-33077-1
Textbook– Human Anatomy Coloring Book ISBN 0-486-24138-6
Textbook– Heal Your Body, by Louise Hay ISBN 0-937611-35-2
Text book– Cosmetology
Text book– Workbook
Spa equipment and supplies (see school supply list)
Massage table, Towels / Sheets

Course Duration: Approximately: Course Hours: 1050 Exam: Practical & Written
Case Studies 300

Homework: 60 hours

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)
Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know how to chart a client's session
- Understand and do all the disciplines learned
- Get a job in this field or open their own business

Student Progress /Assessment Methods:

Esthetician-Esthetics Diploma: Must have completed and passed all required classes.

Home work	Mark: 5 %
Exams	Mark: 80%
Attendance	Mark: 5%
Practitioners flow with a client	Mark: 5%
Practitioners professionalism and attitude	Mark: 5%
Completed an 80 hour practicum	
Have an up to date First Aid and CPR certificate	
Passing grade: 90%	

Course Details:

DSP:Anatomy and Physiology, Aromatherapy, European Lymph Drainage Massage, Reflexology– Foot & Hand, Energy Balancing Level 1 and 2, Spa; mani-care, pedi-care, facial, body wraps, body polish, bronzing, back treatment, chair massage, Swedish massage, hot/cold stone massage, Introduction to Business, Introduction to Pathology and Emotional Clearing Technique. Plus: Mani-cure, Pedi-cure, Facial extractions, Waxing/Hair removal, Brow and Eye lash tinting and make-up application.

Course Outline

Intuitive Practitioner

Course Description: This Intuitive Practitioner Program will take a student through a number of Energy and Extra Sensory Perception courses. 1 Cor: 12,4 Each of us receive a variety of gifts to be used for the general good by the same spirit: The word of Wisdom, Faith, Knowledge, Healing, Miracles, Prophecy, Distinguishing Spirits, Various kinds of tongues and Interpretation of tongues. Now let's learn how to use them!

Course Prerequisites: None

Material Required: Hard Cover Manual

Pendulum, Rider Tarot cards and massage table (see spa supplies info)

Course Duration: Approximately: Course Hours: 248 Exam: Practical & Written

Homework: 116 hours

Delivery Methods: On-site delivery (classroom)

Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)

Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know the how to do a psychic reading and help facilitate healing.

Student Progress /Assessment Methods:

Homework

Practical exam Passing Grade: 80%

For Certificate; Must have passed –Anatomy/Physiology, Pathology and Business and completed all case studies.

Certificates also received: Energy balancing Level 1 & Reiki Level 2

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor's note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes Hair clean & fashioned

Nails short & clean (light or clear nail polish is okay)

No rings, arm bracelets or long necklaces

No face piercing other then ears (anything else confirm first)

Comfortable shoes (no bare feet or sock feet)

Course Details:

Classes: Emotional Clearing Technique, Energy Balancing Level 1, Introduction to Business, Intuitive Training, Meditation, Muscle Testing, Reiki Level 1 &2.

Course Outline: Natural Health Practitioner Diploma Program

Course Description: This Natural Health Practitioner program is a wonderful mix between day spa and natural health and healing. You will be able to use your new techniques for both; pampering and natural healing of stress release, circulation improvements and bring the body back to balance.

Course Prerequisites: Need to have an up to date First Aid and CPR certificate to graduate, may be done during program duration.

Material Required: Hard Cover Manual

Textbook– Prescription for Nutritional Healing ISBN 7-35918-33077-1

Textbook– Human Anatomy Coloring Book ISBN 0-486-24138-6

Textbook– Heal Your Body, by Louise Hay ISBN 0-937611-35-2

Spa equipment and supplies (see school supply list)

Massage table, Towels / Sheets

Course Duration: Approximately: Course Hours: 889 Exam: Practical & Written
In Class Duration: Weeks Correspondence : 2 Years
Case Studies :280

Homework: 116 hours

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)
Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know how to muscle test a client and determine what modality will achieve balance, stress relief and system improvement
- Chart a client’s session
- Understand and do all the disciplines learned
- Get a job in this field or open their own business
- Know how to do self stress relief

Student Progress /Assessment Methods:

NHP Diploma: Must have completed and passed all required classes.

Home work **Mark: 5%**

Exams **Mark: 80%**

Attendance **Mark: 5%**

Practitioners flow with a client **Mark: 5%**

Practitioners professionalism and attitude **Mark: 5%**

Completed an 80 hour practicum

Have an up to date First Aid and CPR certificate

Passing grade: 90%

Course Details:

Aromatherapy, European Lymph Drainage massage, Reflexology Foot and Hand, Muscle Testing, Energy Balancing Level 1 and 2, Table Shiatsu, Swedish massage, Iridology L1, Emotion Clearing Technique, NHP Lab, Spa; mani-care, pedi-care, facial, body wraps, body polish, bronzing, back treatment, Introduction to Anatomy and Physiology, Herbs, Business, Pathology and Nutrition/Fitness, Chair massage and Hot Stone massage.

Course Outline

Reflexologist

Course Description: Reflexology (Reflex Study) is the study of activating reflex points, usually on the feet or hands, which correlate with specific anatomy parts that are divided into ten zones through the body. This practise of acupressure, energy and massage techniques stimulates the nervous system to awaken the autonomic nervous system and adjust the body to its optimum balance. Enjoy learning the fascinating art of Foot and Hand Reflexology.

Course Prerequisites: None

Material Required: Hard Cover Manual

Cream, witch hazel and massage table (see spa supplies info)

Course Duration: Approximately: Course Hours: 166 Exam: Practical & Written

Homework: 65 hours Case Studies: see individual courses

Delivery Methods: On-site delivery (classroom)

Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)

Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know the how to do a Reflexology session.

Student Progress /Assessment Methods:

Homework

Practical exam Passing Grade: 80%

For Certificate; Must have passed –Anatomy/Physiology, Pathology and Business and completed all case studies.

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor's note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes Hair clean & fashioned

Nails short & clean (light or clear nail polish is okay)

No rings, arm bracelets or long necklaces

No face piercing other then ears (anything else confirm first)

Comfortable shoes (no bare feet or sock feet)

Course Details:

Classes: Anatomy and Physiology, Introduction to Business, Introduction to Pathology and Reflexology

Course Outline

Reiki Masters

Course Description: This program will take you to the level of teacher of the Usui method of Reiki

Course Prerequisites: None

Material Required: Hard Cover Manual

Pendulum, Rider Tarot cards, crystals and massage table (see spa supplies info)

Course Duration: Approximately: Course Hours: 273 Exam: Practical & Written

Homework: 126 hours Case Studies: see individual courses

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)
Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know how the Energy concepts, how to use them and how to teach Reiki.

Student Progress /Assessment Methods:

Homework, Assignments, Case Studies

Practical exam Passing Grade: 80%

For Certificate; Must have passed –Anatomy/Physiology, Pathology and Business and completed all case studies.

Certificates also received:Emotional Clearing Technique, Energy Balancing L1 and Intuitive Practitioner

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor's note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes Hair clean & fashioned

Nails short & clean (light or clear nail polish is okay)

No rings, arm bracelets or long necklaces

No face piercing other than ears (anything else confirm first)

Comfortable shoes (no bare feet or sock feet)

Course Details:

Classes: Emotional Clearing Technique, Energy Balancing Level 1, Introduction to Business, Intuitive Training, Meditation, Muscle Testing, Reiki L1, 2 & Masters.

Course Outline

Spa Massage Practician

Course Description: This Spa Massage Practician Program will take a student through a number of Massage modalities and techniques, which will give the student the ability to open their own business or be hired at an existing fitness center, health center or day spa.

Course Prerequisites: None

Material Required: Hard Cover Manual

Carrier oil, rocks and massage table (see spa supplies info)

Course Duration: Approximately: Course Hours: 340 Exam: Practical & Written

Homework: 130 hours Case Studies: see individual courses

Delivery Methods: On-site delivery (classroom)

Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)

Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know the differences of massage techniques and when to use them.

Student Progress /Assessment Methods:

Homework , Assignments & Case Studies

Practical exam Passing Grade: 80%

For Certificate; Must have passed –Anatomy/Physiology, Pathology and Business and completed all case studies.

Certificates also received: Chair Massage, Emotional Clearing Technique, European lymph Drainage Massage, Hot Stone Massage and Swedish Massage.

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor's note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes Hair clean & fashioned

Nails short & clean (light or clear nail polish is okay)

No rings, arm bracelets or long necklaces

No face piercing other then ears (anything else confirm first)

Comfortable shoes (no bare feet or sock feet)

Course Details:

Classes: Anatomy/Physiology, Chair Massage, Emotional Clearing Technique, European lymph Drainage Massage, Hot Stone Massage, Introduction to Business, Introduction to Pathology, Swedish Massage.

Course Outline

Wholistic Practitioner Lab– Body Balancing/Homeostasis

Course Description: Putting all the modalities together to perform the appropriate session for the client.

Course Prerequisites: Last course of Wholistic Practitioner

Material Required: Hard Cover Manual

Textbook– Prescription for Nutritional Healing ISBN 7-35918-33077-1

Textbook– Heal Your Body, by Louise Hay ISBN 0-937611-35-2

Course Duration: Approximately: Course Hours: 10 Exam: None

Homework: 10 hours Case Studies: 2 people 5x

Delivery Methods: On-site delivery (classroom)
Distance delivery (correspondence /at home)

Instructional Method: Classroom (Instructor Led.)

Distance Education / Correspondence

Learning Objectives / Outcomes: By the end of this course, students should be able to:

- Know how to muscle test a client and determine what modality will achieve balance, stress relief and system improvement
- Chart a client's session
- Understand how to use all the modalities learned together as needed

Student Progress /Assessment Methods:

This portion is to be completed after all the Wholistic Practitioner courses are Completed homework.

Case Studies: 2 different people-5x (an evaluation of clients sessions).

Attendance Expectations:

If taking by on-site delivery / class room - attendance is extremely important because of the accelerated time frame. Students can only miss four classes (not days) and need a doctor's note or bereavement. Class time missed is not repeated in class and will be the responsibility of the students who may have to retake in a different term or by correspondence.

Dress Expectations:

In the class room students may dress casually.

When doing case studies in our college;

All Black: shirt, pants, socks and shoes Hair clean & fashioned

Nails short & clean (light or clear nail polish is okay)

No rings, arm bracelets or long necklaces

No face piercing other then ears (anything else confirm first)

Comfortable shoes (no bare feet or sock feet)

Course Details:

This class is at the end of taking all the Wholistic Practitioner courses.

How to analyze the client's charts and decide the appropriate modality for their homeostasis.

Report Card
In Class only

Name of Student: _____ ID # _____

Program: _____

Teacher: _____

Report _____

Late _____ Leaving Early _____ Absents _____ Homework _____ Missed Case Studies _____

Exam _____ Mark _____ Date _____

Exam _____ Mark _____ Date _____

Comments

	Not Applicable	Fail	Pass B-	B	B+	A-	A	Excellent A+
Attitude of Student:								
1) To courses								
2) To teachers								
3) To fellow students								
4) To learning								
5) To criticism								
Ability of Student:								
6) To do techniques								
7) To remember & follow instructions								
8) To show initiative								
9) To use time efficiently								
10) To work without close supervision								
Appearance:								
11) Dresses suitably								
12) Grooming								
Punctuality:								
13) In the morning, breaks								
14) Attendance								
Specific Skills:								
15) Communication (oral)								
16) Communication (written)								
Cleaning:								
17) Laundry								
18) Client room								
19) Classroom								

Explanations of Report

This is based on classroom and case study viewing.

Attitude:

To courses, teachers, fellow students, learning, criticism; Your attitude at the school is what you are recommended on, employers call us to find out about you.

Attitude; Your attitude towards classes, people and yourself is a reflection of yourself. Remember when your Mother said “If you can not say anything nice then do not say anything at all”. Classes are taught at the lowest students level, there will be times when you may get it but someone else does not. Please remember to be polite, quiet and let that person learn. There will be a few classes that you will be allowed to process your personal problems in. If you need to make an appointment with the teacher for a meeting, please feel free to do so.

Gossip; If you are not discussing a problem about a person with the person or a counselor then you are gossiping. If you have something bad to say about someone ask yourself this question “ What/ Who does this person remind me of that bothers me?” If you are listening to gossip you are participating. If you have a problem with someone or something speak up or forever hold your peace. Treat people the way you would like to be treated.

Moodiness; In the healing field you learn to heal yourself. All people go through problems once in a while, the brilliance is how fast you come out. Negative energy is catchy and can affect everyone around, it is like a disease. You are either in control or a victim, it is your choice. If your classmate is in a bad mood, smile and do not take on their energy.

Rules and guidelines; Ever wonder why there are rules? Because one person can wreck it for everyone.

Talking in Class; There are appropriate times to talk and definitely rude times to talk. If someone else is talking then it is the definitely rude to talk at any time. If you do not understand something then ask the teacher, do not bother a student who is trying to listen to the person speaking.

Sleeping in Class; If you are tired you need to do something about it. Ideas-get more sleep, do not go out and party, watch what you are eating. Do your K 27s. Ask yourself why you do not want to learn what is being taught.

Students must take all the required classes to achieve the Certificates and Diplomas, If you do not enjoy a class please do not wreck it for those who do.

Doing something else in class; Reading other material in class or your homework is not permitted. We understand that pencil doodling is common and as long as the student is understanding the class, it is permitted. Many of the classes do allow food or bottled drinks in them.

Bathroom breaks; There will be a mid class break in all classes, if you require to go to the washroom at a different time it is your responsibility to learn the lesson that you missed at a later time and on your own time. Please do not bother someone else in class. If you have a medical condition we will require a note from the doctor.

Ability of Student:

Modalities; There is adequate time taught in class to learn how to do the modalities. To perfect them requires practice, which we call case studies. Students are expected to keep up to the homework and practice 10-15 hours a week above classroom time.

To show initiative; Have the attitude of trying your best.

Remember & follow instructions, Use time efficiently and work without close supervision; We may have a class of up to 16 students. It is your responsibility to watch and listen to what is being taught. You will not have one on one supervision. Please be patient if Instructor or lab assistant is with another student.

Appearance:

Dress suitably; The spa and natural health professions are quite professional. Attire at school is considered professional every day, with exception to classes that require stretch clothing (e.g. Table shiatsu, fitness etc.). If need be ask instructor of dress requirements for each class. Definite no's in the work place are low cut shirts, belly showing, short skirts, jeans, worn out clothes, shorts. Many businesses have uniforms or colors.

Grooming; This is how you do your hair, make-up and nails as if working in a business, again with exception to some classes. Many businesses expect well kept hair, make-up, nails and limitations on tattoos and piercing that show.

The more often you dress professional the better mark you will achieve. Pretend school is a business, same attitude and attire.

Punctuality:

Be on time; meaning 5-10 minutes **earlier** than class start time. Coming late is rude and disruptive. The start time is there so that all can enjoy the class together without interruptions. When someone is late the attention goes to that person not on to the subject that students are paying for.

Not showing up to class; Not only that there is only a couple of classes that you can miss to stay in school, the fact is most of the classes are done with a partner and if you do not show up you have let some one down.

Being sick; Stress is a big factor to sickness. There is a difference between being sick and feeling sick. Sickness can also be a cop out. If you are sick and are going to miss a class the school requires a doctors note if you do not require a doctor then you are well enough to come to school. The hours that you are at school are similar to a job, if you are sick and miss that reflects how you are at a job also.

Specific Skills:

Communication oral and written; In business you do have to communicate with your clients, how you communicate with staff and students is an indication of how you may treat clients.

Cleaning:

Laundry; You are responsible for your own laundry. Clean laundry is required. Proper towels and sheets are required for each class that request them. There will be some days where client laundry will need folding; you will be required to help with that.

Classroom; Set up and down is the responsibility of all. You will be taking different classes morning then afternoon which classroom set-up is required. Participation and attitude is marked. If you have a medical condition we will need a note from your doctor.

Client room; Practitioner Case Study Room Expectations

Time: Have room set up at least 5 minutes before clients scheduled session
Client may be late you may not.

Dress Code: Smock (done up) and matching color pants
Hair clean & fashioned
Nails short & clean (light or clear nail polish is okay)
No rings
Minimal make-up
No face piercing other than ears (anything else confirm first)
Comfortable nice and clean shoes (no bare feet or sock feet)

Room: Clean & tidy
Extra bottle of: lotion
carrier oil
witch hazel
Room to be put back to original state each night or end of session use
Clean sheets and towels just before every client
Clean all containers with rubbing alcohol after use
Clean sink out after each client
Clean out garbage can after every client

Remember the session is for the client, when in session let the client talk, you listen.

If you have any questions please do not hesitate to ask. Thank you for being a team player!

Circle the Appropriate Number
Disagree Agree

<p>7. I received accurate information about my student loan (if applicable).</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>8. I understand the dispute resolution policy for students.</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>9. I think the dispute resolution policy is fair and effective</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>10. I believe that the job placement advice I receive is valuable and accurate.</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>11. I feel well prepared to find a job (applicable only to students who are ready to graduate from the diploma programs).</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>12. My work is evaluated according to the guidelines in the course description.</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>13. I believe that the evaluations (tests, progress report, etc.) are fair.</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>
<p>14. The instructor provides me with valuable feedback and progress reports through out my program.</p> <p>Comments:</p>	<p style="text-align: center;">1 2 3 4 5</p>	<p style="text-align: center;">N/A</p>

Circle the Appropriate Number
Disagree Agree

15. I was able to understand and learn by the correspondence courses Comments:	1	2	3	4	5	N/A
16. I have always received a response from the administration if I had a problem, concern or question. Comments:	1	2	3	4	5	N/A
17. The institution appears to be well run and administered. Comments:	1	2	3	4	5	N/A

Combination of classes:

What would you have put together if you wanted to combine the courses?

Did you get what you were expecting? If not what were you expecting?

Would you recommend this course to others?

Any other comments?

In Class Only

Disagree

Agree

In class only.	1	2	3	4	5	N/A
1. My instructor(s) are qualified to teach the course material. Comments:						
2. My instructor(s) is comfortable with the course material. Comments:						
3. I understand the distinction between my instructor and my lab assistant. Comments:						
4. My instructor(s) are available to assist me. Comments:						
5. My lab assistant is available to assist me. (if applicable) Comments:						
6. I have input into my instructor's evaluation. Comments:						
7. I have seen changes as a result of student input. Comments:						

Trivia from the president

-Natural Health Practitioner is the title given in 1999 and has been used since the first group of students. Day Spa Practitioner is the title given in 2001. Esthetician and Nail Technician is the title given in 2005. Hypnotherapy is the title given in 2007. Wholistic Practitioner is the title given in May 2007 and to me, it means a person who, with the use of all of his/ her training, practises natural healing without any manipulations of the body. He/ she uses emotional, spiritual, mental and/or physical techniques for the facilitating purposes of healing.

It is the title given to you upon graduation and is stated on your diploma. It is legal at this time but if the government wants to take it away or any other title at a future date, they can. If this was ever the case, a new title would be granted.

-The programs have many courses in them which are based on the philosophy of integration of techniques and with no given preference to any one technique or practice. Until the school can hire teachers who know how to do this, I will continue to be the primary instructor.

-Tuition fees are determined by the average price in schools throughout Canada. It is up to each student to make the decision prior to entering the program whether or not she is receiving appropriate value for her dollars. A contract and student handbook is signed by each student stating that she understands what is going to be offered for the money paid.

-There are many classes (for example, Massage), that only have so much content and the length of the class will often depend on the class size, the number of questions asked and class discussions. (The courses are designed for a maximum of 25 students).

-There is no problem with students getting together and practising on each other after a class is finished if there is no other class being taught and if these informal sessions are completed by noon or 4:00pm. If you want to do case studies in the classroom it must be with your own supplies.

-The required theory for courses is contained in the manuals and questions can certainly be asked for clarification. If you do have questions please write these down so that I can address them.

-All three massages (ELD, Hot Stone and Swedish) are the priced the same at the school. ELD has the strictest technique of the three and is needed before any student will be allowed to take another in class massage course.

Both Hot stone and Swedish have two “how to” (theory & practical) class.

-Every spa will use different products and may have signature techniques that you will be required to learn after you have completed our courses. You will have a great base knowledge so that you will quickly learn any new technique you need to.

-You will need to photocopy extra case study forms, example; Reflexology and Aromatherapy, since it is not known how many each student will need.

-CPR and First Aid is not a course that the school can own, which is a requirement for many diploma programs. In the past we have tried to organize a class with the regret of not having enough of our students register to meet the requirements of minimum class size.

-Confidence -This only comes with completion of the courses, case studies and time. Each student is original and has different expectations of themselves. Remember, these are accelerated in class course.

-It is my dream and passion in life to help people spiritually, mentally, emotionally and physically to better their lives. The school became a reality because of this passion. In the bible it tells a story of about teaching people how to grow the wheat to make bread not just to give the bread to them.

When I developed the first program (Natural Health Practitioner), I combined a personal growth portion with courses that trained students for a career in this field but, because of the accreditation process, the school has shifted to teaching more Day Spa pampering practices. We had to change our focus to match job opportunities available. The baby boomers dictated our content a lot. Most of what is sold in today's world is done with this group in mind and they seem to want to be pampered.

We have known for years that the NHP program was ahead of its time due to the fact that the oldest BB was born approximately in 1946 and is quite healthy (remember this is the group who brought in yogurt, running and yoga). The next thirty years will be very busy and exciting in the natural healing field and our students will be able to participate in helping this generation with stress relief, circulation improvement and homeostasis. When the body is relaxed...it can heal!

I truly believe in teaching students how to clear their own issues and better their lives so that they can help others do the same.

My personal wish for my students is that they grow EMSP and shine in everything they do.

Connie Brummet
President

Spa Rules and Notes

Laundry:

Laundry is done by staff so you have clean laundry in the Spa for your client sessions. However, it is your responsibility to do the following:

- Put the dirty laundry from your session in laundry hamper
- Notify staff immediately if there are stains on the linens so they can be treated right away.
- Body wrap linens are the student's responsibility to re-roll after they have been cleaned.

Dress Code:

- Black dress pants
- Black non-marking shoes (duty shoes or leather runners/ walking shoe is best)
- Hair clean and worn back out of face (ponytail etc....)
- No watches, jewelry (rings, bracelets, long hanging necklaces etc....)
- Nails are to be clean and in good repair, check your length.
- Make-up professional looking.....complimenting your features and looking natural
- Aprons are provided for use in the Spa (pockets have to be emptied after use)

Music :

The music is randomly played in the Spa. You do have control of the loudness.

Client Forms:

We offer services in the Spa for everything we teach in class. This gives students the opportunity to do some of their case studies in a real "Spa" setting.

Please remember the following:

- All forms needed for sessions are located in the supply room
- Client Health Forms need to be filled out as per client session in Aromatherapy, Reflexology, Hypnosis, Iridology and Body Balancing.
- Signatures on all forms ARE A MUST!
- Repeat clients do not need to fill out each time they come in...with 2 exceptions: it's been more than 6 months since their last visit or... it's a new Practitioner attending to them and they are not in our files at front desk.
- A new session form however, needs to be done every time they come in for an appointment.

* * A note about Confidentialityany info that is obtained in a session is considered confidential between Client and Practitioner. However, in the Client Health Form it is stated that information can be shared with the instructor of the course for the purpose of learning. As well, if there is anything revealed about harming of oneself or a child at risk there is a legal obligation to contact the authorities. **

Tips:

Not an expectation!!!

However, if one is given it is yours.

Please remember to respond with a sincere "Thank-You!"

Noise Level:

The Spa is a place of peace, relaxation and tranquility, it is therefore imperative that excess noise (i.e. talking, slamming doors, ringing cell phones, etc....) be kept to an absolute minimum in the Spa!

Our clients are here to enjoy themselves.....if they wish a quiet conversation they will start it, otherwise just keep quiet and let them relax in their session!

If you are just walking through the Spa, please do so quietly, without any talking and carry on your conversations outside of the Spa.

Greeting clients:

When a client comes in they expect you are at their service **on time**, friendly and relaxed! Please don't keep them waiting!

Make sure you know their name ahead of the appointment time and introduce yourself!!

For example: "Good Morning / Afternoon (their name) My name is (your name) and I will be your practitioner today. Please, come on in if you are ready."

An extended hand to shake hands is also a gesture of friendliness.

Supplies:

We do our utmost to make sure the Spa is stocked with everything you need to complete sessions here.....you do not need to supply anything.

If you notice anything is running low please let Staff know so we can get more.

As well the following rules for cleanup need to be observed:

- Clean bottles you have used and refill them so they are ready for next person or session being done.
- Laundry stains need to be reported right away to staff to ensure they are dealt with right away!

Set up Procedures:

- Arrive at least 15 minutes ahead of time to the spa.
- Change into smock and make sure hair is tidy and off of face.
- Set your room or station with everything you need for your session....do not forget anything. If you are unsure of what you need ask staff. The set up includes product, equipment, towels etc... that you need.
- Get your client forms from supply room for your clip board and make sure you have a working pen.
- Yes, you can move things around in the room in order to accommodate your session better. However, it is your responsibility to return the room to the way it was when you are finished. If you do not do so, you will be asked to come back and fix it.

Take Down Procedures:

- It is up to the practitioner to clean up their room / station as well as equipment and supplies used in a session.
- Make sure laundry is in the hamper. Let us know if anything is stained so it can be treated right away!
- Sweep floor if needed.
- Refill and wipe down all bottles used.
- Wash out bottles, equipment, rocks etc....with hot soapy water and rinse well.
- Empty garbage container
- Wipe down table in room
- Turn out lights
- Return furniture to the way we like things in the Spa. If you are not sure of where something belongs, please ASK staff!

** Note: A staff member will check your room / station before and after you are through with it and you may be asked to sign a slip along with the staff member indicating the cleanliness of the room / station. This will reflect in your marks!!

Gift Certificates:

Are available at the front desk in either a dollar amount or for a specific session. Please advise the client of this if they wish to purchase one.

Taking Clients Home:

Using the Spa environment to build your own clientele is unprofessional, unethical and unacceptable!

Student Availability for Spa Hours:

It is an agreement between Connie and the student as to when a student is to be in the Spa.

The front desk will do their best to book clients for the student but it is the student's responsibility to be here for the times agreed on.

It not only reflects badly on the Spa, but on the student's marks as well if they are not here when they are supposed to be!!

As per student agreement signed with the school, a legal note is required for absent time ...example a doctor's note.

Prices:

Are outlined in our brochure, as part of your service you can offer a brochure to a client on there way out if they do not have one already.

Payments:

Are received at the front desk either before or after a session.

Before a manicure session is a great time to suggest payment before so as not to mess up their polish at the end of the session. Cash, Debit, MasterCard, Visa, American Express and our Gift Certificates are all acceptable forms of Payment. We do not accept cheques.

Clients booking in:

Clients are asked to let us know at least a couple of days in advance for an appointment. The front desk will book appointments for 9:00am, 10:30am, 1:00pm and 2:30pm.

This timetable allows ample time for a session to be completed and clean-up to be done before the next client.

There is also no client sessions over lunchtime, thus allowing time for you to eat and relax.

Remember how you feel taking some time for yourself and remember that our clients are taking their time for themselves....do for them what you would like for you.

- quiet talking / or no talking if your client is silent
- clean and tidy appearance of yourself
- clean and tidy workstation
- peaceful environment and a centered practitioner

Student Completion Agreement

- 1) It is your responsibility to complete the requirements for your course/program to graduate.
- 2) All exams are to be written on or before the date noted in your calendar or course manual.
- 3) Failure to complete any homework, case studies and/or exams will constitute a ‘fail’ and a certificate or diploma would not be issued.
- 4) Diploma students have a two week practicum that is required for graduation.
- 5) A copy of your Standard First Aid and CPR certificate is required for graduation for the Natural Health Practitioner, Wholistic Practitioner and Esthetician programs.
- 6) In class students; all case studies are to be completed, organized and submitted by one month past the program /course end date on your contract.
- 7) Correspondent Students-Check your Duration /Completion dates; all information, case studies, exams, etc. must be completed and handed in by this date to pass that course.

Students:

Please sign, date and return this page; which states that you have read and understand the policies, protocol and Student Completion Agreement to the Canadian Institute of Natural Health and Healing no later than one week after the start date. If the college does not receive this page, you may be withdrawn from the program you are enrolled in.

I _____ have read and fully understand the Canadian Institute of Natural Health and Healing policies, procedures, protocol and Student Completion Agreement.

Print Students Name

Date

Students Signature