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## **Administration**

### **Chief Executive Officers**

Paul Henderson BSc., DNM, DAc., OSJ  
Linda Henderson DTCM, HD, DNM, CBS, OSJ

### **Student Registrar**

Paul Henderson

### **Dean of Student Services**

W. R. McCreary

### **Financial Aid Officer**

Linda Henderson

### **Clinic Manager**

Linda Henderson

The Student Manual **of The College of International Holistic Studies (CIHS)** is published to provide Students and the public with information about the educational programs and policies of the College. Students are responsible for reading, understanding and following all policies and information contained herein. All contents are subject to change by the College authorities without notice.

## Our Mission

Welcome to **THE COLLEGE OF INTERNATIONAL HOLISTIC STUDIES**, or CIHS. CIHS offers personal and professional training in the Healing Arts and Sciences. In addition, our [Distance Education Programs](#) provide cutting edge learning in your own home. All courses have as their underlying philosophy the concept that Nature provides the tools for healing. Natural therapies strive to stimulate the body's own healing energies using these tools of nature. CIHS combines the latest scientific research and technology with ageless truths practiced by historical tried and proven methods. We invite you to discover a wonderful, natural world of holistic health therapies

### **Our Purpose is to help YOU fulfill YOURS!**

The College of International Holistic Studies(CIHS) is built on a firm foundation; synergistically blending the rigor of medical science with the time tested power of complementary and integrated therapies. Every teacher at CIHS has been hand picked for their ability to blend both the science and art of healing. Each course is designed to provide students with practical knowledge and experience in healing using real world tools, and the consciousness to appreciate the metaphysical tools our souls provide.

CIHS is dedicated to serving students who care about themselves and the lives of others. Students may be seeking greater awareness or healthier wholeness for themselves or a loved one. They may wish to gain a professional designation to open a practice Perhaps they see themselves becoming spiritual coaches. At CIHS we combine the sciences of the body with the art of the mind and the passion of the soul.

Our purpose is to allow students to learn what they feel drawn to and pick from a multidisciplinary array of choices offered in a variety of formats, from self study to classroom clinic. When choosing courses to help you fulfill your life purpose, we suggest you do what we did in creating CIHS; **Engage Your Mind, Body, Heart, and Soul!**

Courses at CIHS operate under an Open University style system, giving students the flexibility to plan their study to suit their lifestyle. A wide variety of courses are offered, from Diploma programs for professional qualifications to courses for general interest and personal growth. For those who are unable to take time from their careers and families for on campus study, portions of most courses may be learned at home through our Distance Education Programs combined practical hands-on training for completion. And to assist students who have work commitments, lectures are held wherever possible in the evenings or during weekends.

It is recommended that prospective students make an appointment with the Registrar for assistance in planning their individual study program.

Whether students envision a career as a professional Acupuncturist or Quantum Biofeedback practitioner, or prefer to learn the art and science of health care for personal enjoyment, our aim is to provide quality education. Our professional programs are recognized and accredited at Provincial, Federal and International levels assuring students of the highest course standards.

Training is provided by qualified Registered Instructors who are also successful practicing therapists. Smaller class sizes allow for close interaction between teachers and students. Individual learning needs are recognized and learning tailored to each student.

### **Professional Training Clinic**

Clinic days are available at the school to support case studies. We teach to enable our students to become effective in their careers. Our professional training clinic provides students with invaluable experience assessing patients under the supervision of experienced practitioners. Clinical training is an integral part of professional training. A number of the Schools lecturers participate in supervision of the clinics, giving students exposure to a wide variety of practitioner styles.

### **Educational Standards**

CIHS provides education of the highest standard, with one of the most comprehensive holistic medicine programs in Canada and is a registered educational institution with the Federal Government. CIHS incorporates a holistic health care facility that provides a positive, liberal learning environment. Through affiliations with numerous national and international accreditation organizations and boards, CIHS offers certification in a variety of therapeutic skills and methodologies

**YOU Provide the Passion...  
WE Provide the Opportunity!**

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**PROFESSIONAL CONDUCT**

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Students are expected to maintain and demonstrate “Professional Conduct” at all times. Failure to maintain professional standards may result in a Student being placed on Probation and/or being dismissed permanently from the College.

Professional conduct is defined as behavior that is appropriate for individuals working as health care providers in direct contact with the public and with responsibility for patient care.

CIHS Students are expected to accept personal responsibility for creating and maintaining the conditions that enable them to succeed in their programs. These conditions include:

- Punctuality:** Be where you are committed to be, when you are committed to be there.
- Preparation:** Be emotionally, physically, and mentally prepared to actively learn and participate.
- Future Practice:** Relate to others and within the College with professionalism as preparation for your future role as a graduate practitioner of CIHS.
- Responsibility:** Take responsibility for knowing and following the information, policies and expectations of you as both Student and future practitioner of Natural Medicine.
- Respect:** Demonstrate respect for others in all encounters, including those with colleagues, teachers, staff and patients.

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**REGISTRATION GUIDELINES**

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**Procedure for Registration**

Students “self-register” for courses with Student Administration.

Each CIHS Student is assigned a specific Registration Time (1/2 hour) **prior** to the first day of their scheduled course start date. Registration is scheduled up to two weeks prior for all classroom courses.

Students who are unable to make their appointment time to register for themselves may have the Student Administrator complete their registration for them at their assigned time. To do so, Students must fully complete a Registration Form (available in the Administration Office) and leave it at the Office of the Student Administrator or send it via FAX Attn: Student Administrator. In addition to all information for each course you want to be registered for, please include your date & time of your Registration time on the form.

**NOTE:** To self-register or to have the Student Administrator register for you, **you must have completed all financial arrangements with the Financial Officer.**

All newly accepted Students must meet with the Registrar of Students **before** being registered for their first semester at CIHS to review the Recommended Course Sequence and to plan out their first year of coursework as well as to review and discuss procedures and/or questions about their course of study.

### **Registration Prerequisites**

1. All unpaid course balances must be cleared or Student Registration will be blocked.
2. Admissions documentation must be completed. If a Student file has been marked as "Conditionally Accepted," that Student can only register by making an appointment with the Dean of Students .
3. Course prerequisites must be completed, including transfer credits needed to meet prerequisite requirements for enrollment in any class in the curriculum. Course prerequisites are listed with all Course Descriptions in the Catalogue.
4. Clinic Internship requires valid CPR/First Aid card (8 hours first aid plus adult/infant/child CPR from Canadian Red Cross or Canadian Heart Association or St. John Ambulance).

NOTE: Students may be asked to complete Faculty Evaluations to provide quantitative and qualitative feedback and assessments of all coursework and all instructors. The Academic Dean reviews all evaluations and uses them in making improvements in coursework and faculty training and staffing.

**STUDENTS ARE RESPONSIBLE AND ACCOUNTABLE FOR CONFIRMING ALL CLASSES AND DROPPING ANY COURSES THEY NO LONGER WISH TO TAKE.**

### **Registration Tips**

1. **Confirm your name and address on the registration printout.** Students are responsible for keeping the Office notified of a current and accurate mailing address, telephone contact number and email address. Students are responsible for reading all

mailings (regular or email) from the College as well as telephone contacts made (e.g., by the Registrar regarding Wait List changes).

2. If you choose to go on a Wait List for a class – write it down.
3. Prerequisites are determined by the current website, catalogue or brochure.

### **GETTING YOUR NEEDS MET FOR ACADEMIC ADVISEMENT AND PERSONAL ASSISTANCE**

The **Dean of Students** is available to Students for Academic Counseling and Assistance as well as to assist any Student with problems or concerns during their time at CIHS.

**Students with true emergencies** will be assisted as quickly as possible by the Dean of Students or the Dean of the College. Students needing immediate assistance for emergencies should speak with the Front Desk Staff Person and request an immediate **emergency** meeting with the Dean of Students and one will be made available as soon as possible. Students can walk in or call the Front Desk to schedule emergency or regular appointments and should also call the Front Desk (905-864-8694) to reach the Dean by telephone most efficiently. You do **not need to tell the Front Desk Staff the content of your emergency** but only that you have an emergency that requires immediate (or as close to immediate as possible) assistance.

While walk-in times are available for Students with the Dean of Students, the majority of their time for Student meetings for personal or academic advisement or any topic you wish to discuss is scheduled on their daily Calendars which are maintained by the Front Desk Staff.

To make an appointment with the Dean of Students please contact the Front Desk Staff Person (905-864-8694) and ask for an appointment with the Dean at a day and time that works with your schedule. A routine question or concern about registration can be asked of the Student Administrator directly (who can be reached at 905-864-8694 or in person in the Office) but required Academic Counseling and Assistance (including adding or dropping a class) should be scheduled formally on the Calendars of either Dean of Students or the Registrar to ensure you are given the time you need for these meetings. The Front Desk Staff person will ask what you are scheduling a meeting for and you need only indicate “academic advisement” or other general topic so she can make an appointment that is long enough to meet your needs.

This process of scheduling meetings with Front Desk staff on the Calendars of the Registrar and/or the Dean of Students is most effective and responsive to meeting Student needs for assistance, information, the opportunity to discuss any problem, or any other topic Students wish to discuss (in privacy and with confidentiality).

Academics staff want to meet the needs of all Students (both routine and emergency) and doing so by scheduling appointments will guarantee you have the access to the resources you

deserve and need. You can also call the Front Desk Staff and ask if either the Dean of Students or Registrar has “walk in appointments” available on a particular day as some time each week is scheduled for such more informal meetings.

**YOU ARE ACCOUNTABLE FOR CONFIRMING THAT YOUR REGISTRATION HAS BEEN COMPLETED.**

## **Tuition and Fee Payment**

All registration fees plus 10% of the tuition are due at the time of registration. The remainder of tuition is due in full on the first day of the program of study unless prior financial arrangements have been made with the Chief Financial Officer. If you are planning on paying for your tuition with financial aid, we advise you to consult with our Chief Financial Officer so that you apply in time to budget your money prior to the start of the program of study.

In the event 10% payment is not made at the time of registration a penalty may be charged to the Student. In addition, simple interest at the rate of 1.5% per month will be assessed from the due date through the date of payment on any portion of the agreed upon payment that remains unpaid after the due date.

A Student’s account balance must be cleared prior to registering for a subsequent semester. Students with outstanding monies owed are barred from registration until the balance is paid. Any Student who has not brought his/her outstanding balance up-to-date at the time of either transfer or graduation will not be permitted to do either. CIHS reserves the right to deny a certification of completion, graduation diploma, or transcript to any Student whose financial responsibilities to the College have not been met in full.

## **Fees for Adding and Dropping Modules within a Program**

Students may add or drop a module at any time during the **registration** period each semester. There is no fee charged for modules dropped during the registration period.

To add or drop a module after the end of the semester registration period, Students must complete and submit an Add/Drop form to the Administration Front Desk. Completed forms will be processed in order of receipt by the College Chief Financial Officer.

Once the Registration period is complete and until the first day of class a \$10 fee per class date will be assessed for each academic module drop transaction.

Once classes begin, a \$25 fee per dropped class date will be charged to drop any module.

Modules may not be added after the second-class meeting except by written permission from the Academic Dean in liaison with the teacher of the module.

In order to receive a full tuition refund, classes must be dropped before the first class meeting. Modules dropped after the first class meeting, are subject to the refund policy (see Tables 1-3).

If a Student drops a 10 or 11 month program after the 7th class meeting, the Student will receive a grade of “W” for withdrawn on his/her transcript. Students may only withdraw from a 10 or 11-month program before the 9th class meeting (Table 1). If a Student drops a 10 or 11-month program at or beyond the 9th class meeting, the Student will receive a grade of “F” for failure on his/her transcript.

**Failure to officially drop a module or a full program will result in full tuition charges for the program, and a failing grade.**

Programs/modules with low enrollment may be cancelled in any semester.

## Wait Lists

During the registration period, if a desired Program/module is at maximum capacity, the Student will be presented with the option of adding their name to the **Wait List** for that Program/module.

Wait Lists are reviewed during registration and, as space becomes available, the next person on the Wait List for a Program/module will be added to the Program/module and notified via email or telephone. If you are added from a Wait List and do not wish to take that Program/module, please notify the Office immediately. A Student will not be assessed a drop fee if he/she is automatically added from the wait list and no longer wishes to take the Program/module.

### NOTE:

**Instructors may not add Students to their courses nor give Students official permission to add or sit in on any course.** To be enrolled or added to any course Students must follow registration procedures including having Add requests processed by the Academics Department (Registrar) *only*. Students who have not been added officially by the Registrar to any Program/module will not receive credit or a grade for that course. Student may not “sit in” on any class for which they are not officially registered without approval by the Registrar or Dean of Students.

## Extensions

Students are permitted to apply for a 6 month extension to allow completion of Course Work, Dissertation, Case Studies, etc. The fee for the extension is **\$150** and there is an **academic penalty of 20%** of the value of the incomplete work. For example, if a student requests an extension for a dissertation valued at 20 points of their total grade they must pay \$150 and their submitted work from the extension will now have a value of no more than 16 points (*20% of 20 points = 4 point penalty*)

## Re-Opening a File

Students whose files are closed due to inactivity (1 year) may be reopened for a maximum of 6 months at a cost of \$200. The academic penalty of 20% will be in effect for any unfinished course material as explained in “Extensions”

## Student Tutorials

Students who require assistance with their course materials may request a tutorial at a cost of \$75 per hour plus GST with a one (1) hour minimum.

## Missed Class Tutorials

Students who miss a class and wish a tutorial to catch up with their classmates may do so at a cost of \$60 plus GST per hour with a four (4) hour minimum.

## Refund Policy

If notice of written cancellation (emails not accepted) is made up to 2 weeks **prior** to the beginning of a program/module, the refund shall be 100% of the amount paid for instructional charges (less deposit and administration fees – equal to the lesser of 20 per cent of the full amount of the fee and \$500.00). If a Student withdraws or drops a class after **the first class meeting and before the 8th class meeting, the tuition refund will be pro-rated per Tables 1, 2 and 3.**

**Please note that ‘Class’ refers to one (1) physical day in classroom. For example one three (3) day module consists of three (3) Class Meetings.**

The date of the drop will be based upon the date that written notice of cancellation (emails not accepted) is received by the Dean of the College.

**Important:** Refunds shall be made within 30 days after the date the College receives the Student’s written notice of cancellation. For drops, a refund will be issued within 30 days of receiving a written request for refund.

If you made Financial Arrangements, the unpaid balance of the Student agreement you received, will first be applied and any remaining balance will then be returned to you.

If you have any questions, or problems around tuition paid and refunds returned that you cannot resolve with the College, a mutually agreed upon arbitrator/ mediator will be assigned to your case and the expenses for the arbitrator/ mediator will be split equally between both parties.

**Additional notes**

Refunds for books, materials and supplies purchased at the CIHS Bookstore or received as part of the program of study are not included in the above pro-rated refund schedule.

Classes and programs are subject to cancellation. CIHS reserves the right to cancel any class with less than 10 Students registered. This includes classes that fall below 6 registered Students as a result of Students dropping classes after the start of the term.

Application, deposits and registration fees are non-refundable.

**Table 1. Refund Policy for 10 – 11 Month Program (25-30 in class days)**

Course Drop Time	Course Complete (%)	Tuition Refund (%)	Grade Status
Before 1 <sup>st</sup> class meeting	0%	100%	No Grade
Before 2 <sup>nd</sup> class meeting	3%	90%	No Grade
Before 3 <sup>rd</sup> class meeting	6%	80%	No Grade
Before 4 <sup>th</sup> class meeting	10%	70%	No Grade
Before 5 <sup>th</sup> class meeting	13%	60%	No Grade
Before 6 <sup>th</sup> class meeting	16%	50%	No Grade
Before 7 <sup>th</sup> class meeting	20%	40%	No Grade
Before 8 <sup>th</sup> class meeting	23%	0%	Withdrawn
Before 9 <sup>th</sup> class meeting	26%	0%	Withdrawn
After 9 <sup>th</sup> class meeting	30%	0%	Fail

**Table 2. Refund Policy for Intensive Module(s)/Workshops – 3 to 5 days**

Course Drop Time	Course Complete (%)	Tuition Refund (%)	Grade Status
Before 1 <sup>st</sup> class meeting	0%	100%	No Grade
Before 2 <sup>nd</sup> class meeting	33%	70%	No Grade
Before 3 <sup>rd</sup> class meeting	66%	0%	Withdrawn
After 3 <sup>rd</sup> class meeting	100%	0%	Fail

**Table 3. Refund Policy for Correspondence Courses.**

Course Drop Time	Course Complete (%)	Tuition Refund (%)	Grade Status
Before shipping	0%	100%	No Grade
After shipping		0%	No Grade
		until submitted within the time allotted	

REFUNDS IN THE CASES OF WITHDRAWAL OR DISMISSAL  
FOR **ONLINE ONLY** COURSES OR DIPLOMAS

Refunds will be issued in the format of original method of payment. All materials must be returned to The College of International Holistic Studies (herein C.I.H.S.) accompanied by a written notice of withdrawal before any refund is issued. For prepaid courses in a diploma program that have not yet commenced, refunds will only be issued if all materials are returned unused and unopened within three months of payment.

Written notice (emails not accepted) must be provided by:

- a) A student to C.I.H.S. when the student withdraws, and
- b) C.I.H.S. to the student where C.I.H.S. dismisses a student.

Refund entitlement is calculated on the total fees due under the Registration Form (contract). Where total fees have not yet been collected, C.I.H.S. is not responsible for refunding more than has been collected to date.

**Refunds before the course/program start date:**

- a) If written notice of withdrawal is received by C.I.H.S. thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, C.I.H.S. will retain \$500.00
- b) If written notice of withdrawal is received by C.I.H.S. less than thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, C.I.H.S. will retain 20% of the total fees due under the contract to a maximum of \$1000.00

**Refunds after the course/program start date:**

- a) If written notice of withdrawal is received by C.I.H.S., or a student is dismissed within thirty (30) calendar days of start date specified in the contract, C.I.H.S. will retain 35% of the total fees due under the contract .
- b) If written notice of withdrawal is received by C.I.H.S., or a student is dismissed after thirty (30) days and before ninety (90) calendar days of start date specified in the contract, C.I.H.S. will retain 50% of the total fees due under the contract .
- c) If a student withdraws or is dismissed after ninety (90) days of start date specified in the contract, no refund will be issued.

## **FINANCIAL AID SERVICES AND ASSOCIATED ACADEMIC POLICIES**

The College of International Holistic Studies (CIHS) offers Financial Aid Programs to assist Students with educational costs. CIHS offers the Following Types of Financing:

- In house 5 and 10 month payment plans OAC
- Federal Registered Retirement Savings Plan (RRSP) - Unsubsidized
- Scotiabank Loans
- Travelers Financial Education Loans

Student wishing to apply for financial aid must:

- Be enrolled in the CIHS whole program of study
- Complete the necessary Government Application Forms OR
- Complete a Request for Financial Aid form from Scotiabank or Travelers
- Submit copies of identification documents:
  - Social Security Card
  - Driver's License
  - One of the following:
    - CDN Birth Certificate
    - CDN Passport
    - Naturalized CDN Citizen – Naturalization Certificate

• If requested, additional documentation must be submitted to the Financial Aid Office. The Financial Aid Officer and the CEO may use professional judgment in denying financial aid to applicants they feel are not sincerely intent on completing their educational program or not intent on repaying their loans.

To ensure Student compliance, CIHS may conduct both group entrance counseling and/or individual counseling with the Financial Aid Administrator. Individual counseling includes signed documentation verifying the Student has read and understood the material outlining and defining the financial aid program he or she has entered into agreement with.

## TRANSFER CREDIT

### **Transfer Credit Policy**

Students requesting transfer credits are required to notify the Dean of Students (via the College Front Desk Staff) prior to their first semester of enrollment at CIHS.

The Student must submit all official transcripts from all institutions from which transfer credit is being requested. Additional documentation such as course catalogues and/or course syllabi may also be required by Academics as part of the evaluation of requested transfer credits.

Once all paperwork is received, the Dean of the College, the Dean of Students and the Registrar will determine if prior course work meets the College's requirements for credits. The Student will receive official notification of all approved transfer credits.

**All initial requests for transfer credit for prior coursework must be received and processed within 30 days prior to admission to any Program of study.**

**Transfer Credit Fees:** A \$50.00 Transfer Credit fee is charged for each request submitted and processed before the Student is enrolled.

### **Concurrent Transfer Credit**

Once accepted and enrolled at CIHS, if a Student wishes to take a course at another institution for transfer to CIHS, the Student must first speak with the Academics Board. Coursework taken at other academic institutions while enrolled in any of our Programs at CIHS is considered Concurrent Transfer Credit.

**Students must obtain a letter of permission from the Dean of Students or the Dean of the College prior to registering for classes at another institution.**

Students requesting Concurrent Transfer Credit must follow the same procedure as general Transfer Credit Requests. Students should submit official transcripts and documentation as necessary and pay the \$50.00 fee.

### **Transfer Credit Policy Guidelines**

#### ***Basic and Western Sciences***

1. Up to 100% transfer credit may be awarded for CIHS courses in Basic Sciences and Western Clinical Sciences taken at another accredited institution recognized by the Department of Education, as long as,

- a) The credits are documented by official transcripts and have been taken within ten years of acceptance into any program at CIHS.
- b) The course work directly corresponds to the Basic and Western Science courses required under the specific Program.
- c) The applicant received a passing grade of “C” or better.

2. Foreign Students must have their transcripts translated into English and evaluated by a credential evaluation agency and then reviewed for the above qualifications. Up to 100% transfer credit may be awarded as long as:

- a) That Student studies one full year at CIHS.
- b) The courses directly correspond to the courses required for the CIHS Program(s) of study.
- c) The School is accredited by the Accreditation Commissions or Certification Boards that also accredit CIHS
- d) The applicant must have received a passing grade.
- e) Students have 6 years to complete a 4 year program and 2 years to complete a 1 year program of study; this includes time spent in study at other colleges. If a Student wishes to transfer in from
- f) another college, and coursework would fall outside of the 6-year limit (or 2 year limit), the
- g) Student may be required to complete a placement test before transfer credit
- h) can be awarded.

### 3. From Non-Certification Board Approved Institutions

Credit for course work and instruction in Basic Medical Sciences completed successfully at a school which is not approved by the Accreditation Commissions or Certification Boards that also accredit CIHS , may be awarded by CIHS provided:

- a) At least 50% of the course hours in each subject area are completed successfully
- b) at CIHS.
- c) The courses directly correspond to the courses required for the CIHS Program of study
- d) The applicant must have received a passing grade of “C” or better.
- e) Students have 6 years to complete a 4 year program and 2 years to complete a 1 year program including time spent in study at other colleges. If a Student wishes to transfer in from another
- f) college, and coursework would fall outside of the 6 years to complete a 4 year program and 2 years to complete a 1 year, the Student may be required to complete a placement test before transfer credit can be awarded.
- g) The college must be registered with either the Federal government or Ontario Provincial Government.
- h) Foreign Students must have their transcripts translated into English and/or evaluated by a credential evaluation agency and then reviewed for the above qualifications.

#### 4. From Other Institutions

Transferring units from any other institutions, regardless of origin, requires that the coursework be equivalent in content to the CIHS course petitioned. If coursework is outside of the prescribed time limits noted above, the applicant will be asked to take a challenge examination for each course for which credit is requested. A score of 70% or higher is required in order for credit to be awarded. Please refer to Challenge Exam Policy in this manual.

Challenge examinations will be waived for Students who have taken and passed a Province recognized or Province administered licensing examination such as Chiropractic, Physical Therapy, Psychology, Nursing, etc. Applicants who have passed such a licensing examination must have official documentation to this effect sent directly to CIHS. An official licensing examination with passing scores is required to serve as a waiver of challenge examination.

#### **Important Notes on Transfers:**

- a. Regardless of the percentages cited above, to be officially recognized as a graduate of the College, Students must complete one full year of a program and 75% of their Clinic hours in residence.
- b. Course work taken at another accredited institution after admission to CIHS is not transferable unless approved in writing in advance by the Dean's office.
- c. Courses completed over ten years ago cannot be transferred unless the Student is currently working in a field relevant to the course(s).

## **ACADEMIC PROGRESS AND STANDARD EXAMINATIONS**

As part of a Program's requirements for Academic Progress, all Students must sit for all quizzes and pass a minimum of one theory exam and one practical exam where applicable before the end of a Program of study..

The **Quizzes** are a program assessment of academic knowledge and progress. Sitting for and passing the quizzes are required for Satisfactory Academic Progress. Passing the quizzes are an entrance requirement for Clinical Internship as well as a required pre-requisite for courses in the second semester of the curriculum. Students must also pass the Mid-Term Exam (on the 1 year and 4 year programs) to be allowed to continue into the second semester of a Program.

### ***Passing the Mid-Term Examination (where applicable)***

The Mid-Term Exam is offered once per semester and must be taken at the scheduled time on the CIHS campus. It must be taken and passed with a minimum score of 70% (C) to qualify for admittance into Clinical Internship and for Satisfactory Academic Progress required to continue in the Program.

Failure to show up for the Exam without notice will result in a subsequent rewrite exam fee of \$150.00. Students who fail to sit for the Mid-Term exam in the first semester will not be permitted to take the following semester until the exam has been written.

### ***Mid-Term Examination Content***

Questions for the examination will reflect the course material covered during the first semester of the full academic program

### ***Time Limitation for passing the Mid-Curriculum Examination***

The Mid-Term Examination may only be attempted TWO (2) times. If a Student fails to pass the exam after two (2) attempts, he or she will be required to meet for mandatory academic counseling with either the Dean of Students or the Teacher of the Program. Students who fail to pass the Mid-Term Exam in two attempts may be dismissed permanently from the College. Students who have had a significant period of time lapse before passing the Mid-Term Exam may be required to repeat coursework before being permitted to move ahead into the balance of program and their first Clinical Internship. The College will waive the exam fee for Students who are counseled to repeat any academic coursework required to ensure Students are making satisfactory academic progress and are prepared for moving into program completion and/or clinical training.

## Comprehensive Examination

The second Standard Examination is the “Comprehensive Examination” that is taken at the end of the academic Program. This exam is to determine minimum knowledge, skills and competencies required for graduation.

Passing the Comprehensive Examination is required not only for graduation, but for authorization to apply for the various designations available once a course of study has been completed. The Comprehensive Examination is offered once per semester and must be taken at the scheduled time on the CIHS campus.

## Other Examinations and Their Requirements

### Challenge Examinations

Challenge exams are authorized only as qualified for the under the regulations for Transfer Credits. To qualify for and take a Challenge exam for an individual course, the Student must:

- a. **Submit a request** (form available in Administrative Office) **and documentation** required by Dean of Students or Dean of the College (e.g., official transcripts; original letters; or etc.) that demonstrate the Student has completed previous coursework or training in a particular subject that matches the content of the Emperor’s course to be challenged by exam.
- b. Consult with the Dean of Students or the Registrar to identify an appropriate instructor who will provide the Course Outline (syllabus) and the style of the exam to be given as Challenge Exam.
- c. Pay the Challenge Exam fee of \$100 per course.
- d. Sit for and pass the Challenge Exam with a minimum score of 70%.
- e. If the Student fails the Challenge Exam the Student must then register for and complete the course as with any other course.

### Make-Up Exams:

CIHS strongly discourages Students from missing examinations and in some programs Instructors do not permit missed exams, quizzes or assignments to be made up under any conditions. Make-up Examinations will be permitted in unusual cases of serious illness or unavoidable emergency and documentation may be required for the exam to be approved. **A maximum of two such circumstances will be considered each year for any Student.**

Students who miss an exam must request and arrange for a Make-Up Examination directly with the Instructor. The Instructor may meet with the Dean of the College before approving the requested Make-up Exam and Instructors have the right to define the conditions under which they will allow for a Make-Up Examination. Students have to pay a minimum fee of \$150.00 for the Instructor to arrange Make-Up Examination time. Failure to make-up a missed exam will result in a grade of “Incomplete”.

**All Make-Up Examinations must be completed within two weeks** of the original exam date (unless a further delay is approved by the Dean of the College or Dean of Students in unusual cases). If a missed final exam results in a course grade of “Incomplete,” the make-up exam must be taken and passed no later than the 2nd week in the following semester or the Incomplete will automatically be changed to a permanent grade of “F” and the course must be repeated at full tuition rates. Make-up exams are not given in the event that a Student fails an exam or class or as a result of an unauthorized absence on the day of the exam.

## CIHS ACADEMIC POLICY

### **Withdrawal and Leave of Absence**

#### **Unofficial Withdrawal**

Students who withdraw from all courses, or who do not register for the following term without notifying the College will be presumed to have dropped out of the Program. The Student will be re-classified as an “Unofficial Withdrawal” from the Program. A Student having such status must reapply for admission and will be subject to the same conditions pertaining to a first-time applicant as stated in the CIHS Catalogue current at the time of re-application.

#### **Leave of Absence**

Students who wish to take a Leave of Absence must complete a written request for a Leave and notify the Dean of Students or the College Dean immediately. On the submitted LOA Form the Student should provide the reason for the request and the anticipated date of return to active Student status. Students requesting a Leave of Absence may be required to meet with either the College Dean or Dean of Students.

A Leave of Absence may be granted for up to one year, after which time the Student must re-apply for admission to the Program and be admitted through the normal admissions process before being allowed to register. Any Student wishing to re-apply following a leave of longer than one year will be subject to the same conditions pertaining to a first-time applicant as stated in the CIHS Catalogue current at the time of reapplication.

**For Students receiving financial aid, a Leave of Absence may not exceed 180 days in duration during a 12 month period, and must comply with appropriate requirements of the Financial Aid Program. If a Student does not return from an approved leave of absence and/or enroll in at least 1 semester, the Student will be considered to have withdrawn from eligibility for Financial Aid.**

## Policy for Student Attendance

College policy and educational law requires Students to attend **at least 80% of the hours required for any given academic course**, or a grade of “F” is assigned and the course must be retaken at full tuition rates.

For intensive classes (2-5 days), NO ABSENCE IS PERMITTED. Missing one class constitutes over 30% of the material and any absence will warrant a grade of “F”.

Students may well earn a lower grade for classes missed including any activities that occur in missed classes (e.g., quizzes, labs). All courses require attendance at the first class meeting as mandatory (e.g., Acupuncture Techniques courses).

Tardiness: As part of their professional responsibilities Students who arrive 15 minutes late to class, or leave class 15 minutes early, will be considered tardy. Two tardies will be considered as one absence.

All courses assign 10% of the final grade for attendance.

### Auditing

Students who wish to audit a course must register and pay the audit fee of 1/2 the price of the regular course tuition. Students may audit courses in a program if they have previously taken and passed the course for credit. If a Student has completed all of his/her elective requirements, he/she may audit additional electives, provided there is room for enrollment.

Auditing is based upon available space in any course, thus auditors will be the last enrolled. If the course has a Wait List, the Student must wait to audit in another term. Students may not sit in a class or request permission to audit a course from the instructor; only the Academics Department can permit a Student to register for and attend a class as an Auditing Student.

In rare cases, if a Student feels that he/she did not receive adequate instruction when completing a course for the first time, he/she may petition the College Dean to audit the course with a different Instructor. In these circumstances, the audit fee may be waived. This is limited to unusual cases where previous instructional quality was not adequate, and is **not for cases in which Students wish to be exposed to a different presentation of the material by a different Instructor.**

**NOTE:** Audit classes do not receive credit and are not applicable to financial aid requirements.

## Policy for Academic Performance

To maintain Satisfactory Academic Progress, CIHS Students must earn no less than a grade of “C” (1.0) (or “Pass”) in all CIHS coursework. A “P” must be received in all clinical work.

### Grading Procedure:

Attendance: 10% (1percentage point lost for each in class day missed)

Final Exam: 60% (Written and Practical)

The remaining 40% will be made up of a combination of Quizzes, Midterm, Case Studies, Presentations and Dissertation.

### Case Studies

The College minimum standard is 10 Case Studies per course. Please note that teachers may require more case studies according to their program guidelines but may not assign less.

### Dissertation

The College minimum length for a dissertation is 2000 words. Please note that teachers may require a more extensive dissertation according to their program guidelines but may not assign less.

The standard **Grading System** for CIHS is as follows:

Category	Grade	Percentage	Grade Points
Exceptional	A +	95-100	4.0
Excellent	A	90-94	3.5
Very Good	B+	85-89	3.0
Good	B	80-84	2.5
Satisfactory	C +	75-79	2.0
Minimal Pass	C	70-74	1.0
Failing	F	Below 70	0.0
Pass	P		Not counted in GPA
Credit by Transfer	CBT		Not counted in GPA
Incomplete	Inc		Requirements not met
Course In Progress	IP		Not counted in GPA
Withdrew or failed course			
In progress	IP*		Not counted in GPA
Withdrew	W		Not counted in GPA
Audit	AU		Not counted in GPA
Completed requirements	CR		Not counted in GPA
Exempt	EX		Not counted in GPA

Faculty is expected to adhere to this grading system for institutional consistency.

A “W” (Withdrawal) is automatically assigned for any class that is dropped after the 7th class meeting and before the 9th class meeting.

Any Academic or Clinic “Inc” grades must be resolved by the end of the 2nd week of the following semester. Failure to clear an Incomplete within this time frame will result in conversion of the “Inc” to an “F”.

***If a grade of “F” is assigned, the course must be retaken at normal tuition rates.***

### **Correction of Grades**

All grades except “Inc” and “IP” are final when filed by the Instructor in the end-of-term course report. Thereafter, a grade change may be made only in cases of clerical or procedural errors or other unusual circumstance. Grades may not be revised by reexamination or by completion of additional course work.

Any request for grade change due to clerical or procedural error must be made utilizing the CIHS Grade Change Form (available from the Administration Office). This form must be completed by the Student and left for the Academic Dean who will forward it to the Instructor for review and approval/ disapproval.

All grade change requests must be received by the second week of the subsequent quarter in which the original grade was posted.

If a Student is dissatisfied with a grade, he/she should review his/her work with the Instructor and receive an explanation of the grade assigned. All grade changes are recorded on the transcript.

### **Academic Probation**

Students must demonstrate Satisfactory **Academic Progress by earning a “C” (1.0) or “P” (Pass) in all coursework.** If a Student fails to earn a 2.0 GPA or better in any quarter, the Student will be placed on **Academic Probation.**

1. If a Student is placed on Academic Probation:
  - a) He/she has one semester to earn no less than a 2.0 in all coursework.
  - b) He/she must schedule a mandatory counseling appointment with the Dean of Students or with the Academic Dean prior to registering for the next quarter. A registration hold will be placed on the Student’s file until the counseling appointment is completed.

2. If the Student's grades improve over the next quarter and he/she earns a 2.0 or better in all coursework, the Academic Probation will be lifted.
3. Students placed on Academic Probation who fail to improve their grades by earning a 2.0 GPA in the subsequent quarter will be reviewed by the Academic Committee and may be dismissed permanently from the program. Once dismissed permanently, a Student will not be readmitted.
4. Students who have been placed on Academic Probation three times during his/her program of study will be reviewed by the Academic Committee. The Student's entire academic record at CIHS will be reviewed by the Committee. The Academic Committee will determine whether to permanently dismiss the Student from the program. Once dismissed permanently, a Student will not be readmitted.
5. If a Student's GPA falls to a 1.5 or less in any one quarter, the Academic Committee will review the Student's file and the Student may be subject to immediate and permanent dismissal from the program. Once dismissed permanently, a Student will not be readmitted.

NOTE: In addition to meeting standards for Satisfactory Academic Progress, Students must also meet standards for Professionalism published in this Manual. Failure to meet either standards for Academic Progress or standards of Professionalism may result in a Student being placed on Probation. Failure to improve academic performance or meet standards of professionalism subsequently may be dismissed from the College permanently. Once dismissed Students will not be permitted to return to CIHS.

## **Academic Counseling**

All Students must meet at least once per year with the Dean of Students or the Registrar for Academic Counseling.

This requirement for regular academic counseling ensures that Students are taking the correct sequence and level of coursework and progressing well through the Program's curriculum.

Students who fail to meet with the Dean at least once a year may well find themselves unable to complete the Program on schedule and have conflicts in coursework available to them each quarter. They will also be contacted and required to schedule an academic advisement meeting or their subsequent self-registration will not be available to them. This process provides consistent information for moving through the curriculum, learning each area of coursework effectively without being delayed in their progress, and ensuring that they do not end up with conflicts and outstanding course requirements in their senior year or last quarter of coursework.

Students can schedule their annual Academic Counseling Meetings when they prefer, however, two mandatory meeting times are:

1. All new interns must schedule a counseling appointment with the Clinic Director prior to entering the Clinic. This meeting will cover policies as stated in the Clinic Manual, CPR verification, and the requirements for tracking internship hours.
2. All Senior interns or Students who have completed more than 180 total units must schedule a counseling appointment with the Associate Dean of Students prior to graduation. This meeting will cover preparation for the Comprehensive Examination, graduation requirements and requirements for applications for Designations, requirements for the Provincial exams etc.

Failure to complete any of the mandatory counseling appointments will result in a hold being placed on your certification.

### **Minimum/Maximum Time Limit for Diploma Completion**

Students have 6 years to complete a 4 year program and 2 years to complete a 1 year program of study from the first date of enrollment.

<h2><b>CIHS GENERAL REGULATIONS AND POLICIES</b></h2>
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### **General Classroom Regulations**

2. Children may not be brought to Class or to Clinic Internship shifts. In an emergency situation, the College Dean or CEO may grant permission for children to accompany their parent. Such permission must be received for each date an emergency occurs. General permission will not be granted.
3. Pets are not permitted anywhere on campus, with the exception of medically necessary guide dogs or assistance animals.
4. Food is not permitted in classrooms. Exceptions may be made only with the Instructor's permission. In such cases, eat quickly and quietly in the back of the classroom and clean up the area when done.
5. Food and beverages are never permitted in clinic treatment rooms.

6. Punctuality is very important. Please arrive on time for all classes. Late arrivals disturb the Instructor and fellow Students. Please notify the administration if your Instructor does not arrive on time.
7. Professional conduct, as described in “Professional Conduct” section of this Student Manual including respect for faculty, members of the administration, front desk staff, and fellow Students, is required at all times.
8. Each Student is on “The Honor System.” This means CIHS trusts that its Student body will be honest, observe a high level of integrity, and not resort to cheating or any such conduct. It is the obligation of any party(ies) (is) with knowledge of such conduct to come forward with a verbal and/or written report to the College Dean’s Office.
9. Cell phones and pagers must be turned off or placed on silent mode during classes and clinic shifts. Please do not disrupt the lecture by entering or exiting the classroom during lectures to answer your phone or pager. Wait until class breaks to return calls.
10. All PDA’s, cell phones and wireless headsets must be placed in a purse or book bag during examinations. They may not be left in a visible place during examinations due to problems with high-tech cheating.

## **Policy for Student Conduct**

Students are expected to conduct themselves professionally at all times during training. **Professionalism** includes behaving in a manner that demonstrates a high moral character, and respect for fellow Students and Instructors. It is the responsibility of faculty to report any misconduct to the College Dean or Clinic Director in writing.

Students who fail to meet standards of Professionalism will be required to meet with the College Dean for counseling and advice. Students who fail to meet standards of professionalism may be placed on **Probation for Failure to Meet Professional Standards**. Students who fail to correct their unprofessional behavior and/or have repeated violations of professional standards may be dismissed permanently from the College. Once dismissed permanently, a Student will not be readmitted.

Specific regulations for proper attire and appearance while in the Clinic, as a Clinical Observer or Clinical Intern, are found in the Clinic Manual.

Students are required to be familiar with all rules and regulations set forth in the College Catalogue, Student and Clinic Manuals, memoranda posted on the College bulletin boards, Student mailbox memoranda and emails, including program related posts at the CIHS website.

## **Termination, Suspension and Probation**

A Student may be terminated (i.e., barred from a CIHS program), suspended (the length of the suspension to be determined by the Academic Committee), placed on probation or given a warning for any of the following:

1. Failure to meet financial obligations as agreed to in student enrolment contract.
2. Academic deficiency (i.e., failure to earn at least a 2.0 or "P" in all CIHS coursework) and/or excessive absences as defined above.
3. Cheating, plagiarism, or forgery in regard to course or program requirements, or college documents, including Students registering for anyone other than themselves or on a day or at a time prior to their officially assigned day and time of registration.
4. Obstruction, disruption, insubordination, physical abuse, misuse, unauthorized entry, or threat of same in relation to campus property, processes, or members of the campus community.
5. Theft.
6. The sale, possession or use of illegal drugs or narcotics.
7. Possession or use of explosives, dangerous chemicals, or deadly weapons.
8. Engaging in lewd, indecent, or obscene behavior.
9. Abusive behavior or hazing of a member of the campus community.
10. Violation of any order of the CEO, Registrar, Clinic Director or Dean of Students that falls within regulations cited in the enrolment contract.
11. Practicing any of the Designated professions without proper application and/or licensure where applicable, unless under formal supervision at the college clinic.
12. Conviction of a felony.
13. Failure to meet the standards for professional dress and appearance set forth in the Clinic Manual.
14. Furnishing false information.
15. Soliciting or assisting another for acts mentioned above (1-13).

## Disciplinary Procedures

Any administrative officer, faculty member, college employee, Student, patient, or visitor may file a written complaint with the College Dean's Office, the Clinic Director and/or the Grievance Review Committee regarding the actions of a specific Student. The College Dean's Office, Clinic Director and/or Grievance Review Committee may reject the complaint if it finds no fault, or it may terminate, suspend, place on probation, or warn the Student for any of the causes stated above. The length and conditions of any disciplinary action will be determined by the College Dean's Office, Clinic Director and/or Grievance Review Committee after considering the circumstances and facts outlining the specific offense.

The Student in question will be notified in writing by the College Dean's Office, Clinic Director and/or Grievance Review Committee regarding disciplinary procedures and the length and/or conditions of any disciplinary action, a copy of which will become part of the Student file.

The Student placed on probation or suspension shall be notified in writing by the College Dean's Office when the disciplinary period has been fulfilled.

**Definition of Warning:** A warning outlines an action by a Student that violates CIHS regulations and cautions the Student against further such action as it will result in probation, suspension or termination.

**Definition of Probation:** Probation outlines a primary, secondary, or tertiary action by a Student that violates CIHS regulations and places the Student on probation at CIHS until the probation is lifted by the Academic Dean's Office.

**Definition of Suspension:** Suspension outlines a primary, secondary, or tertiary action by a Student that violates CIHS regulations. During a period of suspension, the Student shall not, without prior written permission from the Academic Dean or CEO, enter the College other than to attend a disciplinary hearing. Violation of any condition of suspension shall be grounds for termination. No fees or tuition paid by a Student for the quarter in which they are suspended shall be refunded.

**Definition of Permanent Dismissal:** Permanent Dismissal from the College involves the complete removal of a Student from the CIHS program as a result of a primary, secondary or tertiary action by a Student that violates CIHS regulations. A Student with a termination status is completely prohibited from being on the campus. No fees or tuition paid by a Student for the quarter in which they are terminated shall be refunded. The purpose of disciplinary action is to prevent any further violations from occurring within the CIHS campus by issuing a punishment commensurate with the severity of the violation.

## SEXUAL HARASSMENT POLICY

The College of International Holistic Studies (CIHS) is committed to providing an educational and work environment where employees, Students and faculty can work and learn together comfortably and productively, free from sexual harassment and sexual assault. Sexual harassment and sexual assault is illegal under both federal and state law and will not be tolerated under any circumstances.

**Sexual Harassment** is strictly prohibited. It is defined as unsolicited and unwelcome contact that has sexual overtones. This includes:

1. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; academic performance or grades. Such conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work, educational or treatment environment.
2. Verbal harassment: epithets, derogatory comments or slurs.
3. Physical harassment: assault, impeding or blocking movement, or any physical interference with normal work or movement, when directed at an individual.
4. Visual harassment: derogatory posters, cartoons, drawings, letters, notes, invitations, leering or staring at another's body, gesturing or displaying sexually suggestive objects.
5. Continuing to express sexual or social interest after being informed directly that the interest is unwelcome.

**Sexual assault** includes, but is not limited to, rape, forced sodomy, forced oral copulation, rape by a foreign object, sexual battery, or threat of sexual assault.

CIHS will take all reasonable steps to prevent or eliminate sexual harassment and assault of and/or by non-college related persons including consultants, suppliers, and others who are likely to have workplace and educational contact with college employees, Students and faculty.

### **Reporting Procedures and Disciplinary Action**

#### ***Sexual Harassment***

Any knowledge of sexual harassment must be reported immediately in writing and reported to the Academic Dean, Clinic Director or CEO. All complaints will be formally investigated. The

Academic Dean and/or Clinic Director and the CEO will be responsible for consulting one another regarding the incident.

Based upon the information received from the party(ies) (is) involved, a determination will be made regarding the appropriate disciplinary action. Any employee, Student, or faculty found to be in violation of this policy is subject to appropriate disciplinary action, including warnings, reprimand, suspension, and/or discharge.

### ***Sexual Assault***

Any knowledge of sexual assault either by the victim or a third party(ies) should be immediately reported to the Academic Dean, Clinic Director or CEO.

If necessary, the Academic Dean, Clinic Director or CEO will designate someone to transport the victim to a hospital. Consent must be obtained from the victim before law enforcement authorities are notified.

As soon as the victim is able, he/she will be requested to complete a written complaint form. A list of crisis counseling centers is kept on file in the administration offices. The victim will be encouraged to make contact with one of these centers.

All complaints will be investigated by the Academic Dean and/or Clinic Director and the CEO. These individuals will consult with one another regarding disciplinary action. This investigation will be for internal institutional purposes as well as to aid any investigation undertaken by law enforcement authorities.

Any employee, Student, or faculty found to be in violation of the sexual assault policy is subject to discharge.

### **Liability**

If an investigation reveals that sexual harassment or assault has occurred, the perpetrator may be held liable and for monetary damages for his/her actions under state and federal law or in separate legal actions in civil court.

### **Retaliation**

Any employee, Student or faculty member who files a sexual harassment or sexual assault complaint, or assists in such activity, will not be adversely affected in any of the following situations, nor will they be discriminated against or discharged because of the complaint:

- Employment
- Educational Evaluation
- Educational Status

Complaints of retaliation will be promptly investigated and dealt with.

## **Confidentiality**

College investigations and the results thereof will be conducted in confidence. Requests for information from the press, concerned Students and parents will be referred to the CEO of the College.

## **DRUG & ALCOHOL ABUSE POLICY**

This institution is committed to maintaining a drug-free workplace and drug free school.

Drug and alcohol abuse can lead to liver, heart and other chronic diseases, low birth weight, birth defects and infant mortality in expectant mothers, and death. The unlawful manufacture, distribution, dispensing, possession, or use of drugs, alcohol, or other controlled substances at this institution is strictly prohibited. Students and employees are required, as a condition of enrollment and/or employment, to abide by this policy.

To the extent allowed by local state and federal laws, this institution will impose disciplinary action against Students and employees for violating these standards of conduct. These actions may include suspension, expulsion, and termination of employment, referral for prosecution and/or required completion of a drug or alcohol rehabilitation or similar program.

The institution, as required by federal regulation, will report all employees convicted of a criminal drug offense occurring in the workplace to the Canadian Department of Education. Consistent with these same regulations, employees, as a condition of employment; and Students, during their period of enrollment; are required to provide written notice to this institutional their conviction for a criminal drug offense.

The report must be made within 10 days after the conviction.

In addition to institutional sanctions, Students and employees convicted of the unlawful possession or distribution of illicit drugs or alcohol could face local, state and federal legal penalties which include the loss of eligibility for federal financial aid, fines, imprisonment and the seizure of drug related assets.

This institution continues to make a good faith effort to provide a school and workplace free from the illicit use, possession or distribution of drugs and alcohol.

By signing the receipt for this Student Manual, Students acknowledge they have read and understand they are accountable for this policy on drugs and alcohol abuse.

## **STUDENT RIGHTS AND RESPONSIBILITIES**

Students are required to be **familiar with all the rules and regulations set forth in the current College Catalogue, Student Manual and Clinic Manual.**

Students are required to **read all official posted bulletins and Academic postings via email.**

**Students must ensure the Office has current and accurate contact information including the Student's mailing address, email, and telephone contact numbers.** The College will communicate to Students via telephone and/or email and Students are responsible for accessing these communications.

### **Student Rights as Related to Withdrawals and Leaves of Absence**

Students may apply in writing to the Academic Dean for a Leave of Absence, stating a reason for the absence and an expected date of return to the program. A leave of absence may be allowed for up to one calendar year.

**For Students receiving financial aid, leave of absence may not exceed 180 days in duration during a 12 month period, and must comply with appropriate requirements of the Federal Financial Aid Program.**

Students who withdraw from all courses, or who do not register for the following quarter without notifying the College will be presumed to have dropped the program, and will earn the status of "Unofficial Withdrawal" and must apply for re-admission under the admissions guidelines in effect at the time the Student re-applies.

### **Student Rights as Related to Minimum Grade and Attendance Requirements**

According to school policy, Students must attend at least 80% of the hours required for any given academic course or a grade of "F" is assigned. In the absence of compelling reasons, the grade determined by an Instructor is final. Students must petition for a grade change no later than four weeks after the quarter ends.

### **Accommodations and the Canadians With Disabilities Act**

CIHS will endeavor to provide appropriate accommodations under the Canadians' With Disabilities Act for qualified Students.

Please inform the Academic Dean of your needs, so that the school can provide any reasonably necessary services.

## **Student Rights as Related to Professionalism and Student Etiquette**

Students are required to maintain appropriate and professional standards of conduct and appearance at the College.

## **Student Rights as Related to Student Health Services**

The Holistic Medical services of the Intern Clinic are available to Students and their immediate families at reduced rates.

## **Student Right to Records**

Students may obtain copies of their own records upon submission of a request form filed with the Dean of Students.

## **Student Complaint Procedure**

### **General Guidelines:**

1. A statement of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement
5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
7. Records of Complaints will be maintained in the location where it originated for a period of at least three years.

### **Complaint Procedure:**

#### **Step 1.**

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

#### **Step 2.**

The student will submit a completed written complaint to the Dean of Students, using the contact information:

W. R. McCreary  
Dean of Students  
400 Main St. East, Suite 206 Milton ON, L9T-1P9

The Dean of Students will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Dean of Students will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

### Step 3.

The student will submit a completed written complaint to the Executive Director, using the contact information:

Linda Henderson  
Executive Director  
400 Main St. East, Suite 206 Milton ON, L9T-1P9

The Executive Director will arrange a meeting with the student within 14 days of receipt of the written complaint and the report from the Administrator with recommended solutions and the student's objections or comments regarding these solutions.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting and minutes of meetings held.

Any Student who remains unsatisfied with the decision of the Grievance Review Committee may contact an arbitrator/mediator at their own expense. The resulting decision of this arbitrator/mediator will be binding.

## **NON-DISCRIMINATION POLICY**

CIHS does not discriminate on the basis of race, color, ancestry, gender, age, sexual orientation, national or ethnic origin, religion, disability, medical condition, marital/parental status or status as a disabled veteran or veteran of the Vietnam era in the administration of educational policies, admission policies, scholarships, financial aid, employment, or any other program or activity.

## **LICENSING INFORMATION**

Graduates of CIHS are qualified to apply for various designations upon successful completion of the various programs of study. These applications will be explained in the required meeting with the Dean of Students upon completion of the program involved.

If you are interested in practicing outside of the Province of Ontario, information on each province or state may be obtained municipality in which you want to practice. Each province/state has its own requirements, practices, title uses, insurance practices, and legal regulations which vary greatly.

## **STUDENT SERVICES**

### **Library**

The CIHS Library was established to serve as a repository and resource for research in the field of Holistic Medicine. The Library has established the following goals:

1. The maintenance of at least one copy of every useful text published in English on the subject of Natural Medicine.
2. The maintenance of copies of essential texts relating to each subject offered in our curriculum.
3. The expansion of our collection of videotapes and other audio-visual materials relating to Natural Medicine and general medical health care.
4. The maintenance of a place of study for Students, faculty, health professionals, and interested members of the general public.
5. The establishment of an Internet workstation to enhance the research capabilities of

CIHS's Student body.

6. To develop and maintain a CD-ROM collection for in-house computer use. The library currently houses over 3000 books and journals as well as video and audio tapes. In addition to Oriental Medicine, there are many books on Western Science and Medicine, psychology, philosophy, and alternative health care systems.

Reference books are on reserve for use in the library only. We urge Students to make use of the library's resources.

## **Communication**

Accurate communication helps to prevent potential misunderstandings and the spread of misinformation. There is a general open-door policy within the Administration. Students and Faculty are encouraged to approach one another and the administration with any questions or concerns.

### ***School responsibility:***

Any significant policy changes that will impact Students will be posted at least one quarter prior to implementation. Students and faculty will be informed of changes by the following methods:

- a) E-mail. All CIHS Students are required to have a valid e-mail address and to keep the administration informed of any changes to their email address. Students without a home computer may use the computers in the library to check email. Students are responsible for all College communications sent to them via email.
- b) Postings on Campus: Policy changes are posted inside the glass encased bulletin boards located in the classroom hallway.
- c) Meetings: Announcements affecting Clinic Interns are made during the mandatory Quarterly Intern meeting.

### ***Student's responsibility:***

- a) Regularly check all campus bulletin boards and read the memoranda posted.
- b) Check your e-mail regularly.
- c) Contact the Administration if you have any questions regarding policy or requirements.

- d) Maintain current and accurate Contact Information including current mailing address, telephone number(s) and email address. Students are responsible for any notifications sent to the contacts currently on file, including email notifications and written communications.

### **Student Health Services**

The services of the CIHS Clinic are available to Students and their immediate family members at a reduced cost. Please contact the Clinic business office for information about the services available and the rates for services.

### **Change of Name or Address**

Students who wish to change their name on official School records should fill out a Correction or Change of Name Form available in the Administration Office. All name changes are recorded on the transcript. Students must provide proof of name change, including, but not limited to, marriage certificate, social security card or naturalization certificate.

### **Requesting a Transcript**

Students who wish to request a CIHS Transcript should complete a "Transcript Request Form" available in the Administration Front Desk. Official transcripts cost \$10 each and Unofficial transcripts \$5 each. Students must pay for the transcripts, complete and leave the form for the Registrar, and the transcript will be prepared and mailed out per the Student's request.

## STUDY TIPS

### Tips on Maximizing Your Education

1. Study! Study! Study!
2. For every hour in the classroom, study 2 hours outside.
3. If you have to commute, tape your classes and listen to them in the car.
4. Make flash cards. Study while waiting in line at the grocery store, on a walk, etc.
5. Get into study groups from the very beginning. 2-4 people in each group are optimum. Meet at least once per week for each class.
6. Balance out your studies with fun stuff – movies, dancing, museum exhibits, etc.
7. Take responsibility for your education. Ask questions when you don't understand. Read everything you can on a subject.
8. If you're having problems, let someone know. Get help earlier rather than when it's too late.

### Style Guide

We recommend that all Students follow this standard format for reports and papers. Variations from this standard will be at the discretion of individual faculty members. All papers are to be:

- Typed in 12 point Times New Roman font, block paragraph, double spaced
- Stapled in the upper left hand corner
- Include a regular paper cover page with title, Student's name, date, course name, name of Instructor
- Do not enclose reports in separate covers. (i.e. Acco binders, folders, clamp binders, etc.)
- Include pagination
- Include numbered references (bibliography) cross-referenced in the text in the following APA format:  
Author's last name, first name. Title of publication or article. Journal Title or publisher. Year of publication. For journal references: (volume #) page #; For books: publisher's main location and page number referenc

**THE COLLEGE OF INTERNATIONAL HOLISTIC STUDIES (CIHS)  
STUDENT MANUAL**

**SUMMER 2008 (REV 6/2008)**

**STUDENT RECEIPT AND ACKNOWLEDGEMENT**  
(ORIGINAL SIGNED AND PLACED IN STUDENT FILE)

I HAVE RECEIVED MY COLLEGE OF INTERNATIONAL HOLISTIC STUDIES STUDENT MANUAL SPRING 2008 (REV 4/2008)

I UNDERSTAND THAT I AM RESPONSIBLE FOR READING AND FOLLOWING ALL INFORMATION AND POLICIES CONTAINED IN THIS STUDENT MANUAL THROUGHOUT MY TRAINING AT CIHS.

I ADDITIONALLY UNDERSTAND THAT THE INFORMATION AND POLICIES IN THE CIHS STUDENT MANUAL MAY BE UPDATED AT ANY TIME AND THAT I WILL BE RESPONSIBLE FOR READING AND FOLLOWING ANY SUCH REVISIONS.

I AGREE TO PROVIDE CIHS WITH CURRENT CONTACT INFORMATION INCLUDING MY CURRENT EMAIL ADDRESS, MAILING ADDRESS AND TELEPHONE CONTACT.

\_\_\_\_\_  
STUDENT NAME (PRINTED)

\_\_\_\_\_  
DATE

\_\_\_\_\_  
STUDENT SIGNATURE