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# DOMINION HERBAL COLLEGE

North America's Oldest School of Herbal Medicine

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Accredited by the Private Career Training Institutions Agency (PCTIA)



Institution #283

## FIELD EXPERIENCE Student Enrollment Contract

Student Number \_\_\_\_\_

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

*Previous Name (if applicable)*

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ Province/State \_\_\_\_\_ Postal/Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Phone \_\_\_\_\_ Alternative Phone \_\_\_\_\_

Email Address \_\_\_\_\_ Alternative Email Address \_\_\_\_\_

### FIELD EXPERIENCE (BC)

DATES:	AUGUST 13 - 17, 2012
DURATION:	35 HOURS
LANGUAGE OF INSTRUCTION:	ENGLISH
METHOD OF DELIVERY:	ON-SITE
CREDENTIAL AWARDED UPON COMPLETION:	CERTIFICATE

**ADMISSION REQUIREMENTS:** Dominion Herbal College Chartered Herbalist Diploma Program

### FEE SCHEDULE – ALL PRICES ARE IN CANADIAN DOLLARS AND ARE SUBJECT TO CHANGE

Registration due with Student Enrollment Contract	\$100.00 <b>non-refundable</b>
Field Experience due with Student Enrollment Contract	\$500.00
<b>Total Payment Due Under This Contract</b>	<b>\$600.00</b>

**NOTE: TRAVEL, ACCOMMODATIONS AND MEALS ARE NOT INCLUDED AND ARE THE RESPONSIBILITY OF THE STUDENT.**

### PAYMENT INFORMATION

All fees are in Canadian dollars and can be paid by money order, cheque or credit card. Make money orders and cheques payable to Dominion Herbal College. NSF cheques will result in a \$35.00 surcharge and must be replaced by a credit card payment. Dominion Herbal College will not process enrollment contracts received without receipt of a money order, cheque or complete credit card information.

I have enclosed a money order/cheque in the amount of \$ \_\_\_\_\_

Visa  MasterCard  American Express

I hereby authorize Dominion Herbal College to charge my credit card immediately by providing the following information:

Credit Card # \_\_\_\_\_ Expiry Date \_\_\_\_\_ / \_\_\_\_\_ Amount \$ \_\_\_\_\_  
MM YY

Cardholder Name (Please Print) \_\_\_\_\_ Credit Card Security Code \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

## **REFUND POLICY**

1. Written Notice
  - a) A written notice of withdrawal or dismissal must be provided:
    - i) By a student to the institution when the student withdraws; or
    - ii) 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:
    - i) 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 will retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00.
    - ii) Subject to subsection 3. 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 will retain the lesser of 10% of the total tuition and fees due under the contract or \$750.00.
    - iii) Subject to subsection 3. 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 will retain the lesser of 20% of the total tuition and fees due under the contract or \$1,000.00.
  - b) Refunds after the program of study starts:
    - i) 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 will retain 30% of the tuition and fees due under the contract.
    - ii) 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 has elapsed, the institution will retain 50% of the tuition and fees due under the contract.
    - iii) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
  - c) Refunds for international students requiring a Study Permit (and Work Permit) for full career training programs:
    - i) The institution will retain the lesser of 10% of the total fees due under the contract or \$400.00 for international students who are denied Study Permit (and Work Permit) authorization from Citizenship and Immigration Canada. Students denied a Study Permit (and Work Permit) must provide the institution with a copy of the denial letter(s) prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to so advise the institution, or choose to withdraw for other reasons, the Refund Policy as set out above will apply.

## **DISMISSAL POLICY**

Dominion Herbal College 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 Dean if they have any questions.

"Student" is defined as including prospective students as well as those currently registered or enrolled in any Dominion Herbal College program or activity.

The Code of Conduct students are expected to follow includes:

- Treat all students, instructors, clinic supervisors, clients and administrative staff members with respect.
- Treat institution and Dominion Herbal College Approved Clinic property with respect.
- Refrain from cheating or plagiarism in completing lessons, exams and clinic assignments.
- Submit all lessons and clinic assignments on the scheduled completion dates. Write all exams on the scheduled dates.
- Attend seminars and Dominion Herbal College Approved Clinics in accordance with the Attendance Policy.
- For Clinical Herbal Therapy Diploma Program students, dress according to the institution's dress code as outlined in the Clinical Training Profile.
- Refrain from practicing as a Herbal Consultant or Clinical Herbal Therapist before graduation.
- Refrain from any disruptive or offensive behavior.
- Refrain from bringing weapons of any kind (i.e. knives, guns, etc.) to the institution and Dominion Herbal College Approved Clinics.
- Refrain from bringing alcohol or prohibited mood altering substances to the institution or Dominion Herbal College Approved Clinics.
- Refrain from making inappropriate remarks concerning another student, instructor, clinic supervisor, client or administrative staff member's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to other students, instructors, clinic supervisors, clients, administrative 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 against any student, instructor, clinic supervisor, client or administrative staff member.
- Verbal abuse or threats.
- Vandalism of institution or Dominion Herbal College Approved Clinic 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 Dean to process in accordance with this Dismissal Policy.

Procedure:

1. All concerns relating to student misconduct shall be directed to the Dean. Concerns may be brought by students, instructors, clinic supervisors, clients, administrative staff members or the public.
2. The Dean will arrange to discuss the concern with the student within five (5) business days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Dean will discuss the concern with the student as soon as practicable.
3. Following the discussion with the student, the Dean will conduct whatever further inquiry and/or investigation is necessary to determine whether the concern is substantiated.
4. Any necessary inquiries and/or investigations shall be completed within five (5) business days of the initial discussion with the student.
5. The Dean will discuss with the student and do one of the following:
  - a) Determine that the concern was not substantiated;
  - b) Determine that the concern was 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 Dean will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution'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 Dean 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 file.
8. If the recommendation is to dismiss the student, the Dean will dismiss the student from study at the institution. The Dean 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 institution.
9. If a refund is due to the student, the institution will ensure that a cheque is forwarded to the student within thirty (30) days of the dismissal.
10. If the student owes tuition or other fees to the institution, the institution will undertake the collection of the amount owing.

#### **DISPUTE RESOLUTION / GRADE APPEAL POLICY**

Dominion Herbal College provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair and equitable manner.

The policy applies to all Dominion Herbal College students who are currently enrolled or were enrolled thirty (30) days prior to the submitting their concern to the Dean.

Only grades received on midterm or final assessments may be appealed. Grades received for lessons or clinic assignments may not be appealed.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the instructor, clinic supervisor or administrative 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 Dean.
2. The Dean will arrange to discuss the concern and desired resolution with the student within five (5) business days of receiving the student's written concern or as soon as practicable.
3. Following the discussion with the student, the Dean will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concern is substantiated in whole or in part. Those inquiries and/or investigations may involve further discussion(s) with the student either individually or with the appropriate instructor, clinic supervisor or administrative staff member.
4. The necessary inquiries and/or investigations shall be completed no later than ten (10) business days following the receipt of the student's written concern. The Dean will do one of the following within ten (10) business days of receiving the student's written concern:
  - a) Determine that the student's concern is not substantiated; or
  - b) Determine that the student's concern is substantiated in whole or in part; or
  - c) Determine that the student's concern is frivolous and vexatious.

The student and the instructor, clinic supervisor or administrative staff member 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 institution's Student Conduct File and the original will be placed in the student file.

5. If it has been determined that the student's concern is substantiated in whole or in part, the Dean shall include a proposed resolution of the substantiated concern.
6. If the student is not satisfied with the determination of the Dean, the student must advise the Dean within 48 hours of being informed of the determination. The Dean will immediately refer the matter to the President. The President will review the matter and provide a decision in writing within five (5) business days.
7. The President shall either confirm or vary the determination of the Dean. At this point the institution's Dispute Resolution process will be considered exhausted.
8. If the issue is of a serious nature, the President may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute. In this case all parties must agree to accept the mediation process and outcome in advance.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for a midterm or final course assessment and can provide evidence that a higher grade is warranted, the student should discuss this with the 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, the student should submit a written appeal to the Dean.
3. The Dean will obtain a copy of the midterm or final assessment and will have the assessment re-marked by another instructor or the Senior Education Administrator.
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 Dean, the grade assigned following the re-mark and review will be final and cannot be appealed further.

**PRIVACY POLICY**

Dominion Herbal College collects students' personal information for the following reasons:

- To maintain student records as required by PCTIA.
- To keep students and graduates informed of the institution's activities.
- To issue T2202A's in accordance with the Canada Revenue Agency.

Students' personal information is not used for any other purpose.

For all full career training programs, Dominion Herbal College sends a copy of the student's contract, transcript and credential (if any) to an approved third-party vendor. This record is retained for a period of fifty-five (55) years by the third-party vendor.

Dominion Herbal College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven (7) years the full student record may be destroyed using a secure destruction method.

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 and access to the student files is limited to the appropriate administrative staff members.
3. When a student has completed a program of study, a transcript and credential are prepared. These documents are signed by the appropriate administrative staff member(s) and a copy of the signed documents are placed in the student file.
4. For full career training programs, within thirty (30) days of the student leaving the institution, a copy of the student's contract, transcript and credential (if any) are sent to the third-party vendor for long-term storage.
5. After the documents are sent for long-term storage, the full student file is placed in storage for seven (7) years.
6. At the end of the seven-year storage 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 Registrar will review the file with the student and will provide copies of any document the student requests with the exception of exams.
3. The student will pay \$0.25 per page for the requested documents copied.

Procedure for authorizing release of information:

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

*Certificate will be issued upon completion of the field experience and all financial obligations to Dominion Herbal College.*

**STUDENT DECLARATION**

**My signature below certifies the following: (a) I have read, understood and agreed to the terms and conditions of this enrollment contract; (b) I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this course of study; and (c) The information provided by me on this form is true and accurate and that I am 19 years of age or older (If under the age of 19, a parent or legal guardian must also sign the contract).**

Student Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

Signature of Parent/Legal Guardian \_\_\_\_\_ Date Signed \_\_\_\_\_

**INSTITUTION DECLARATION**

**The institution agrees to deliver the course according to the terms of this contract. The institution reserves the right to make minor adjustments to the course curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the course of study.**

Bernice Birzneck, Registrar

Registrar Signature \_\_\_\_\_ Date Signed \_\_\_\_\_