



EST 1926

DOMINION HERBAL COLLEGE

North America's Oldest School of Herbal Medicine

Accredited by the Private Career Training Institutions Agency (PCTIA)



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Institution #283

Dominion Herbal College Inc. #271-5489 Byrne Road, Burnaby, BC V5J 3J1 Canada

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CLINICAL HERBAL THERAPY DIPLOMA PROGRAM SPECIALLY STRUCTURED FOR HEALTH CARE PROFESSIONALS AT THE PHYSICIAN LEVEL Student Enrollment Contract – Year 1

Student Number _____ Personal Education Number _____

First Name _____ Middle Initial _____ Last Name _____

Usual First Name _____ Gender _____

Previous Name (if applicable) First Name _____ Last Name _____

Date of Birth (YYYY.MM.DD) _____ Are you a Canadian Citizen/Permanent Resident? _____

Mailing Address _____ City _____

Province/State _____ Postal/Zip Code _____ Country _____

Phone _____ Alternative Phone _____

Email Address _____ Present Occupation _____

CLINICAL HERBAL THERAPY DIPLOMA PROGRAM

START DATE:

SEPTEMBER 1, 2015

END DATE:

AUGUST 31, 2016

DURATION:

52 WEEKS (1000 HOURS)

LANGUAGE OF INSTRUCTION:

ENGLISH

DELIVERY METHOD:

COMBINED DISTANCE & ON-SITE LEARNING

CREDENTIAL AWARDED UPON COMPLETION OF THIS PROGRAM: DIPLOMA

ADMISSION REQUIREMENTS: Verification of Physician-Level Education

FEE SCHEDULE – in Canadian dollars

Payment Option A	Canadian Students	U.S. Students	International Students
Registration Fee	\$ 250.00 non-refundable	\$ 350.00 non-refundable	\$ 350.00 non-refundable
Program Fee	\$5,045.00	\$5,065.00	\$5,165.00
Total Payment due with Student Enrollment Contract	\$5,295.00	\$5,415.00	\$5,515.00

Payment Option B	Canadian Students	U.S. Students	International Students
Registration Fee due with Student Enrollment Contract	\$ 250.00 non-refundable	\$ 350.00 non-refundable	\$ 350.00 non-refundable
Program Fee due with Student Enrollment Contract	\$2,597.50	\$2,607.50	\$2,657.50
Program Fee due by Jan. 15, 2016	\$2,597.50	\$2,607.50	\$2,657.50
Total Payment	\$5,445.00	\$5,565.00	\$5,665.00

NOTES:

- TOTAL PAYMENT DUE UNDER THE CONTRACT INCLUDES SHIPPING AND HANDLING.
- MAILING COSTS ASSOCIATED WITH SENDING AND RECEIVING BACK OF LESSONS ARE THE RESPONSIBILITY OF THE STUDENT. COSTS ASSOCIATED WITH THE PROCTORING AND MAILING OF EXAMS ARE THE RESPONSIBILITY OF THE STUDENT.
- TRAVEL COSTS ARE THE RESPONSIBILITY OF THE STUDENT.

REFUND POLICY

1. Written Notice
 - a) A written notice of withdrawal or dismissal must be provided:
 - i) By the student to the institution when the student withdraws from the program; or
 - ii) By the institution to the student where the institution dismisses the student from the program.
2. Refund Entitlement
 - a) Refund entitlement is calculated on the total payment due under the contract, less the applicable non-refundable registration fee. Where total payment has 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 within seven (7) days after the contract is made and before the commencement of the period of instruction specified in the contract, the institution will retain 5% of the total tuition due under the contract to a maximum of \$250.00.
 - ii) If written notice of withdrawal is received by the institution thirty (30) days or more before the commencement of the period of instruction specified in the contract and more than seven (7) days after the contract was made, the institution will retain 10% of the total tuition due under the contract to a maximum of \$1,000.00.
 - iii) If written notice of withdrawal is received by the institution less than thirty (30) days before the commencement of the period of instruction specified in the contract and more than seven (7) days after the contract was made, the institution will retain 20% of the total tuition due under the contract to a maximum of \$1,300.00.
 - b) Refunds after the program of study starts:
 - i) If written notice of withdrawal is received by the institution or a student is dismissed up to and including 10% of the period of instruction specified in the contract has elapsed, the institution will retain 30% of the tuition due under the contract.
 - ii) If written notice of withdrawal is received by the institution or a student is dismissed where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, the institution will retain 50% of the tuition due under the contract.
 - iii) If a student withdraws or is dismissed where more than 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):
 - i) If an international student's Study Permit application has not been completed by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student, the institution may issue a second Letter of Acceptance for a later start date. In such a circumstance, the institution may charge the student an additional \$200.00 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should a student fail to advise the institution, or choose to withdraw for other reasons, the Refund Policy as set out above will apply.
 - ii) The institution will retain the lesser of 10% of the total tuition 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 advise the institution, or choose to withdraw for other reasons, the Refund Policy as set out above will apply. Refunds owed to international students will be paid within thirty (30) days of the date on which the institution receives a copy of the Study Permit denial letter.

RE-REGISTRATION POLICY

Dominion Herbal College provides an opportunity for students unable to complete their respective year of a program within the one-year duration to re-register for a one-year extension.

1. Students must apply for re-registration within their respective one-year enrollment period.
2. Students are responsible for costs relating to re-registration.
3. Students are assessed to determine if they are required to complete and purchase current program materials if program materials have been updated.
4. Credit will be given for completed lessons and midterms except when students are assessed and required to complete updated program materials. Clinical Herbal Therapy Diploma Program students will be given credit for completed supervised clinical training hours and clinic assignments.
5. Clinical Herbal Therapy Diploma Program students are required to complete an additional fifty (50) supervised clinical training hours in addition to the uncompleted supervised clinical training hours for their respective year.
6. For students who do not complete their respective year of a program by the end of the one-year extension period, their program enrollment will expire and they will have to re-enroll in their respective year of the program at the full program fee and no credit will be given for completed lessons and midterms. Clinical Herbal Therapy Diploma Program students will not be given credit for completed supervised clinical training hours and clinic assignments.

7. Re-registration does not apply if student enrollment has expired or been terminated.

Procedure for short-duration programs:

1. Students must apply for re-registration.
2. Students are responsible for costs relating to re-registration.
3. Credit will be given for completed lessons.
4. Re-registration does not apply if student enrollment has been terminated.

ADMISSION POLICY

Dominion Herbal College is committed to enrolling students who meet all program admission criteria and who are likely to succeed in meeting their education and career goals.

1. All program inquiries are referred to the admission representative.
2. The admission representative discusses the program of interest with the prospective student and discusses his/her educational goals and commitment to completing the program of study. The admission representative reviews the policies that will affect the prospective student during his/her completion of the program of study. If the prospective student is undecided about the program of study, the admission representative gives the prospective student information about a number of programs so that the prospective student can make a decision.
3. Once the prospective student has decided on a program of study, the admission representative reviews the program admission criteria with the prospective student to ensure that he/she meets all of the program admission criteria. If the prospective student or the admission representative has any unresolved questions or concerns, the admission representative arranges for the prospective student to meet or speak with the Senior Education Administrator.
4. The admission representative obtains evidence (e.g. transcript, proof of age, etc.) from the prospective student that he/she meets all of the program's admission criteria and places the evidence in the student file. The admission criteria cannot be waived by either the institution or the applicant.
5. After receiving evidence that the prospective student meets all of the program admission criteria, the admission representative reviews the completed and signed Student Enrollment Contract and provides the student with a counter-signed copy.

PRIOR LEARNING ASSESSMENT POLICY

Dominion Herbal College supports institutional integrity by ensuring that credit awards are credible and reflect student learning.

Dominion Herbal College considers requests for prior learning credit on a course-by-course basis. The prior learning assessment process will determine if student learning gained at outside institutions, clinics or programs of study prior to enrollment is equivalent to Dominion Herbal College academic curriculum and eligible for credit.

1. Students must submit appropriate official documentation from outside institutions, clinics or programs of study.
2. The Senior Education Administrator reviews the official documentation for equivalency of academic content (and clinical experience) and determines the final approval of prior learning credit.
3. Prior Learning Assessment credit will be reflected on student transcripts.

For enrollment in short-duration programs, Dominion Herbal College considers requests for prior learning credit. The prior learning assessment process will determine if student learning gained at outside institutions, clinics or programs of study prior to enrollment is equivalent to Dominion Herbal College academic curriculum and eligible for credit.

1. Students must submit appropriate official documentation from outside institutions, clinics or programs of study.
2. The Senior Education Administrator reviews the official documentation for equivalency of academic content and determines the final approval of prior learning credit.
3. Prior Learning Assessment credit will be reflected on student record of marks.

ATTENDANCE POLICY

Dominion Herbal College programs are delivered utilizing a combination of distance and on-site learning. Student attendance at yearly 5-day on-site seminars is mandatory to complete the programs. Clinical Herbal Therapy Diploma Program students must attend Dominion Herbal College Approved Clinics to complete required supervised clinical training hours.

WORK EXPERIENCE POLICY

Dominion Herbal College provides clinical placement to students who have provided evidence of and have satisfactorily met all of the admission criteria for the Clinical Herbal Therapy Diploma Program Specially Structured for Health Care Professionals at the Physician Level. The clinical placement is included in the program fee. The clinical placement is clearly connected to learning outcomes and takes place at Dominion Herbal College Approved Clinics under the supervision of qualified Clinical Herbal Therapists. Dominion Herbal College will provide students with a list of Dominion Herbal College Approved Clinics. Students may attend any Dominion Herbal College Approved Clinic to complete their clinical placement requirement. Student attendance is mandatory and will be recorded. Student attendance records and a copy of clinic supervisor evaluations will be kept in the student's file.

The clinical placement is an integral part of the program and will allow students to develop and practice the skills necessary for success in their future careers. The clinical placement's duration is 300 supervised clinical training hours and it is to be completed by the students at the designated time in the program sequence as provided in the Program Outline.

1. Prior to beginning their clinical placement in Year 1, students will receive their Clinical Training Profile which includes the institution's Clinic Protocol, a clinic equipment list and clinic assignments. A clinic supervisor will review the Clinical Training Profile with the students to familiarize them with its contents and to prepare the students for their clinic experience. Students are required to sign the Student Undertaking and to journal and record their clinic activities within their Clinical Training Profile.
2. The Clinical Training Profile outlines for the students the clinic requirements of the first and second academic years. Required assessments must be completed and signed off by a clinic supervisor by the end of each respective academic year. Students are required to report their clinical activity to the institution on designated dates. Clinic supervisors are required to submit to the institution on designated dates a Student Clinical Training Progress Report for each student attending their clinic.
3. At the beginning of each academic year, the institution will provide the students with a list of Dominion Herbal College Approved Clinics. The institution will provide the Dominion Herbal College Approved Clinics with a list of enrolled students that need to complete clinical training hours and clinic assignments. The clinic supervisors will send an introductory email to the students with their availability.
4. Students must book clinical training hours with clinic supervisors at Dominion Herbal College Approved Clinics. Students must discuss with the individual clinic supervisor their policy with respect to the payment for hours scheduled but not attended or cancelled without sufficient notice. Clinic supervisors must notify the students regarding their policy with respect to the payment for hours scheduled but not attended or cancelled without sufficient notice. The institution will not be responsible for any payment required by the clinic supervisors from the students for hours scheduled but not attended or cancelled without sufficient notice.
5. Clinic supervisors will discuss with the students their yearly requirements regarding sign offs according to the Dominion Herbal College Clinical Training Profile. Clinic supervisors will periodically discuss with the students their progress and identify any areas in which the students may require improvement.

WITHDRAWAL POLICY

If a student decides to withdraw from a program of study, he/she must provide a dated, written and signed notice of withdrawal to the Registrar. Refunds are calculated according to Dominion Herbal College's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

1. The student must provide a dated, written and signed notice of withdrawal to the Registrar. The notice of withdrawal should state why the student is withdrawing from the program of study.
2. The Registrar will determine if there is any refund owing according to the institution's Refund Policy.
3. If a refund is due to the student, the institution will forward a refund calculation and a cheque to the student within thirty (30) days of the date on which the written notice of withdrawal was received.
4. If the student owes tuition or other fees to the institution, the institution will undertake the collection of the amount owing.
5. A grade of Incomplete will be assigned to the courses of the program. For short-duration programs, an Incomplete will be assigned to the program.

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 forward a refund calculation and a cheque to the student within thirty (30) days of the dismissal date.
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 the student's 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.

The student's personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use.

With the exception of short-duration 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.

Under the *Personal Information Protection Act*, students are entitled to access their student file.

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. With the exception of short-duration programs, a copy of the student's contract, transcript and credential (if any) are sent to the third-party vendor for long-term storage within thirty (30) days of the student leaving the institution.
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.
2. 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.

A diploma will be issued upon successful completion of all academic and clinical requirements and financial obligations to Dominion Herbal College.

PRIVATE CAREER TRAINING INSTITUTIONS AGENCY OF BC STATEMENT

All private institutions that provide career training programs to students where the tuition charged is greater than or equal to \$1,000, and where the instructional time is greater than or equal to 40 hours must be registered under the *Private Career Training Institutions Act*. The Private Career Training Institutions Agency (PCTIA) is responsible for establishing basic education standards and providing consumer protection for students enrolled with a registered career training institution, and for standards of quality for accredited career training institutions. A list of registered / accredited institutions can be found on PCTIA's website.

PCTIA also manages the Student Training Completion Fund which provides tuition refund protection to students in the event a registered institution ceases to operate, or if a student is found to have been misled by an institution.

For further information about PCTIA and the services it provides, students may contact PCTIA at:

203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4
Tel. 604-569-0033 or 1-800-661-7441
Fax. 778-945-0606
<http://pctia.bc.ca>
info@pctia.bc.ca

THIS CONTRACT IS LEGALLY BINDING WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE INSTITUTION.

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 read, understood and agreed to the policies of this enrollment contract and the Program Outline; (c) I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this program of study; and (d) The information provided by me on this enrollment contract 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 this enrollment contract). I hereby consent to the sharing of my enrollment and/or reporting information between Dominion Herbal College and Citizenship and Immigration Canada, as necessary for the purposes of the International Student Program, in accordance with applicable provincial privacy legislation.

Student Signature _____ Date Signed _____

Signature of Parent/Legal Guardian _____ Date Signed _____

INSTITUTION DECLARATION

The institution agrees to deliver the program according to the terms of this enrollment contract. The institution reserves the right to make minor adjustments to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study and has received a signed copy of this enrollment contract.

Bernice Birzneck, Registrar

Registrar Signature _____ Date Signed _____