



STUDENT POLICIES MANUAL

Vancouver School of Healing Arts

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Mission Statement and Vision

At the Vancouver School of Healing Arts (VSOHA), our mission is to create a supportive learning community of excellence where individuals are empowered to explore their own unique potential through holistic education and practice in the healing arts.

At VSOHA, we are passionate about holistic health and education. We draw on both traditional wisdom and modern practices in our teachings. Our programs combine experiential education with lecture-based academics and are tailored to suit the needs of the expanding wellness industry. Instructors are of the highest calibre, specialists in their field and people of integrity and heart. Small class sizes ensure an intimate and personal learning environment.

VSOHA offers a supportive learning atmosphere that fosters exceptionally caring and capable practitioners. Our students graduate well-equipped to make a positive contribution to the world through the healing arts.

General Information

Hours

Regular administrative hours at the Vancouver School of Healing Arts are from 8:30am until 5:00pm Monday to Friday. Some classes and special events are held on weekends.

Dress Code and Hygiene

Student dress code is based on the modality of practice. Students are expected to maintain a clean and acceptable level of personal hygiene.

Telephone

Students who use cell phones are expected to turn off their phones or use their silent ring feature in the college. Administrative staff will alert students or their instructors of emergency phone calls received by the college.

Computer Use & Wi-Fi Policy

Students are provided with free wireless Internet using the 'RWC GUEST' network. Please see administrative staff for password and access information.

Students are not permitted to use the wireless internet to view, access or promote objectionable content (including pornography or hate speech). Students must not use the wireless network to share files illegally or use any peer-to-peer file sharing programs.

Students are encouraged to secure regular access and use of a computer to write and complete their assignments.

Vancouver School of Healing Arts provides students with access to the Internet via Wi-Fi. Students may use their personal devices. File sharing and illegal copyright activities are not permitted while using the college's Wi-Fi.

Safety and Security

Vancouver School of Healing Arts is publicly accessible. Students must exercise caution when leaving personal belongings in and around the school. Although lockers are provided, students should keep their valuables and electronics on their person at all times. Vancouver School of Healing Arts is not responsible for any items lost or stolen in the college.

Students are encouraged to immediately report any suspicious individuals in the college to administrative staff or their instructors.

Professional Accreditation Support

Vancouver School of Healing Arts supports its students to join professional associations upon completion of their studies and relevant work experience.

Student Policies

Admission Policy

Vancouver School of Healing Arts (the “College”) is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals. For admission to the College, an applicant must meet the following criteria (may vary across programs):

- High school diploma or equivalent or 19 years of age prior to the start of the program
- Demonstrate spoken and written proficiency in the English language consistent with the proficiency of a high school graduate.
- Completed application form and health evaluation form
- No disability or disease that could impede the learning process of the individual or jeopardize the health and safety of fellow students/clients
- Personal interview with an Admissions Advisor

If an applicant does not meet our minimum admission requirements, the requirements cannot be waived by either the College or the applicant.

Language Assessment Policy

Vancouver School of Healing Arts provides all its instruction in the English language. The language proficiency requirements apply to all programs at the Vancouver School of Healing Arts and may not be waived by either the College or the student.

Procedure:

Before enrollment, each applicant must have an interview with one of the College’s admissions representatives. In person interviews, Zoom or similar software may be used to conduct an interview. If deemed necessary by the admissions representative, additional supporting documentation may be required to help indicate English proficiency sufficient to succeed in the program. Acceptable documents includes one or more of the following:

- Test of English as a Foreign Language (TOEFL) with a minimum score of 80.
- Test of English for International Communication (TOEIC) with a minimum score of 700.
- Canadian Academic English Language Assessment Test (CAEL) with a minimum score of 70.
- International English Language Testing IELTS (academic version) with a minimum score of 6.5 overall, and no one score less than 5.5.
- Two years of high school in Canada, including a minimum final mark of C+ in English 12 or equivalent in another country where English is the primary language of instruction.
- Two years post-secondary enrollment at an English-speaking institution

Prior Learning Assessment Policy

A currently enrolled student who meets the following requirements may be permitted to challenge a course at the Vancouver School of Healing Arts on the grounds that the student has already received comparable training and can demonstrate a thorough knowledge of the relevant subject through documentation provided by an organization or educational institution.

A student who successfully challenges a course at the Vancouver School of Healing Arts shall receive credit for that course and not be required to take that course. In order to establish equivalency, the following process will be followed:

Procedure:

1. The student must submit a written request to challenge a course to the Program Director or the student's Admissions Adviser not less than 10 business days prior to the start date of the Program. The student must provide supporting documentation in the form of course outlines, transcripts, and other course resources.
2. The student's request must include documentation to establish that the student has previously received formal training at another accredited institution in the same subject matter covered in a course at the Vancouver School of Healing Arts. At a minimum, that documentation must include from the other institution:
 - the course outline or its equivalent for the earlier training, plus
 - an original transcript issued by the other institution showing the student's mark in the course.
 - the transcript must indicate when the course was taken, and the grade (if applicable) received.
3. The Senior Educational Administrator will review the student's documentation. The Senior Educational Administrator may request further documentation.
4. Within ten business days from the date on which the College receives the last of all required information from the student, the Senior Educational Administrator shall provide to the student the Senior Educational Administrator's written decision whether to permit the student to challenge the course. The Senior Educational Administrator shall also place a copy of the decision in the student's file.

Special Needs Accommodation Policy

Where a student has a special physical, medical or academic need, whether the need is self-identified or identified by a health-care professional, the student may inform the College about that need prior to entering into a student contract with the College. This identification will allow both the student and the College to assess whether, and to what extent, the College can reasonably accommodate the student's need within the experiential and academic programs offered by the College.

If a student self-identifies as having a special need, the student must:

- Meet admission requirements;
- Inform the College in a timely manner prior to entering into a student contract;
- Upon request by the College, provide to the College credible and sufficient documentation to verify the student's legitimate need, including medical documentation where applicable;
- Provide details regarding the student's abilities and the effects of any disability;
- Cooperate reasonably in the accommodation process; and
- Accept a reasonable proposal by the College to accommodate the student's need.

Where a student self-identifies as having a special need, the Vancouver School of Healing Arts will:

- Seek credible and sufficient documentation to verify the nature and extent of the student's legitimate need, including medical documentation where applicable;
- Solicit reasonable details regarding the student's abilities and the effects of any disability;
- In considering any proposed accommodation plan, the College must:
 - Ensure that academic standards are maintained;
 - Consider the resources reasonably available to the College;
 - Be practical, while remaining open to innovative ideas;
 - Consider the impact of the proposed accommodation, directly and indirectly, upon other students, including their learning outcomes, rights and morale; and
 - Consider the impact of the proposed accommodation, directly and indirectly, upon the College's staff; and
- Document the accommodation process.

While the College will do its best to accommodate special need requests, it cannot guarantee that all requests will be granted.

Credit Transfer Policy

A student applying to transfer to another educational institution must work with that educational institution to have prior credits recognized.

Dismissal & Code of Conduct

Vancouver School of Healing Arts expects each student to adhere to the Code of Conduct. The Code of Conduct governs behavior toward students, staff members, and clients who are being treated by a student as fulfillment toward a credit in the program. If needed, a student should

request clarification about the Code of Conduct from the Academic Advisor, or Senior Educational Administrator

Code of Conduct

Vancouver School of Healing Arts expects each student to:

1. attend school in accordance with the Attendance Policy;
2. treat every student, client and each staff member with respect;
3. dress according to the school's dress code as outlined in the Student Policies Manual;
4. treat school property with respect;
5. pay tuition according to the payment schedule outlined in the student's contact.
6. not become involved in sexual relationships with other students, clients, or staff members for the duration of their program.
 - a) Note that this rule exists to maintain the safety, trust and integrity of group dynamics during experiential lessons and exercises. This rule is also fundamental to the development of strong ethical and professional boundaries.
 - b) Note that students involved in sexual relationships with other students who are NOT in their current course may face schedule adjustments or program completion delays to ensure the students can adhere to this rule.
7. The institution prohibits students from engaging in any of the following:
 - a) disruptive or offensive classroom behavior;
 - b) theft of property belonging to another student, to a staff member or to the College;
 - c) plagiarism and/or cheating;
 - d) bringing a weapon of any kind (e.g. knives, guns, etc.) to school;
 - e) bringing to the College or to a College event held elsewhere an alcoholic beverage, marijuana, or any mood-altering substance prohibited by law;
 - f) arriving on campus or a College event held elsewhere under the influence of an alcoholic beverage, cannabis, or any mood-altering substances prohibited by law;
 - g) making sexual, disparaging, or otherwise inappropriate remarks concerning another student's, client's, or staff member's appearance, gender, sexual orientation, nationality, ethnicity, race, religion, age, marital status, family status, or disability.
 - h) abusive behavior toward another student, client or staff member, including bullying or any other form of intimidation. Abusive behavior includes, but is not limited to, physical, sexual, emotional or verbal abuse; and
 - i) any other conduct determined by the College to be damaging or otherwise detrimental to another student or staff member of the College.

Dismissal Process

If a student is found to be in contravention of the Code of Conduct outlined herein, the Vancouver School of Healing Arts may dismiss a student from their program and prohibit them from attending the college in any capacity.

1. The process by which a student may be dismissed from a program and/or prohibited from attending the Vancouver School of Healing Arts is as follows:

- a) The student will be contacted by the Academic Advisor or the Senior Education Administrator, by phone or in person and advised of their dismissal, the reasons thereof, and the date of their dismissal. This could be immediately depending on the reason.
- b) The student will be provided a written explanation of the reasons for their dismissal, which will include the determination of the dismissal, date of dismissal, and if applicable, the date on which they may re-apply to return as a student of the Vancouver School of Healing Arts. This written explanation will be provided to the student no later than 2 business days following their dismissal.
- c) The student has the right to request a verbal explanation of their dismissal. Providing the reasons for the dismissal will not pose any potential danger to current students, clients, or staff of the Vancouver School of Healing Arts, the student will be granted an in-person meeting with the Director of Education and/or the Senior Educational Administrator to receive a verbal explanation of the reasons for their dismissal. If the college deems there to be any danger to current students, clients, or staff, they will be contacted by the Student Services and/or the Senior Educational Administrator via phone or videocall (e.g. Zoom, Skype, etc.). Any such request must be made by the student in writing and submitted to the college within 5 business days of the dismissal.
- d) If the student disagrees with their dismissal, they have the right to lodge a complaint via Vancouver School of Healing Arts' Dispute Resolution Policy. Thereafter, Vancouver School of Healing Arts will follow its Dispute Resolution Policy to govern its communications regarding the dismissal.

Repeating Courses

Where students fail to successfully complete a course in a timely manner, whether due to academic performance, attendance, a breach of the Code of Conduct or Good Standing Policy, the Vancouver School of Healing Arts may allow the student to repeat a course (or sub-unit of a course) if there is a reasonable expectation that the student will successfully complete it. Students may be required to sign a Student Accountability Agreement before being allowed to repeat a class.

Students who are allowed to repeat a course (or sub-unit of a course) may do so by paying only for tuition. Resource and/or book costs already paid for do not need to be paid again.

Final Exam & Final Demonstration Rewrite Policy

If a student fails an exam/demonstration, the student has the option to rewrite the exam/re-do the demonstration. The student must make this request within one week of receiving their exam mark. If the student passes the exam/demonstration re-write, the final grade will be the higher of either (a) an average of the two marks or (b) a passing grade

A student can rewrite the exam once or redo a final demo once. If the student fails the course or demo the second time, they will be required to retake, and pay for the course again in order to receive credit for the course.

Failed Course Policy

If a student fails a course due to lack of attendance (see Attendance Policy) or receives a grade lower than 65%, the student will be responsible for paying the full course fee.

Academic Probation Policy

Where a student fails to demonstrate skills or academic competency in one or more courses such that there is a reasonable risk the student will not meet the grading standard or threshold required to successfully pass the course, the Vancouver School of Healing Arts may place the student on academic probation and the student.

Academic probation is a formal written warning from the Vancouver School of Healing Arts establishing minimum criteria that the student must achieve in order to graduate and continue studies in Advanced programs at the Vancouver School of Healing Arts. Criteria addressed could include anything that hinders a student's successful completion of a course including, but not limited to poor attendance, repeated failing of required demo(s), tests, or assignments.

A student may consecutively repeat a course up to but not exceeding three times. If the student fails the same course 3 times, they will not be able to take the course for a minimum of six months and will be required to apply for new acceptance with admissions and once again prove their ability to succeed in the program by meeting all admissions requirements, including undergoing another admissions interview.

Attendance Policy

Vancouver School of Healing Arts Attendance

1. In order to pass each course, and to receive a certificate or diploma from Vancouver School of Healing Arts, a student must attend a minimum of 80% of their enrolled classes, calculated by instruction unit (per class) and in aggregate (cumulative).
2. Following 10% of a course's duration, any student whose attendance falls below 85%, will receive an initial attendance warning via email by the Academic Advisor, Campus Administrator, or the Director of Education.

3. Following 10% of a course's duration, any student whose attendance falls below 80% will receive an official written attendance warning by the Academic Advisor or the Campus Administrator which will remind the student that they need to maintain attendance of at least 80% in order to pass the course.
4. Students who miss class due to documented reasons, that are no fault of their own and due to illness, medical illness, family or personal emergency, may submit a request in writing to the Academic Advisor or the Senior Educational Administrator asking to have their absence "excused". Any such request must be accompanied with sufficient and credible evidence in support of this request and must be made within 5 business days of the student returning to school, if the student returns while the course is still in session, or within 5 business days of the completion of the course, if the student does not return to the class prior to its completion.
 - a) The request will be reviewed by the Academic Advisor or the Director of Education to determine whether the absence will be excused. The student will be advised in writing within 5 business days of their request of the determination.
 - b) If the student disagrees with the determination, they can request a review of the decision through Vancouver School of Healing Arts' Dispute Resolution Policy.
 - c) If the absence is excused, the student must make arrangements with their instructor(s) and/or the Academic Advisor and/or the Director of Education, to ensure that the student meets the class learning objectives and meets all class requirements. This can be achieved through make-up assignments, presentations, additional homework, additional individual instruction, or similar methods to ensure the class learning objectives are met.
 - d) Any hours that have been deemed an excused absence by the college, will not count towards the calculation of attendance.
5. Regardless of whether a student receives approval for one or more excused absences, due to the experiential learning style that the Vancouver School of Healing Arts incorporates, the student will not be able to pass a course they are enrolled in where their final attendance for the course, including excused absences, is below 75%.
 - a) If a student's final attendance for a course is lower than 75% due to any of the reasons cited in clause "4." above and the student supplies documentation stipulated in the same clause, the college may apply an exceptional circumstances credit towards the tuition cost of the course when and if the student repeats the course. The exceptional circumstances credit, if any, will be determined by the Director of Education and/or the Senior Educational Administrator.
6. When a student repeats a course that they did not pass due to attendance reasons, and subsequently passes the course, their attendance associated with the time they failed the course will not be utilized in any aggregate (cumulative) attendance calculation, and only their attendance for the course retaken that resulted in a pass will count towards aggregate (cumulative) attendance.
7. Students who fail two or more courses due to attendance, where reasons do not include those cited in clause "4" above, will be placed automatically on Academic Probation and will be required to meet the Vancouver School of Healing Arts' Director of Education

and/or the Senior Educational Administrator to review the reasons behind the student's attendance and to formulate a plan that will help the student meet the college's required attendance rate.

8. Students who are on Academic Probation due to attendance reasons must then meet the college's attendance policy requirements for the subsequent two courses in order to be removed from Academic Probation. Students who do not meet the college's attendance requirements over the subsequent two courses will be subject to dismissal.
9. Students who have previously been on Academic Probation due to attendance reasons and subsequently fail a course due to attendance reasons, will once again be placed on Academic Probation and will be required to meet the college's attendance policy requirements for the subsequent three courses in order to be removed from Academic Probation. Students who do not meet the college's attendance requirements over the subsequent three courses will be subject to dismissal.
10. Anytime a student is placed on Academic Probation due to attendance reasons, communication will be delivered to the student in writing and a record of the same will be placed in the student's file.
11. Vancouver School of Healing Arts will follow its Code of Conduct and Dismissal Policy when dismissing a student due to attendance reasons. Students may also follow Vancouver School of Healing Arts' Dispute Resolution Policy if they are in disagreement of any outcome in relation to the college's Attendance Policy.
12. Students who are dismissed from the Vancouver School of Healing Arts due to attendance reasons will be withdrawn and must reapply for admissions to gain readmittance to the college, and will not be eligible to reapply until a minimum of six months has passed since their dismissal.
13. Regardless of attendance rules outlined herein, Vancouver School of Healing Arts' students often participate in group lessons and projects and therefore, for the instructor to plan appropriately for any class, they should be notified of any absence. The process by which students must report an absence is as follows:
 - a) When possible, students can inform their instructors by email, or in person of an absence. When not possible, students can call the school and leave a message with administration regarding their absence.
 - b) For any potential sustained absence, students must contact the Academic Advisor to make appropriate arrangements that may include either withdrawal from the course and/or a request for a Leave of Absence. Please see the Vancouver School of Healing Arts' Leave of Absence Policy for details.
14. When a student obtains funding from an individual entity, body or agency whose minimum standard for attendance or for justifying and documenting an absence differs from those of the Vancouver School of Healing Arts, in those cases, the student must meet both the Vancouver School of Healing Arts' attendance requirements and those stipulated by the funding body.

Leave of Absence Policy

In special circumstances, students may apply for a leave of absence from studies. A leave of absence may not exceed more than three months consecutively and a total of twelve months during their program. Students who leave the college for longer than twelve months will be considered withdrawn and must re-apply to gain admission back into the college.

Third Party Funding Agency

Students receiving funding from third party funding agencies may have to abide by additional attendance criteria as determined by their funding agency. Student attendance information is generally provided to third party funders through monthly progress reports.

Assignment Completion Policy

Assignments

Late assignments will have 5% per day deducted from the final assignment mark. An assignment will be considered late if it is handed in past the time established by the instructor, or if no time is established, then 5pm on the day it is due.

All major assignments and exams and in particular, all final exams and demos must be passed in order to complete and pass each course at the Vancouver School of Healing Arts. Students, who are unable to complete course requirements due to medical or personal circumstances, may be given alternative assignments and/or extensions with the approval of the Director of Education and/or the Senior Education Administrator. Allowances for such extensions or substitutive assignments will require supporting to prove why such allowances are required.

Good Standing Policy

The Good Standing policy sets out the general requirements for a student to continue studying at the College. For this purpose, “good standing” means good academic standing, good financial standing, and good citizenship standing.

Good academic standing. To be in good academic standing, a student must

- Meet all requirements of the Assignment Completion Policy;
- Meet all requirements of the Attendance Policy; and
- Maintain a minimum Grade Percentage Average of 65%

A student who is not in good academic standing may be placed on Academic Probation.

Good financial standing. To be in good financial standing, a student must pay his or her tuition on time. If, at any time before graduation, a student owes more than \$500.00 to the College, the College reserves the right to place the student on Administrative Probation until the balance has been returned to \$0. If a student is on Administrative Probation, the College may bar the student from any College function, including any or all of the following:

1. Continuing with courses.
2. Participating in course-related activities (e.g., clinic hours, practicum, etc.);
3. Other social activities that are part of the College's experience it provides to students.

Full tuition has to be paid prior to writing the program's final exams and/or attending practicum. After the student's graduation date, the student should not have any outstanding tuition, unless they are on a payment plan which has been approved by the College. Students that have a balance owing at time of graduation, that is not being paid through an approved payment plan with the College, will not receive certification for their program until the balance is paid and may not be allowed to participate in graduation. The College reserves the right to send a student to a collection agency for unpaid tuition if attempts to settle the balance are unsuccessful.

Good citizenship standing. To be in good citizenship standing, a student must meet all the requirements of the Code of Conduct Policy and the Student Handbook. A student who is not in good citizenship standing is considered in breach of their student contract and subject to the relevant disciplinary actions up to and including dismissal.

Refund and Withdrawal Policy

For the purposes of Vancouver School of Healing Arts' refund policy, we use these definitions:

“effective contract date” means in a student enrolment contract the later of:

- The date the student, or the student's representative signed the contract, or
- The date the institution signed the contract.

“contract start date” means in a student enrolment contract the date on which the student's program of instruction or other activity begins.

“contract end date” means in a student enrolment contract the date on which the student's program of instruction or other activity ends.

The *Private Training Act Policy Manual* dictates the refund policy of the Vancouver School of Healing Arts. The refund policy of the Vancouver School of Healing Arts is as follows:

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or

- (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
 3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
 4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - (b) after the contract start date
 - i. and up to and including 10% of instruction hours have been provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - (a) up to and including when 10% of instruction hours have been provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) more than 10% but before 30% of the hours of instruction have been provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - (a) the student has been provided an evaluation for completing up to 30% of the program, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) the student has been provided an evaluation for completing between 30% of 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 7. If a student does not attend the first 30% of the program, and the program is not provided solely through distance education, the institution may retain up to 50% of the tuition due under the student enrollment contract.

8. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
9. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date the institution receives a student's notice of withdrawal,
 - (b) of the date the institution provides a notice of dismissal to the student,
 - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section "3." of the Refund and Withdrawal policy applies.
10. If an international student delivers a copy of a refusal of a study permit to the institution, all sections of the Withdrawal and Refund Policy apply will be applied unless otherwise agreed to by the College.
11. A Withdrawal notice provided by the student to the College must be issued in writing and received by the College in order to be effective.
12. At the time of withdrawal, international students on study permits who have received any delivery of instruction from the College after the start date of their student enrollment contract, must supply the College with proof that are abiding by the conditions of their study permit if they remain in Canada.
13. Where two or more people pay money to the Vancouver School of Healing Arts for a student's tuition, fees or other expenses, then in the event of a refund, the College shall only refund the money to those persons who previously paid the College, and rateably. This means that the College will pay the refund in the same proportions as those persons previously paid money to the College.

Dispute Resolution Policy

Complaints/Disputes

This policy governs complaints from students respecting the Vancouver School of Healing Arts and any aspect of its operations. This includes students who are currently enrolled or were enrolled 30 days prior to submitting their concern. Individuals will not be subject to any form of retaliation as a result of filing a complaint. "The complainant" is defined as the individual making the complaint and the "the respondent" is the individual that the complaint is against.

Procedure for Disputes:

1. When a concern arises, the complainant should address the concern with the individual most directly involved.
2. If the complainant is not satisfied with the outcome at this level, the complainant should put their concern in writing and deliver it to one of the Managers at the Vancouver School of Healing Arts (e.g. Admissions Manager, Director of Education or Program/Education Manager). If the complaint is about one of the Managers, the student may address their complaint to one of the other Managers at the Vancouver School of Healing Arts.

3. The process by which the student complaint will be handled is as follows:
- a) The Manager in receipt of the complaint will arrange to meet with the complainant to discuss their concern and desired resolution as soon as possible or within five school days of receiving the complainant's written concern.
 - b) Following the meeting with the complainant, the Manager will conduct whatever enquiries and/or investigations necessary and appropriate to determine whether the complainant's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the complainant either individually or with appropriate Vancouver School of Healing Arts' personnel. Where safety or fear of retaliation by the respondent is a concern, the complainant may request to remain anonymous anyone not investigating the complaint.
 - c) The necessary enquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible but no later than forty-five days following the receipt of the complainant's written concerns. One of the following will occur:
 - i. if it is determined that the complainant's concerns are not substantiated the College will provide a written explanation of the decision & deny the complaint; or
 - ii. if it is determined that the complainant's concerns are substantiated in whole or in part, the College will propose a resolution in writing.
 - d) A copy of the decision and all supporting materials shall be given to the complainant, a copy will be placed in the College's Conduct File and respondent's file, and the original will be placed in the complainant's file. The College will provide up to a maximum of five days for the complainant to respond to either the denied complaint or the resolution proposed.
 - e) If the complainant is not satisfied with the determination, the complainant must appeal the decision, in writing, to the Senior Education Administrator, as soon as possible but within five school days of being informed of the determination. If the complaint is about the Senior Education Administrator, the appeal must be addressed to another Manager that was not involved in the complaint prior to the appeal; that Manager, together with at least one other Manager, will review the decision and details leading up to the decision.
 - f) The Senior Education Administrator, or at least two Managers (if the Senior Education Administrator is named in the complaint) that have not been part of the complaint prior to the appeal, may meet with the complainant as soon as possible but within five school days of receipt of the complainant's appeal to help facilitate resolution of the complaint.
 - g) The original decision will either be confirmed or varied by the Senior Education Administrator, or the Managers considering the appeal, in writing within 5 school days after meeting the complainant, or within five days of the receipt of the appeal if the complainant does not meet the Senior Education Administrator or Managers conducting the appeal. At this point the College's Dispute Resolution Process will be considered complete.

4. The individual making the complaint may be represented by an agent or a lawyer.
5. If the student is or was enrolled in an approved program, is dissatisfied with the determination they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca)

Grade Disputes

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, they should discuss with their 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, they may submit a written appeal to the Program Manager or the Director of Education if the grade in question forms part of an assignment, exam or other course component equal to at least 15% of the course grade or if the outcome of the appeal will determine whether the student will pass the course.
3. Where applicable, the Program Manager or the Director of Education will obtain from the instructor a copy of the assignment/test in question and a copy of assignments/tests from other students representing the highest and lowest marks obtained and will conduct a review.
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 lower grade will be assigned to the student.
5. If the grade in questions involves a behavioral test or course component other than an assignment or test, the Program Manager or the Director of Education may re-test the student or review the student's evidence presented for appeal and based on the review, may either dismiss the appeal or assess and assign a higher or lower grade.
6. Once the re-assessment is complete, the Director of Education, or in the event that the Director of Education conducted the review the Senior Educational Administrator, will review the process and, once their review is complete, the grade will be considered final and cannot be appealed.
7. The decisions on the grade appeal will be provided to the student within 30 school days of the Vancouver School of Healing Arts' receipt of the written grade dispute.

Bad Weather Policy

In the event of bad weather, students will receive communication only if the school will be closed. Communication will be provided through a variety of means including emails, Facebook postings and posting on the college's website. Official communication will be via email. If emails are not sent, Facebook posts will indicate the school's official position on closure(s) due to inclement weather.