



EST 1926

DOMINION HERBAL COLLEGE

North America's Oldest School of Herbal Medicine

Designated by the Private Training Institutions Branch



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

Phone: 604-433-1926 Toll Free: 1-888-DHC-1926 Fax: 604-433-1925

Email: info@dominionherbalcollege.com www.dominionherbalcollege.com

Institution #283

MASTER HERBALIST DIPLOMA PROGRAM

Student Enrollment Contract

Personal Education Number _____ DHC Student Number _____

First Name & Middle Name _____ Last Name _____

Usual First Name _____ Date of Birth (YYYY.MM.DD) _____ Gender _____

Mailing Address _____ City _____

Province/State _____ Postal/Zip Code _____ Country _____

Phone _____ Email _____ Are you a native English speaker? _____

MASTER HERBALIST DIPLOMA PROGRAM

ONGOING ENROLLMENT:

START DATE _____

DURATION:

END DATE _____

LANGUAGE OF INSTRUCTION:

52 WEEKS (600 HOURS)

DELIVERY METHOD:

ENGLISH

CREDENTIAL AWARDED:

DISTANCE EDUCATION: SELF-DIRECTED LEARNING

DIPLOMA

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

ADMISSION REQUIREMENTS: Dominion Herbal College Chartered Herbalist Diploma Program

FEE SCHEDULE – in Canadian dollars

Registration Fee	\$250.00 non-refundable
Program Fee	\$745.00
Total Payment due with Student Enrollment Contract	\$995.00

NOTE: MAILING COSTS ARE THE RESPONSIBILITY OF THE STUDENT.

PAYMENT INFORMATION

All fees are in Canadian dollars and can be paid by cash, *Interac* e-Transfer, PayPal, money order, cheque or credit card. Make money orders and cheques payable to Dominion Herbal College. NSF cheques will result in a \$45.00 surcharge and must be replaced by a credit card payment. Dominion Herbal College will not process enrollment contracts received without receipt of payment. Students must choose a payment method below.

Payment Method (check one):

Payment by cash, *Interac* e-Transfer, PayPal, money order, cheque in the amount of \$ _____

Payment by credit card: Visa MasterCard American Express

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

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

Cardholder Name (Please Print) _____ Credit Card Security Code _____

Cardholder Signature _____

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 delivered 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 of study.
6. For programs that do not require approval, an Incomplete will be assigned to the program.

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. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The written notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. 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.
5. 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 date and before the commencement of the period of instruction specified in the contract, the institution will refund 100% of the total tuition due under the contract.
 - 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 date, 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 date, 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 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 30% or more 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 (and Work Permit) application has not been completed by the start date identified in the institution's Letter of Acceptance and the international student so notifies the institution, at the request of the international student, the institution may issue a second Letter of Acceptance for a later start date. In such a circumstance, the institution will charge the international student an additional \$250.00 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit (and Work Permit) application. Should the international student fail to advise the institution, or choose to withdraw for other reasons, the Refund Policy as set out above will apply.
 - ii) International students denied a Study Permit (and Work Permit) must provide the institution with a copy of the refusal letter(s). Should an international student deliver a copy of the refusal letter(s) to the institution, 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 (and Work Permit) refusal letter(s).

RE-REGISTRATION POLICY

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

1. Students must apply for re-registration within their current enrollment period.
2. Students are responsible for the cost of re-registration.
3. Students will be given academic and financial credit for courses in which an overall passing grade has been achieved.
4. For programs that do not require approval, students will be given academic credit for completed lessons.
5. Clinical Herbal Therapy Diploma Program students will be given academic and financial credit for completed supervised clinical training hours and clinic assignments.
6. Re-registration does not apply if student enrollment has expired or been terminated.

RESPECTFUL AND FAIR TREATMENT POLICY

Dominion Herbal College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. Students must always conduct themselves in accordance with the Code of Conduct outlined in the institution's Dismissal Policy.

Bullying, harassment, discrimination or any other conduct which is determined to be detrimental or damaging is prohibited in all telephone, email, online, social media and in-person interactions between students, instructors, clinic supervisors, clients and administrative staff members.

If a prohibited activity occurs, the Procedure outlined in the institution's Dismissal Policy or Dispute Resolution / Grade Appeal Policy 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 Senior Education Administrator 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 Procedure outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

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

Procedure:

1. All concerns relating to student misconduct shall be directed to the Senior Education Administrator. Concerns may be brought by students, instructors, clinic supervisors, clients, administrative staff members or the public.

2. The Senior Education Administrator 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 Senior Education Administrator will discuss the concern with the student as soon as practicable.
3. Following the discussion with the student, the Senior Education Administrator 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 ten (10) business days of the initial discussion with the student.
5. The Senior Education Administrator 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 Senior Education Administrator 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 Senior Education Administrator and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student file.
8. If the recommendation is to dismiss the student, the Senior Education Administrator will dismiss the student from study at the institution. The Senior Education Administrator 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 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 submitting a complaint.

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 must put his/her complaint in writing and deliver it to the Senior Education Administrator who is responsible for making determinations in respect of complaints. The student should deliver his/her written complaint to the President if the Senior Education Administrator is absent or is named in the complaint.
2. The written complaint may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the complaint is delivered.
3. The written complaint is deemed to be effective from the date it is delivered.
4. The Senior Education Administrator will discuss the complaint and desired resolution with the student.
5. Following the discussion with the student, the Senior Education Administrator will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's complaint 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.
6. The necessary inquiries and/or investigations shall be completed by the Senior Education Administrator who will do one of the following:
 - a) Determine that the student's complaint is not substantiated; or
 - b) Determine that the student's complaint is substantiated in whole or in part; or
 - c) Determine that the student's complaint is frivolous and vexatious.

The student shall receive a written summary of the above determination within forty-five (45) days of the date on which the complaint was delivered.

7. If it has been determined that the student's complaint is substantiated in whole or in part, the Senior Education Administrator shall include a proposed resolution of the substantiated complaint.
8. If the student is not satisfied with the determination of the Senior Education Administrator, the student must advise the Senior Education Administrator within five (5) business days of being informed of the determination. The Senior Education Administrator will immediately refer the matter to the President. The President will review the matter and provide a decision in writing within ten (10) business days.
9. The President shall either confirm or vary the determination of the Senior Education Administrator. At this point the institution's Dispute Resolution process will be considered exhausted.
10. The student may be represented by an agent or a lawyer at his/her expense.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for an 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 must submit a written appeal to the Senior Education Administrator.
3. The Senior Education Administrator will obtain a copy of the assessment and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is submitted to the Senior Education Administrator, the grade resulting from the re-mark 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 the Private Training Institutions Branch.
- 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 programs that do not require approval, Dominion Herbal College archives a copy of the student's contract, record of marks, official transcript and diploma with an approved third-party vendor. This record is retained for a period of twenty-five (25) years by the third-party vendor.

Dominion Herbal College retains the full student file for a period of eight (8) years following the student's end date, graduation, withdrawal or dismissal. After eight (8) 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 enrollment 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. A record of marks, official transcript and diploma are prepared within sixty (60) days of the student's end date, graduation, withdrawal or dismissal. 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 programs that do not require approval, a copy of the student's contract, record of marks, official transcript and diploma are archived with the third-party vendor for long-term storage within sixty (60) days of the student's end date, graduation, withdrawal or dismissal.
5. After the documents are archived for long-term storage, the full student file is placed in storage for eight (8) years.
6. At the end of the eight-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. If a student wants to access the information in his/her student file, the student must make a 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 wants 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.

PRIVATE TRAINING INSTITUTIONS BRANCH STATEMENT

Under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

Under the *Private Training Act*, the Master Herbalist Diploma Program does not require approval. Students may not file a claim against the Student Tuition Protection Fund with the Trustee in respect of this program of study.

For further information, students may contact the Private Training Institutions Branch at:

203-1155 West Pender Street, Vancouver, BC V6E 2P4

Tel. 604-569-0033 or 1-800-661-7441

PTI@gov.bc.ca

www.privatetraininginstitutions.gov.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 institution sharing my personal information with the Ministry of Advanced Education, Skills and Training for research purposes and statistical analysis under the authority of sections 6(2)(a) and 10(1)(a) of the *Personal Information Protection Act*. I hereby consent to the sharing, in accordance with Provincial privacy legislation, of my enrollment and reporting information between Dominion Herbal College and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program.

Student Signature _____ Date Signed _____

Signature of Parent/Legal Guardian _____ Date Signed _____

For further information about the collection, disclosure and use of personal information, students may contact: Director, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, Skills and Training 203-1155 W. Pender St, Vancouver, BC V6E 2P4 or by telephone at 604-569-0019.

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 _____