

Body Intelligence

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Greetings Potential Student or Student of BI

We want to welcome you to the Training and ask you to carefully read the policies of the school prior to signing your Student Contract.

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A. Admissions Policy

Admissions Policy	Implemented:Date:September '15
	Implementation Date
Senior Education Administrator, Admin. Assistant, and Instructor of BCST Course	

Policy:

Bi is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

Procedure:

1. The Institution's Admin Assistants refer all inquiries to the SEA or the Instructor.
2. The SEA, the Admin. Assistants or the Instructor meets with the prospective student (in person, on the phone or Skype) to discuss the program of interest.
3. Once the student has decided on a program of study, the SEA, her Admin. Assistants or the Instructor reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
4. The SEA/Admin Assistant/Instructor obtains evidence (e.g. transcript, proof of age, etc.) from the 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 school or the applicant.**
5. After receiving evidence that the prospective student meets all of the admission criteria, the SEA/Admin Assistant/Instructor prepares a Student Enrolment Contract and meets with the prospective student (in person, on the telephone or Skype) to review the policies that will affect the student

during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, the Admin Assistant or Instructor arranges for the prospective student to meet with the Senior Education Administrator or Instructor if this has not occurred (on the phone or Skype) .

6. The Senior Education Administrator or Instructor meets with the prospective student to discuss his/her educational goals and commitment to completing the program of study. Financial arrangements for payment of tuition and other fees are also discussed. (meeting can be in person, phone or Skype).
7. If the Senior Education Administrator, Instructor and the prospective student agree on a financial arrangement, they sign the contract and the school owner delivers a copy of the signed contract, along with a copy of all student policies to the student as follows:
 - a. Dispute Resolution/Grade Appeal Policy
 - b. Dismissal Policy
 - c. Admissions Policy
 - d. Attendance Policy
 - e. Program Outline
 - f. Work Experience Policy is not applicable
 - g. Tuition and Fee Refund Policy
 - h. Withdrawal Policy
 - i. Credit Transfer Policy is not applicable

B. Dismissal Policy

Body Intelligence (BI)	
Dismissal Policy and Student Code of Conduct	Implemented September '16
Position(s) Responsible for Administering this Policy	SEA and Instructors

Policy:

BI 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. If needed, students should request clarification from the Instructor if they have any questions. "Student" is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

The Code of Conduct

Expectations for Students:

- * Attend school in accordance with the Attendance Policy.
- * Treat all students and staff with respect.
- * Treat school property with respect.
- * Complete all assignments and examinations on the scheduled completion dates.

Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

* The institution forbids; disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances to the institution; making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, 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 on or off campus against any student.
Verbal abuse or threats.
- Vandalism of school 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 SEA and Instructor to process in accordance with this Policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the SEA and the Instructor. Concerns may be brought by staff, students or the public.
- 2) The Instructor will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Instructor and the SEA (in person or on telephone or Skype) will meet with the student as soon as possible.
- 3) Following the meeting with the student, the SEA or Instructor will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The SEA or Instructor will meet with the student and do one of the following:
 - a. (a) Determine that the concern(s) were not substantiated;
 - b. (b) Determine that the concern(s) were 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 SEA or Instructor will prepare a written summary of the

determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.

7) If the student is issued a warning or placed on probation, the SEA or Instructor 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’s file.

8) If the recommendation is to dismiss the student, the SEA of the school will meet with the student to dismiss him/her from study at the school. The SEA and the Chair of the Board of the school 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 school.

9) If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

10) If the student owes tuition or other fees to the school, the head of the school may undertake the collection of the amount owing.

C. REFUND POLICY

Refund Policy	Implemented:Date: October '19
	Implementation Date
Senior Education Administrator, Admin. Assistant, and Instructor of BCST Course	

1. If Body Intelligence 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 Biodynamic Craniosacral Training 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. Body Intelligence will refund the tuition for the Biodynamic Craniosacral Training 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, Body Intelligence 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 Biodynamic Craniosacral Training is provided solely through distance education, if Body Intelligence 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 the hours of instruction to be provided during the contract term have been provided, 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 Biodynamic Craniosacral Training is provided solely through distance education, if Body Intelligence provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

b) 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.

6. If Body Intelligence provides the Biodynamic Craniosacral Training 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 completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. Body Intelligence 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.

8. 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 Body Intelligence receives a student's notice of withdrawal
Body Intelligence provides a notice of dismissal to the student,

b) of the date that the registrar provides notice to Body Intelligence that the institution is not complying with section 1(c) or 2 of this policy, or

c) after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to Body Intelligence, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,

b) or the Biodynamic Craniosacral Training is provided solely through distance education.

D. Dispute Resolution

Dispute Resolution/Grades Appeal Policy	Implemented: October 2019
Educational Administrator is Responsible for Administering this Policy	

1. This policy governs complaints from students respecting Body Intelligence and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

2. All student complaints must be made in writing.

3. The student must provide the written complaint to the course administrator who is responsible for making determinations in respect of complaints. If the course administrator is absent or is named in a complaint, the student must provide the complaint to the director.

4. The process by which the student complaint will be handled is as follows:

* The Training recognises that from time to time students may have grievances with tutors or with the Institute and may wish to initiate a more formal complaints procedure. There are a number of options in these cases from bringing complaints directly to the tutor team to wider procedures involving outside facilitators to directly lodging complaints with the Private Training Institutions

Branch (PTIB) of the Ministry of Advanced Education, Skills & Training

* In the first instance a student may wish to pass a grievance directly to the tutor group. This may be discussed with the student's personal tutor or with another tutor member. It must be presented in written form. The tutor group will discuss the complaint and a meeting with the student will be initiated. This meeting will be composed of the student, a nominated fellow student in a supportive role, and a chosen tutor. The student will be able to verbally state their complaint and a further staff meeting will discuss possible actions. If the student is not happy with the outcome, then a number of further options are present.

* The student may wish to bring the issue to the management committee of the Training. A written statement must be presented to the committee. A mediation committee composed of three members will then be set up. The mediation committee will have the power to formally respond to the student's complaint. This committee will be composed of a management committee member, a senior cranial practitioner not directly involved in the training and a neutral outside participant nominated by the Training. The committee will then interview all involved parties and make a determination of appropriate responses to the complaint.

* If the student is still not satisfied with the response, he or she may lodge a formal complaint with PTIB. The Training will assist the student in this process if requested.

* Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

5. The student making the complaint may be represented by an agent or a lawyer.

6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).

E. Student Withdrawal Policy

Name of Policy

Implementation :Date
SEPTEMBER '16

Position(s) Responsible for Administering this Policy: SEA

Date SEPTEMBER '16

Date of Last Revision

Policy:

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

An international student whose application for a study permit has been denied is entitled to a refund under PCTIA Bylaw 38.3, if a copy of the denial letter is provided to BI prior to the program start date.

Procedure: BI will receive a written notice of withdrawal.

F. Safety Policy

Safety Policy	Implemented: September '16
All employees are responsible for administering this policy.	Position(s) Responsible: SEA, Admin Assistants, Instructors and Teaching Assistants

Policy:

BI is committed to providing a healthy and safe, working and learning environment for all employees and students. The policy applies to all BI contractors, teaching assistants, and students.

Procedure for Fire Safety:

1. The SEA ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The SEA ensures that all people involved receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The SEA is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the SEA will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The SEA will advise all people to evacuate the campus.
6. Instructors will escort their students to the outside of the campus building, ensuring that he or she takes the class list with them. At the sidewalk outside, the Instructor will check the students present against the list of students in

attendance that day and will immediately advise the SEA if anyone is missing. The SEA will act as a liaison between fire officials and students/employees during the emergency. If necessary, the SEA will authorize school closure.

7. No student or employee will re-enter the campus until the fire officials have authorized re-entry.
8. At the Vancouver and Victoria locations the Instructor of the class will take on the duties of the SEA, and the owners of the buildings have responsibility for the EXIT signs etc. which, in fact are in place.

Procedure for Earthquake Safety:

1. The SEA ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The SEA ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated SEA is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the SEA will advise all employees to evacuate the campus.
6. Instructors will escort their students to the outside sidewalk ensuring that he or she takes the class list with them. At the outside sidewalk the Instructor will check the students present against the list of students in attendance that day and will immediately advise the SEA if anyone is missing.
7. The SEA will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the SEA will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Safety Procedures: N/A: no dangerous materials are used in our courses.

G. Privacy Policy Implemented: September '16

Senior Education Administrator	Position(s) Responsible
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BI collects, uses, retains and discloses information in accordance with the

Personal Information Protection Act (“PIPA”). BI may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

For all career training programs:

A student’s record includes, as applicable, a student enrolment contract; evidence a student met all admission requirements; financial records, attendance records; documentation of any dispute, grade appeals or dismissal; copies of study permits and practicum/work placement information.

BI retains student records for a period of seven (7) years following the student’s withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.

Within 60 days of a student completion of the program of study or withdrawal or dismissal, BI uploads a copy of the students’ enrolment contract, transcript and diploma or certificate (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years.

For short duration programs:

A student’s record includes an application form, student enrolment contract; financial records and

documentation of any dispute, grade appeals or dismissal.

Student records are kept for 8 months following the completion of a short duration program and are not archived.

Access to student’s records

Student records are maintained in a secure storage medium in a secure location.

Upon written request to Ged Sumner, SEA, a student may access his/her records for a fee of \$0.25 per page.

H. Attendance Policy:

1. The minimum attendance requirements for students are as follows:
full attendance of all 50 days of the course
2. The consequences for students who do not meet the minimum attendance requirements listed above are as follows:
days or seminars that have been missed must be attended before graduation of the program is possible

The process by which students must report an absence is as follows:
please contact the course administrator on training@bodyintelligence.com or your assigned tutor

I. Credit Transfer Policy: not applicable

J. Work Experience Policy: not applicable

K. Prior Learning Assessment: not applicable

L. Language Proficiency Assessment – not applicable