

# Student Policy Handbook

Congratulations on your enrolment in our Acupuncture and Traditional Chinese Medicine program. This form of medicine has a long and successful history. As health care undergoes significant change, we believe TCM will be on the cutting edge of maintaining the public's health and treating disease.

As one of a limited number of students, we are dedicated to your education and expect you to be equally dedicated to learning. We will do everything possible to assist you in this process.

In order to maintain the standard of education in our program, we have established policies that will ensure the best possible care for our patients and preparation of our graduates. It is your responsibility to read and be familiar with these policies. Ongoing monitoring will occur to ensure the standards are met and the policies will be enforced.

## *Attendance:*

Students and Instructors are expected to be on time for classes. If for some reason you need to be late for a class please wait for an appropriate time to enter that classroom and then do so quietly so as not to disturb the class.

Students are expected to attend all classes and clinic times. As the CTCMA requires a certain number of hours to write licensing exams any missed hours must be made up at a later date. If you are unable to attend due to illness or some sort of emergency please notify the school. If you have a patient scheduled you are responsible for contacting the patient ASAP and rescheduling for another time or arranging for another student to do the treatment.

Please be aware that students who have student loans or grants are required to attend a minimum number of classes. If students fail to attend the required hours or drop down to a part time student the college is required by law to notify the student loans branch. This could result in the student losing their eligibility for student loans.

## *Auditing of courses:*

Students wishing to audit a course may do so with the permission of the college and the course instructor. Students will not be given any credit for the course and if at any time they are disruptive to the class they will no longer be allowed to attend.

## *Classroom Etiquette:*

Students are asked to give the instructor respect and attention and refrain from asking questions during the lesson. Instructors will incorporate times into the lecture when questions can be asked. If you wish to discuss something in depth with an instructor because you are not clear or do not agree please speak with the instructor after class. Unless the entire class needs clarification it is not fair to classmates to use valuable time for in depth review.

If you need to leave the class for any reason please try to exit and enter at the appropriate time so as not to disturb the rest of the class.

Eating during class time is not allowed. Students are given breaks for lunches and snacks.

If at any point in time a student is being disrespectful or disruptive to instructors or fellow classmates they may be asked to leave the class. If the behavior continues the instructor has the right to ask the student to leave the class permanently.

## *Grades:*

Teachers will monitor progress on an ongoing basis. A minimum of 80% attendance is required in order to write the final exam for any course. Students must achieve a minimum of 60% in order to pass a course. Grades will be issued at the end of the school year (i.e. April).

## *Exams:*

All students are required to write any exams or papers and assignments in order to pass a course. If the student fails to do this at the appointed date teachers may choose to deduct marks from the total. Midterm and final exams are written during the exam weeks in December, April and August or at another time

designated by instructors and permitted by the college. Any student not able to write their exam at this time must submit a written request to the instructor with a valid reason and date when they will be available to write the exam. Approval of the request is up to the instructor and the college. The student may be required to pay an extra fee for the exam; \$50 for a midterm exam and \$80 for a final exam.

*Tuition Fees:*

At the start of each academic year each student is required to sign a Student Enrollment Agreement and Contract. The schedule for tuition payments will be laid out in this contract. Any student who does not make payment as laid out in this contract may be penalized for missed or late payments. Transcripts will be withheld until all fees are paid in full. Any outstanding fees should be paid in full before the start of each term. If the college and the student cannot reach a written agreement, it is possible the student may not be allowed to continue attending classes.

Part time students pay for courses by course hours.

(Any student who has failed a course and needs to retake the course must pay for this course in addition to their regular tuition. Fees will be calculated depending on course hours.)

*Withdrawal and Tuition Refunds:*

Written the student must provide notice if they wish to withdraw from studies.

If written notice of withdrawal is received by the college less than seven calendar days after the contract is made and before the program started the college may retain the lesser 10% of the total fees due under the contract or \$100.00. If written notice is received thirty days before the start of a program the college may retain 10% of the total fees.

*Transcripts:*

Transcripts are available to students at the end of each academic year. Any additional copies are available at a cost of \$25.00 per copy.

Transcripts will not be issued to any student owing tuition, money for textbooks and supplies or any other fees owed to the college. Once all fees are paid transcripts may be issued.

*Library books:*

Reference books and materials are to be used at the college only. Due to books not being returned students are no longer allowed to remove books from the college.

*Parking:*

Due to limited parking at both locations students are not allowed to park in the parking lots. Parking spots are for patients only. Students can park on the side streets located near the college and the clinic.

*Student use of office area:*

Students should not be in the office/reception area unless dealing directly with one of their patients. If this happens there should not be more than one student at the reception desk at a time. Due to the fact that there is only one phone line at the college and the second phone at the clinic is for the credit card and interact line students are not permitted to make personal phone calls unless it is an emergency. The phones are to be used for business only. If you need to contact a patient you may use the college or clinic phone for the time needed.

The computers in the office and reception area are not for the use of students. They are to be used by the administration for business.

*Student licenses and insurance:*

Students may not practice acupuncture, herbology or tui na in the clinic until they have received a student license from the CTCMA. Students must also pay the insurance cost that goes with their student license. Licenses and insurance must be renewed on a yearly basis.

*Clinic Protocol:*

Clothing and general appearance should be neat and clean. Students should wear lab coats.

If you are late for your clinic time and patients are kept waiting the patient may be given the option of having their treatment done by another available student. If you know you cannot make it for a scheduled appointment it is your responsibility to contact the patient and reschedule.

If you wish to observe a treatment you must first gain permission from the patient and person giving the treatment. When you are in a room observing please do not make comments or ask questions. This is often disruptive to the patient. Questions and treatments can be discussed after the treatment in a private area. Do not interrupt a treatment in progress. If you wish to observe you must gain permission and enter the treatment room before the treatment starts.

After the treatment the person giving the treatment is responsible for cleaning the treatment room and making it ready for the next patient.

Students must record their clinic hours and have it signed by the supervisor daily.

All patient records must be left at the clinic. No copies are to be made and removed from the clinic.

Any student performing a treatment on a patient or another student must first consult with a clinic supervisor.

If you take a booking for the student clinic please try to make sure that the patients are spread out so all students have patients to work with.

Please be professional and quiet at all times in the clinic and respectful of our patients needs.

### ***Dispute Resolution Policy and Procedure:***

#### *Policy:*

Individuals should always try to resolve issues informally between themselves first. If assistance is required please contact the administrator or principal. Please do not involve other staff or students in a dispute if not necessary.

#### *Procedure:*

##### Step One

Attempt to resolve the issue directly with the other party. If parties are not satisfied proceed to step 2.

##### Step Two

Put your complain in writing to the administrator or principal. They will request submissions from all involved parties, including witnesses. An investigation will be conducted within one week of receiving the written complaint.

The administrator or principal will provide a written decision to all parties within 48 hours of completing a review. If parties are still not satisfied them may proceed to step 3.

##### Step Three

The parties appoint a mutually acceptable third party mediator. The parties agree to abide by the recommendations of the mediator.

### ***Academic Probation and Student Dismissal Policy:***

Academic probation is a condition under which students must meet certain criteria in a fixed period of time before continuing in the program. Students may be placed on probation for one or more of the following reasons:

Substandard academic and or clinical performance

Substandard attendance

Disruptive or unprofessional behavior

Academic misconduct including plagiarism and cheating on exams

Unlawful behavior

Abusive treatment of fellow student, instructor or any other staff member

Inebriation or consumption of alcohol or non-prescriptive drugs at the college

Misuse of prescription drugs at the college

### *Student Dismissal Procedure*

Faculty or staff with serious concerns about a student's performance under one or more of the criteria above will review the student's performance and submit information to the administration.

An assessment to determine whether probation is indicated will be conducted by the principal, and, in the cases of substandard academic performance, attendance or academic misconduct, and the relevant instructors.

When probation is warranted, the condition(s) of probation and the required performance evaluation(s) will be issued to the student for them to sign,

Probationers who do not satisfactorily meet the performance requirement(s) of their probation will be dismissed from the program.

Notice of dismissal will be signed by the principal and given to the student who will sign a written acknowledgment of receipt.

Students subject to dismissal for academic reasons with the exception of plagiarism or cheating may reapply to the program after a 12-month period.

### ***Harassment Policy:***

Oshio College expects all students, instructors and staff to behave in a courteous and respectful manner to each other at all times.

Any student, instructor, or staff member who engages in any unacceptable behavior or who does not at all times exhibit respect for other people will be subject to a review of their continued association with the college.

All students, instructors and staff are advised that if the review process confirms that such unacceptable behavior is occurring that they may be subject to immediate dismissal or termination for cause.

### *Review process*

- A. Any student, instructor or staff member who feels that they have been subject to any form of harassment, intimidation or any attempt by someone to exert unwelcome control over their person or activities should bring this to the attention to a member of the administration. This may be done in Person or in writing.
- B. The Administrator or Principal will conduct a thorough and confidential investigation of the complaint and prepare a short written summary of the findings including recommended remedial action. A copy of this report will be given to the complainant for review and to add any comments.
- C. The final report will be submitted to the Principal for disposition and action, including letter of reprimand, suspension and dismissal for cause.

Any student feeling their problems have not been dealt with fairly or adequately may contact the CTCMA at :

(604) 638-3108 or 2<sup>nd</sup> Floor, 5050 Kingsway, Burnaby, BC V5H 4H2

I, \_\_\_\_\_, a student at  
Oshio college of Acupuncture and Herbology, have read and understand  
the policies outlined in the Student Policy handbook.

I have hereby agreed to abide by these policies.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_