



# HHH INSTITUTE

HOLISTIC HARMONY HAVEN

Holistic & Complementary Health Education · Calgary, AB, Canada

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OFFICIAL STUDENT HANDBOOK

## Student Handbook

A Guide for Personal & Practitioner Track Students

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# 1. Welcome from the Director

On behalf of the entire team at HHH Institute, the educational arm of Holistic Harmony Haven, it is my privilege to welcome you. You are joining a community of learners committed to grounded, evidence-informed, root-cause education in holistic and complementary health and wellness.

This Handbook is your primary reference for how we teach, support, and assess you throughout your studies. It explains your rights and responsibilities, the structure of our programs, and the standards we hold ourselves and our students to. Please read it carefully and keep it close at hand. Whether you are here for your own personal growth or to build the foundations of a wellness-oriented practice, our promise is the same: warm, rigorous, and honest education that respects both you and the people you may one day support.

As you begin, I encourage you to engage fully: ask questions, participate in your cohort, and hold yourself to the high standards that make our certificates meaningful. The holistic and complementary wellness field carries real responsibility, and the trust people place in practitioners is earned through humility, honesty, and a clear understanding of where our role ends and a licensed clinician's begins. Everything in this Handbook is built around that principle.

With warmth and respect,

**Pardeep Kaur Randhawa**

Founder & Director, HHH Institute

## 2. About HHH Institute

HHH Institute is a private educational institution based in Calgary, Alberta, Canada, delivering its programs online-first through the Thinkific learning platform. We specialize in certificate-level education in holistic practice, holistic medicine, holistic nutrition, and functional nutrition, supported by a growing catalogue of flagship programs and focused short courses.

### 2.1 Our Approach

Everything we teach is warm, grounded, evidence-informed, and root-cause oriented. We avoid medicalized claims and frame our work as support, education, wellness, and complementary care. Our online-first model makes high-quality holistic education accessible to learners wherever they are, while live cohort sessions keep the experience personal and connected.

## 2.2 Recognition & Quality Assurance

HHH Institute holds recognition through the International Practitioners of Holistic Medicine (IPHM) and Continuing Professional Development (CPD) certification, and is pursuing a recognition pathway with the International Institute for Complementary Therapists (IICT). We are also developing relationships with additional accrediting and professional bodies as part of our ongoing quality-assurance strategy. Recognition by these bodies supports the portability and professional credibility of our certificates; it does not confer any license to practice a regulated health profession.

### Scope-of-Practice & Compliance Notice

HHH Institute is a private educational institution offering certificate programs in holistic and complementary health education. Our certificates are educational credentials only and do not constitute a license to practice medicine or any regulated health profession. Graduates may not diagnose disease, prescribe medication, or treat medical conditions, and must always refer clients to licensed medical professionals for diagnosis and treatment.

## 3. Mission, Vision & Values

### 3.1 Mission

To deliver warm, grounded, evidence-informed education that empowers individuals to support holistic wellness in themselves and, where appropriate, in the people they serve — always within clear and ethical scope-of-practice boundaries.

### 3.2 Vision

A world in which complementary and holistic health education is rigorous, accessible, and trusted, and in which practitioners work in respectful collaboration with the licensed medical community.

### 3.3 Values

- **Integrity** — We teach honestly, cite our sources, and never overstate what our credentials permit.
- **Rigour** — We favour evidence-informed, root-cause approaches over fashion or hype.
- **Compassion** — We meet learners and clients where they are, with warmth and respect.
- **Safety** — We hold firm scope-of-practice limits and always defer to licensed medical professionals for diagnosis and treatment.
- **Accessibility** — We design for diverse learners, abilities, and circumstances.

## 4. Programs Offered

HHH Institute offers each program in two tracks (see 4.4). All programs lead to a certificate of completion — an educational credential, not a license or degree.

### 4.1 Short Certificate Programs (Currently Offered)

Our four current certificate programs provide focused, foundational education in distinct areas of holistic and complementary wellness:

**Certificate in Holistic Practice** — Foundations of whole-person, root-cause wellness education and the ethical, non-clinical role of a holistic educator.

**Certificate in Holistic Medicine** — Principles of complementary and holistic approaches to wellbeing, framed strictly as education and support rather than medical treatment.

**Certificate in Holistic Nutrition** — Whole-food, lifestyle-centred nutrition education for personal wellbeing or wellness coaching within scope.

**Certificate in Functional Nutrition** — A systems-oriented, root-cause approach to nutrition education, emphasising individualised, evidence-informed wellness support.

### 4.2 Flagship Programs (In Development, 18–24 months each)

The following flagship programs are currently in development and are not yet open for enrollment. Anticipated duration is 18–24 months each.

- Full Holistic Medicine
- Full Natural Medicine
- Full Functional Nutritional Medicine
- Full Homeopathic Medicine

### 4.3 Short Courses (Focused, Accessible Entry Points)

Our short courses are concise, practical, and an excellent introduction to the HHH Institute approach:

**30-Day Wellness Reset** — A guided month of foundational wellness habits and education.

**Kidney Reset** — Focused education on supporting kidney wellness through lifestyle and nutrition, within scope.

**Autoimmune Detective** — A root-cause educational exploration of factors associated with autoimmune-related wellbeing.

**Yoga Teacher's Clinical Edge** — For yoga teachers seeking deeper, evidence-informed wellness education to complement their teaching.

**Practitioner Launch Lab** — Guidance for graduates on building an ethical, within-scope wellness-education practice.

#### 4.4 Personal Track vs. Practitioner Track

Every program is available in two distinct tracks. Choosing the right track at enrollment matters, because it determines your pass mark, assessments, and the scope of what your certificate represents.

Dimension	Personal Track	Practitioner Track
<b>Purpose</b>	Self-development and personal wellbeing	Preparing to work with clients in a wellness/educational capacity
<b>Clinical scope</b>	None	Non-clinical; no diagnose / treat / prescribe
<b>Pass mark</b>	70%	75%
<b>Practicum</b>	Not required	Virtual practicum and peer practice required

#### 4.5 International Reach (In Development)

HHH Institute is building toward international delivery and partnerships. As an online-first institution, we are developing the capacity to serve and collaborate with learners and organizations beyond Canada — including planned expansion into India and other jurisdictions. These initiatives are in development and are not yet available; where we operate in new jurisdictions, we will comply with applicable local laws.

### 5. Admission Requirements

Admission to HHH Institute programs is open and non-discriminatory. The following minimum requirements apply:

- Be at least 18 years of age. All HHH Institute programs are designed for adult learners.
- Demonstrate functional written and spoken English proficiency, as instruction and assessment are conducted in English.
- Have reliable internet access and a device meeting the technical requirements in Section 17.
- For the Practitioner Track, acknowledge and agree to the scope-of-practice limits and the Code of Conduct prior to commencing clinical practicum activities.

No prior formal qualification is required for the short certificate programs. Specific flagship programs (when launched) may carry prerequisite recommendations, which will be published with each program.

## 6. Enrollment Process

### 6.1 Steps to Enroll

**Step 1.** Review the program page and select your track (Personal or Practitioner).

**Step 2.** Complete the online enrollment form, including the Enrollment & Educational Consent (Consent Form A).

**Step 3.** Submit payment or arrange an approved payment plan (see Section 7).

**Step 4.** Receive your Thinkific account activation and onboarding email within two business days.

**Step 5.** Complete orientation and begin your first module.

### 6.2 Enrollment Confirmation

Your enrollment is confirmed once payment (or an approved payment plan) is received and your consent forms are signed. A confirmation email serves as your official enrollment record. Your cooling-off period and refund rights begin on the date of enrollment confirmation (see the Refund Policy).

## 7. Tuition & Payment

Tuition varies by program and track. The amounts below are placeholders and will be confirmed on each program's official page prior to enrollment.

Program Type	Personal Track	Practitioner Track
Short Certificate Programs	[TBD] CAD	[TBD] CAD
Flagship Programs	[TBD] CAD	[TBD] CAD
Short Courses	[TBD] CAD	[TBD] CAD
Non-refundable administration fee	\$150 CAD	\$150 CAD

### 7.1 Payment Methods

Payments are processed securely through Stripe. Approved instalment plans may be available for higher-tuition programs. A non-refundable administration fee of \$150 CAD applies as set out in the Refund Policy.

## 7.2 Refunds

All refunds are governed by the HHH Institute Refund Policy (a separate document in this package), including a 7-day cooling-off period and a tiered withdrawal schedule.

## 8. Academic Calendar & Course Duration

HHH Institute uses a rolling-enrollment model for most short certificate programs and short courses, with scheduled live cohort sessions layered on top of self-paced content. Typical durations are summarized below; exact dates appear on each program page.

Offering	Typical Duration	Enrollment
Short courses	2–6 weeks	Rolling
Short certificate programs	3–6 months	Rolling, with cohort start dates
Flagship programs (in development)	18–24 months	Scheduled cohorts

HHH Institute observes Alberta statutory holidays. Live sessions are not normally scheduled on these dates; recordings and self-paced content remain available.

## 9. Learning Platform (Thinkific)

All HHH Institute courses are delivered through Thinkific, our learning management system. After enrollment you will receive a personal Thinkific account where you can access course content, submit assessments, track progress, and download your certificate of completion. Thinkific stores certain data on servers located in the United States; please see the HHH Institute Privacy Policy for details on data handling and international transfers.

## 10. Course Delivery

### 10.1 Asynchronous (Self-Paced) Learning

The core of each program is delivered asynchronously through video lessons, readings, workbooks, quizzes, and reflective assignments that you complete on your own schedule within the program window.



## 10.2 Live Cohort Sessions

Programs are complemented by scheduled live cohort sessions — interactive webinars, Q&A, case discussions, and, for the Practitioner Track, supervised peer practice. Live sessions may be recorded for the benefit of registered students; recordings are retained for up to 12 months. Your consent to recording is obtained through Consent Form C (Virtual Practicum & Recording Consent).

## 11. Attendance & Participation Expectations

- Personal Track students are encouraged, but not required, to attend live sessions; recordings are provided.
- Practitioner Track students must attend or view at least 80% of live cohort sessions and must complete all required peer-practice activities.
- Active, respectful participation in discussion forums and peer practice is expected of all students.
- If you cannot attend a required session, notify your instructor in advance and review the recording and any make-up activities.

## 12. Assessment & Grading

Assessment methods include quizzes, written assignments, reflective journals, case-based exercises, and — for the Practitioner Track — practicum evaluations. Pass marks differ by track.

Track	Pass Mark	Notes
Personal Track	70%	Focus on comprehension and personal application
Practitioner Track	75%	Higher standard; includes practicum competency sign-off

Students who do not meet the pass mark on an assessment are normally permitted one supplementary attempt per assessment. Persistent non-completion may result in withdrawal from the program, subject to the Refund Policy.

## 13. Academic Integrity & Plagiarism

HHH Institute expects all work submitted for assessment to be your own. Plagiarism — presenting another's words, ideas, or work as your own — contract cheating, unauthorized collaboration, fabrication of data, and misuse of artificial-intelligence tools to misrepresent authorship are all violations of academic integrity.

Suspected violations are reviewed fairly under the principles of natural justice. Confirmed violations may result in a failing grade for the assessment, a requirement to redo work, or, for serious or repeated cases, withdrawal from the program. Students may appeal any integrity decision under Section 24 and the Complaint & Grievance Policy.

### 13.1 Citing Sources

When you draw on the work of others in assignments, cite your sources clearly. HHH Institute values evidence-informed practice, and proper attribution is both an academic and an ethical obligation. Your instructors will provide guidance on an acceptable citation style for written work.

### 13.2 Use of Artificial-Intelligence Tools

AI tools may be used for permitted purposes such as brainstorming or proofreading where an instructor allows it, but submitting AI-generated work as your own original analysis, or using AI in a way that misrepresents your understanding, is a breach of academic integrity. When in doubt, ask your instructor before using such tools for graded work.

## 14. Code of Conduct

All members of the HHH Institute community are expected to:

- Treat instructors, staff, and fellow students with respect, free from harassment, discrimination, or bullying.
- Maintain the confidentiality of peers' personal and practicum information.
- Use HHH Institute platforms, recordings, and materials only for legitimate educational purposes and not redistribute them.
- Represent their qualifications and scope honestly at all times (see Section 15).
- Comply with all applicable laws and with this Handbook.

Breaches of the Code of Conduct may lead to warnings, suspension, or withdrawal, with appeal rights preserved.

## 15. Use of HHH Credentials by Graduates

Graduates of HHH Institute receive a **certificate of completion** — an educational credential. It is not a license or a degree, and it does not authorize the practice of medicine or any regulated health profession.

When describing their HHH Institute education, graduates must:

- Use the exact program title (e.g., "Certificate in Holistic Nutrition, HHH Institute") and never imply a license, registration, or degree.

- Refrain from diagnosing disease, prescribing medication, or treating medical conditions.
- Always refer clients to licensed medical professionals for diagnosis and treatment.
- Frame their services as education, support, wellness, and complementary care.

#### **Scope-of-Practice & Compliance Notice**

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## **16. Student Support Services**

HHH Institute provides email-based academic and technical support, instructor office hours during active cohorts, peer discussion forums, and guidance on study skills and wellbeing resources. While we care deeply about student wellbeing, HHH Institute does not provide medical or psychological treatment; students experiencing a health crisis should contact a licensed professional or emergency services.

### **16.1 Academic Support**

Instructors and teaching assistants are available during published office hours and by email to clarify content, provide feedback, and guide your study. We aim to respond to student enquiries within two (2) business days.

### **16.2 Technical Support**

For issues accessing Thinkific, viewing content, or joining live sessions, contact Student Support with a description of the problem, your device and browser, and any error messages. Most access issues can be resolved within one business day.

### **16.3 Wellbeing & Referrals**

Studying topics related to health and wellness can sometimes raise personal questions. Our team can point you to reputable general resources, but cannot provide clinical care. If you need health support, please consult a licensed professional; in an emergency, contact local emergency services immediately.

## **17. Technical Requirements**

- A computer or tablet with an up-to-date web browser (Chrome, Edge, Safari, or Firefox).
- Reliable broadband internet capable of streaming video.

- A webcam and microphone for live cohort sessions and practicum (Practitioner Track).
- A valid email address and the ability to receive PDF documents.

## 18. Accessibility Accommodations

HHH Institute is committed to accessible education. Students who require accommodations — such as extended assessment time, captioned media, or alternative formats — may request them by contacting Student Support. Requests are handled confidentially and assessed individually. We make reasonable efforts to accommodate disabilities and diverse learning needs consistent with the integrity of our programs.

## 19. Library & Learning Resources

Enrolled students have access to a curated digital resource library within Thinkific, including readings, reference guides, downloadable workbooks, recorded sessions, and links to reputable external sources. All resources are provided for personal educational use and remain the property of HHH Institute or the respective rights holders.

## 20. Continuing Education Credits & Recognition

HHH Institute programs are recognized for continuing professional development through IPHM and CPD, and we are pursuing a recognition pathway with IICT. Where a program carries CPD hours or IPHM/IICT recognition, this will be stated on the program page and reflected on your certificate. Recognition supports the professional value of your learning; it does not constitute a license.

## 21. Academic Partnerships (In Development)

HHH Institute is developing articulation pathways with universities and other post-secondary partners, with the goal of enabling credit transfer and joint programs in the future. These partnerships are forward-looking and in development; they are not yet established, and no current claim of university credit or affiliation should be inferred. Updates will be published as agreements are finalized.

## 22. Graduation Requirements

To graduate and receive a certificate of completion, students must:

- Complete all required modules and assessments.
- Achieve the applicable pass mark (70% Personal Track; 75% Practitioner Track).
- Complete all required live sessions and practicum activities (Practitioner Track).

- Have no outstanding tuition balance or unresolved academic-integrity matters.

## 23. Records & Transcripts

HHH Institute maintains academic records securely and in accordance with the Privacy Policy. Academic records are retained for seven (7) years; records arising from clinical practicum activities are retained for ten (10) years consistent with Alberta health-records norms. Graduates may request a copy of their transcript or a replacement certificate by contacting the Registrar; administrative fees may apply.

## 24. Appeals Process

Students who wish to challenge an academic decision (such as a grade or an integrity finding) or who have a concern about their experience may seek resolution under the HHH Institute Complaint & Grievance Policy, a separate document in this package. That policy sets out a four-step process: informal resolution, formal complaint, grievance committee review, and external escalation. Appeals are handled confidentially, without retaliation, and in accordance with the principles of natural justice.

## 25. Frequently Asked Questions

### **Do I receive a license when I graduate?**

No. HHH Institute awards a certificate of completion, which is an educational credential. It is not a license or a degree and does not authorize the practice of medicine or any regulated health profession.

### **Can I diagnose or treat clients after graduating?**

No. Graduates may not diagnose disease, prescribe medication, or treat medical conditions. You must always refer clients to licensed medical professionals for diagnosis and treatment, and frame your own services as education, support, and wellness.

### **What is the difference between the two tracks?**

The Personal Track is for self-development (70 percent pass mark, no practicum). The Practitioner Track prepares you to support clients within scope (75 percent pass mark, required practicum).

### **How do I get a refund if I change my mind?**

You have a 7-day cooling-off period and a tiered withdrawal schedule thereafter. See the Refund Policy for full details and the Refund Request Form.

### **Are the live sessions recorded?**

Yes, live cohort sessions may be recorded for the benefit of registered students and retained for up to 12 months. Your consent is obtained through Consent Form C.

### Is my personal information protected?

Yes. We handle personal information in accordance with PIPEDA and Alberta PIPA, as described in our Privacy Policy. You have rights of access, correction, and consent withdrawal.

### Who do I contact if I have a concern or complaint?

Start informally with your instructor or Student Support. If unresolved, the Complaint & Grievance Policy sets out a fair, four-step process with no retaliation.

## 26. Contact Directory

Purpose	Contact
General enquiries	<a href="mailto:info@holisticharmonyhaven.com">info@holisticharmonyhaven.com</a>
Privacy & data requests	<a href="mailto:privacy@holisticharmonyhaven.com">privacy@holisticharmonyhaven.com</a>
Refunds	<a href="mailto:refunds@holisticharmonyhaven.com">refunds@holisticharmonyhaven.com</a>
Director / Document Owner	Pardeep Kaur Randhawa, Director
Website	<a href="http://holisticharmonyhaven.com">holisticharmonyhaven.com</a>
Location	Calgary, Alberta, Canada

This Handbook is reviewed annually each June. Version 1.0, effective 2026-06-18, approved by Pardeep Kaur Randhawa, Director.

## 27. Glossary of Key Terms

The following terms are used throughout HHH Institute documentation. They are provided to help you read this Handbook and our policies with a shared understanding.

Term	Meaning
Certificate of completion	The educational credential awarded by HHH Institute on successful program completion. It is not a license or a degree.
Personal Track	A program pathway for self-development, with no clinical scope and a 70 percent pass mark.

Term	Meaning
<b>Practitioner Track</b>	A program pathway for those who will support clients in a wellness or educational capacity, with a 75 percent pass mark and required practicum. No diagnose, treat, or prescribe.
<b>Scope of practice</b>	The boundaries of what a graduate may and may not do, notably no diagnosing, prescribing, or treating of medical conditions.
<b>Cohort</b>	A group of students progressing through scheduled live sessions together.
<b>Practicum</b>	Supervised peer-practice activities in the Practitioner Track, conducted as educational simulations.
<b>IPHM / CPD / IICT</b>	Recognition bodies with whom HHH Institute holds or is pursuing recognition for continuing professional development and program credibility.
<b>PIPEDA / Alberta PIPA</b>	The federal and Alberta privacy laws that govern how HHH Institute handles personal information.

For full detail on any policy referenced in this Handbook, consult the corresponding standalone document in the HHH Institute policy package: the Complaint & Grievance Policy, the Refund Policy, the Privacy Policy, and the Consent Forms.

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