

## POLICY DOCUMENTS

### **Things you need to know before booking your TTC**

- Practice Experience – We require students to have a minimum of 1 year practice experience before undertaking this course
- Booking – In order to confirm your place on our course we require a deposit of £250. This deposit is non-refundable.
- Full payment should be received within 14 days of the course starting. We reserve the right to refuse a place to students who have not paid in full by this time.
- As space is limited, places are granted on a first-com, first-served basis.

### What fees include/ what is not included

Included:

- Training and assessment by a qualified Yoga Alliance Professionals SYT - SUBSIDISED Trainee membership with Yoga Alliance Professionals.
- SUBSIDISED join up fee (saving of £35.00) if students upgrade their YAP membership within 14 days of graduation.
- All necessary course paperwork and equipment
- We will automatically insure all UK/EIRE trainees

Not included:

- Any incurred costs of travel, accommodation or food
- Pre-reading literature must be purchased at cost to the student

### **Cancellation / Refund Policy**

- Early Bird Price (Available until November 30th 2020): £2,200
- Standard Price: £2,600
- Deposit Required: £250 (non-refundable) This will secure your space on the course.
  
- A refund (minus a 10% admin fee and deposit) will be made for cancellations made more than 28 days before the start date.
- For cancellations less than 28 days before the course or workshop there will be no refunds unless:
  - the course/ workshop is full and your place can be filled from a waiting list, or
  - you are sick/injured/pregnant and can provide a doctor's note

In these cases, we will refund the fee, minus a 20% admin fee and deposit. All clients are asked to agree to our terms and conditions upon booking a course or workshop

- If a course or workshop is cancelled you will be offered either a cash refund or the option of being transferred to an alternative event

- We are unable to give refunds in the case of cancelled transport (trains, aeroplanes etc). Please ensure you take out relevant insurance to protect yourself against this.
- Refunds are not possible once a course has started or retrospectively.
- We reserve the right to cancel a workshop for any reason. Whilst we would only do this in exceptional circumstances that means we are unable to offer the workshop as advertised, or if there are insufficient numbers booked onto the workshop to make it viable for the teacher taking the workshop. Should this happen, we will notify you as soon as we have knowledge of the cancellation and will refund you the full £ (sterling) amount you have paid us in respect of the workshop. We will not be responsible for any additional expenses which you may have incurred in respect of the workshop, including travel, accommodation or exchange rate losses.

### **Cancellation procedure**

If you wish to cancel your booking on our course, please do so in writing to [evolveyogacumbria@outlook.com](mailto:evolveyogacumbria@outlook.com) and address your note to Anne-Marie.

### **Attendance Rate**

Minimum attendance rate is 90% (this still counts if you join online instead of in person due to sickness or injury)

- The course must be completed within 12 months of the finish date.

- If any assignments are needed to re-sit, the first occasion will be free of charge. Any further re-sits will be charged at £30 with a maximum of 4 resits

Extensions for students if unable to complete the requirements due to unforeseen circumstances are on a case by case basis and not guaranteed.

### **Complaints Procedure**

Stage one - An informal chat at the time of incident or within 48 hours. We will aim to resolve all complaints in this manner

Stage two - Written complaint. If your complaint has not been resolved informally, please put your complaint in writing to [evolveyogacumbria@outlook.com](mailto:evolveyogacumbria@outlook.com) addressed to Anne-Marie Pearson

We will acknowledge your complaint within 5 working days. All complaints procedures will remain anonymous.

Stage three - If it is not possible to provide a full answer within a 5 working days, we will provide a letter outlining the reasons why and give a date by which a full answer is expected.

## Code of Conduct

Dear Student,

Welcome to your teacher training! We are delighted that you have chosen Evolve Yoga to guide and support you on this journey and we wish you every success. We will strive to do all we can to help you reach your full potential throughout this course.

In order to maintain our high standards, it is important that you reach a certain minimum standard for teaching. Wherever we feel that this is not the case, we will speak with you directly to see how we can help to put this right. This feedback is on a continuous basis throughout the course and you will be given plenty of opportunity to work on any developmental areas. Any student who does not meet our standards will be given clear guidance on areas for improvement which we will need to see implemented before issuing you with a certificate of completion.

It is imperative this Code of Conduct is upheld on a continuous basis. This Code of Conduct is a declaration of acceptable, ethical and professional behaviour.

1. To ensure that safe and effective teaching is available to the public.
2. To provide the public with access to safe and effective yoga teachers.
3. Acknowledge the limitations of my skills and scope of practice and where appropriate, refer students to seek alternative instruction, advice, treatment, or direction.
4. Create and maintain a safe, clean and welcoming environment for all students and visitors
5. To conduct myself in a professional and conscientious manner in line with the integrity of my profession.
6. To encourage diversity by actively respecting all practitioners regardless of age, physical capability, race, ethnicity, creed, religious affiliation, gender or sexual orientation
7. Respect the rights, dignity and privacy of all students and teachers
8. Avoid all words and actions that may constitute sexual harassment

*I confirm I will comply with the requirements set out in this Code of Conduct and I accept that failure to do so will disqualify me from completing this course.*

Course name

Student name & signature

Date signed