**Policy document template**

**Practice experience**

**Our Mission** - Jilandra School of Yoga will support and guide you to graduate a competent, passionate, and safe Yoga Teacher. - You will be an asset to your community and friends.

**What are the pre requisites -**This training is open to all abilities, ages and gender, the only prerequisite is: You will need to be over 18 and have a proven minimum of two years yoga practice, and a regular weekly practice.

For your information: This is a huge commitment, and full attendance is necessary for the 180 contact hours. There will be home study and some reading between modules. If you miss a module you will have to make up the time and their maybe a

cost.

**Our Teacher Training** -  is recognized internationally within the yoga community and is the minimum standard of teaching qualification. It gives the student a comprehensive foundation on the principals of yoga, allowing you to teach safely, and with confidence to all abilities

On our Teacher Training you will learn how to: teach over 30 yoga postures with modifications for all. We will look at posture progression, alignment, lesson planning, anatomy, teaching Pranayama, (Breathing techniques) relaxation. and much more. There will be a session on setting up and running your own business.

We provide a full manual and course paperwork.

More information is available upon enrolment.

The cost – The course fee is £2,500. A £500 deposit is due on the confirmation of your place on the course. Please note that the deposit is non-refundable. The balance can be paid in advance of the first module. Alternatively, you can pay 10 payments of £200, payable every module for the first ten modules. [Payments and T&C’s](http://weebly-link/691416848182174229)

**What are the qualifications** - This training and assessment is run by a qualified Yoga Alliance Professional SYY.

At the end of this training you will be a certified Yoga Alliance Professionals Teacher RYT200hrs, and will be able to gain your insurance with the Yoga Alliance Professionals. You will also be able to start teaching 2 classes a week, 1 month into the training with full insurance as a (Registered Trainee Yoga Teacher). A full manual is given in ten modules, and modular homework is to be completed between modules.

There is no exam at the end of the course.

**Not included**

What is included – Training and assessment by a qualified Yoga Alliance Professional SYT Subsided trainee membership. Subsided joining up fee (saving £35) if you upgrade your YAP membership within 14 days of graduation

**Cancellation and Refund Policy**

We strongly encourage applicants to consider the time and financial investments required to complete the Jilandra School of Yoga Teacher Training, ensuring that the dates and times work for you.

The deposit is NON refundable and once your course fees are paid in full or installments, they are Non-refundable.

No refunds are offered for cancellations under any circumstances.

This is a big commitment and only serious applicant will be accepted.

**80% attendance of the course is expected to become a YAP teacher.**

We understand that emergencies and other life situations do arise. We recommend that you carefully review your schedule and upcoming obligations to ensure that you can commit fully to the teacher training. In some circumstances the following options may apply:

Missed Modules: Private lessons may be scheduled with the course leader to cover missed classes, at an additional cost of £50 per hour.

Making up hours missed is offered only in the face of extenuating events and will be extended by the teacher training tutor on a case-by-case basis. No teaching certification will be offered until all course hours have been completed.

You may attend the module missed, by joining another module running later in the year.

Should you find that for any reason you can no longer continue on the course, there will be no refund, but you will be certificated with the hours accrued and be able to continue with another trainer that is willing to accept you. (if you move for example).

One month’s notice must be given in writing to leave the course and FULL payment of any money owed for the remaining part of the training will be due, please note you are entering into a contract to pay the balance of the training should you need to leave the course for any reason. There will be no refund given under any circumstance.

The training must be completed within 2 years of your sign up date on the current course.

Failure to complete homework assignment will result in a one to one with your tutor and every support will be given to help you to continue with the course.

Students will be expected to have a daily practice through out the course and homework will be set.

**Code of Conduct**

Jilandra School of Yoga agrees to uphold the ethical goals set out below in the code of conduct.

1. To provide each student with access to safe and effective yoga teachers training.
2. To maintain and uphold traditional Hatha Yoga values. To teach these traditions of yoga to anyone from any background who has a true devotion to learn about these traditions. To teach yoga from the experience and uphold the integrity of my vocation by conducting myself in a professional and conscientious manner.
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 comfortable environment for the practice of yoga.
5. Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation.
6. Respect the rights, dignity, and privacy of all students.
7. Avoid words and actions that constitute sexual harassment.

Follow all local government and national laws that pertain to my yoga teaching and business.

**Jilandra School of Yoga**

**COMPLAINTS PROCEDURE**

**What is a complaint?**

A complaint is an expression of dissatisfaction, either written or spoken. An individual or a group can make a complaint. You may wish to complain if you are not satisfied with the way you have been treated, the service you have received or the tuition you have received from Jill Jones Yoga.

**Our complaints procedure**

1. Jill Jones Yoga recognizes that complaints are an important part of feedback.
   1. All complaints will be investigated fully and fairly.
   2. Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to  in the complaint.
   3. If the complainant is not happy with the result of the response to  the complaint, they will have the right to appeal.
2. Jill Jones Yoga is committed to ensuring that its services and courses are of the highest quality. The complaints procedure enables Jill Jones to respond clearly and properly to complaints and to know when and why people are not satisfied with its services and courses, so that it can improve them.

* Teaching at Jill Jones Yoga and those who wish to make a complaint against Jill Jones Yoga There are 2 stages to go through
* **1. (Informal)**  Speak to Jill Jones address any concerned and try to resolve the complaint informally.
* 2. **Stage two (Formally registering a complaint)**If you are not satisfied with the response you have received at stage  one (informal) you should then use stage two of this procedure.
* Outline the details of your complaint by letter, email, information:

Allow 30 days for reply to any forms given in writing

Student name

Date

Sign

Tutor sign

Date