

East London School of Yoga Ltd (ELSY)

CODE OF CONDUCT

Thank you for joining the diploma course, and a warm welcome to EAST LONDON SCHOOL OF YOGA LTD Teacher Training. We hope you enjoy the course and find it useful and informative. In order to maintain high standards and ensure that we keep our good reputation, it is important that you reach a certain minimum standard. Whenever we feel that this is not the case, we will talk to you personally and try to put things right. The assessment is on a continuous basis and you will receive feedback on your progress. Students who do not meet the required standards will be asked to improve on their areas of weakness, and demonstrate that they have done this before being issued with a certificate. All successful students can be registered on our database of accredited teachers.

This Code of Conduct is a summation and declaration of acceptable, ethical, and professional behaviour by which all Yoga Alliance UK Registered Yoga Teachers agree to conduct the teaching and business of Yoga.

As a Registrant of EAST LONDON SCHOOL OF YOGA LTD Teacher Training, I agree to uphold the ethical goals set forth in the following Code of Conduct:

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. To maintain and uphold the traditions of Hatha Yoga. To teach yoga from the experience of these traditions and to disseminate these teachings to anyone, from any background, who earnestly desires to follow these traditions.
4. Uphold the integrity of my vocation by conducting myself in a professional and conscientious manner.
5. Acknowledge the limitations of my skills and scope of practice and where appropriate, refer students to seek alternative instruction, advice, treatment, or direction.
6. Create and maintain a safe, clean, and comfortable environment for the practice of yoga.
7. Encourage diversity actively by respecting all students regardless of age, physical limitations, race, creed, gender, ethnicity, religion affiliation, or sexual orientation.
8. Respect the rights, dignity, and privacy of all students.
9. Avoid words and actions that constitute sexual or racial harassment.
10. Follow all local government and statutory laws that pertain to my yoga teaching and business.

I agree to comply with the conditions and requirements as set out in the course curriculum, and accept that failure to do so will disqualify me from any accreditation. I furthermore vow to uphold the standards of the teachings I have been given, and to maintain and promote the good name of yoga at all times. I accept that failure to do so

may lead to the annulment of any accreditation obtained from EAST LONDON SCHOOL OF YOGA LTD Teacher Training.

Print Name

Course and starting date

Signed and dated

East London School of Yoga Ltd

200 Hour Teacher Training Terms & Conditions

- Students should have been practicing yoga for **3 years** and have a REGULAR practice before they embark on a teacher training course.

Booking

- A deposit of £500 is necessary to secure a place on the course and should be paid at the time of the booking.
- **The deposit is non-refundable**
- The full fee, unless scheduled otherwise, should be paid before the beginning of the course.
- Applications will be taken on a 'first come first served' basis and students who have paid their deposit will have priority over those who haven't.
- EAST LONDON SCHOOL OF YOGA LTD reserve the right to refuse a place to students who have not paid their deposit or full fees by the required date.
- The fees must be paid in full and any private sessions paid for before a graduation certificate will be issued.

Fees

The fee for the course is £3000

This includes :

- Training and assessment by a qualified Yoga Alliance UK SRYT (Senior Registered Yoga Teacher)
- Materials and other appropriate paperwork

Not included:

- Flights, accommodation and food for yourself
- Insurance (you can get this from Yoga Alliance Professionals UK)
- A certificate (paying the fees do not guarantee you a certificate as you will need to successfully pass all assignments and attend a minimum of 90% the course).

During Course:

- Student's must follow the conduct of conduct throughout the course
- Minimum attendance rate of 90%
- To complete the course requirements within the agreed time
- Re-sitting any assignments (additional charges will occur)
- Students should maintain a daily practice and keep log sheets
- Extensions may be granted if student is unable to complete the requirements due to unforeseen circumstances. Evidence is required. This is at sole discretion of EAST LONDON SCHOOL OF YOGA.

- **Students are expected to take responsibility for handing in all homework and completing practice logs. Homework handed in late affect your pass rate.**
- **If Attendance is not 90% students have t pay for additional catch uo sessions.**

Cancelations:

- EAST LONDON SCHOOL OF YOGA reserves the right to change location and dates of Training
- EAST LONDON SCHOOL OF YOGA reserve the right to cancel the course at any point.

PRINT NAME :

SIGNATURE :

DATE: Jan2016

**EAST LONDON SCHOOL OF YOGA (ELSY)
Teacher Training**

Refund Policy

To ensure a place on the course a £500 deposit is payable.

Course fees are £3000 less any granted scholarship. Schedule of payment is at discretion of ELSY. Fees are non-refundable.

Please be **absolutely sure** that you can make the dates and wish to do the full course before confirming your booking.

You may cancel the course registration by notifying the EAST LONDON SCHOOL OF YOGA LTD in writing.

All deposits are Non Refundable.

In certain cases it may be possible(with appropriate documentation) to transfer to a later course.

This is SOLELY at the discretion of EAST LONDON SCHOOL OF YOGA LTD.

Jan2016

GRIEVANCE PROCEDURE

What is a grievance or complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. 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 your teacher.

Complaints about a Teacher Training Course

There are three stages that you can follow to try to resolve the issue. We will always try to resolve any complaint as soon as possible.

You may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

Stage One:

Speak to the individual(s) concerned and try to resolve the complaint informally on the day.

If you are not satisfied with the response you have received, try to resolve the issue by following stage two.

Stage Two:

Outline the details of your complaint by letter or email and send it to the person who will investigate the complaint.

Your complaint will be acknowledged within 3 working days from the date it is received. The response will contain the following information:

- Name of the person who will investigate the complaint

- The date(s) that the incident happened
- What support you can expect to receive during the process of the complaint
- An expected response date

In fairness to all parties and to ensure the investigator is able to investigate the complaint in an open and meaningful way, we cannot guarantee your anonymity. In exceptional cases, however, where a child or vulnerable adult is involved, in accordance with national guidelines and good practice the identity of individuals at risk will be protected.

When the person(s) who are dealing with the complaint, have had an opportunity to review it, they will write to the tutor or person about whom the complaint has been made. The letter will outline the main elements of your complaint and ask for a full written response.

At this point, if further relevant information comes to light, you may be asked for your comments to ensure the investigator has a balanced understanding. When your response has been received, the investigator will consider all the information available to them and make a decision.

The response will include the following information:

- Details of the investigation
- A decision about whether the complaint was upheld or not
- The reason for the decision
- The re-dress, if appropriate, which will be offered to you, for example, an apology, additional help or directing you to other sources of advice or support
- Any other action that may be taken in light of the complaint
- If it is not possible to provide a full answer to your complaint within 30 working days, the letter will outline reasons why and give a date by which a full answer is expected.