

CODE OF CONDUCT

Fire Angel Yoga provides high quality training to enable students to become competent, qualified yoga teachers.

To achieve this, students should expect throughout their time of training that the course be:

Open, fair, and free from partiality, prejudice, interference or distraction. Delivered in a uniformly, thorough and structured way.

Student teachers should also receive:

Education in all practical and ethical aspects of being a teacher

Evidence of monitoring their progress throughout their period of training.

It is important that these elements are in place as the public requires a high standard of competence and professionalism from their yoga teachers.

You can expect Fire Angel Yoga to:

1. Provide a Student Teacher Training pack which explains the steps involved in gaining a Fire Angel Yoga Teacher Training certificate.
2. Ensure through the verification process, that the course you attend meets national standards.
3. Implement the Appeals procedure quickly in the unlikely situation that things go wrong.

You can expect your Senior Teacher Trainer to:

1. Provide a structured course in appropriate surroundings.
2. Inform you at the outset of all fees you will be expected to pay in order to complete the Teacher Training programme.
3. To act professionally when delivering the Teacher Training programme and assessing your work.
4. Inform you of the expected standards whilst studying on the course which will cover performance, attendance, achievement and attitude.
5. In the event of standards not being met, student teachers will be informed initially verbally, cautioned in writing, and in extreme cases, excluded from the course. Disciplinary action will also be taken where the actions of students are deemed detrimental to either the progress of the group, or where the student is deemed unsuitable to receive the Fire Angel Yoga 200 Hour Certificate.
6. Provide you with details of the Fire Angel Yoga Appeals Procedure at the beginning of the course.

COMPLAINTS PROCEDURE

PURPOSE

To set out the procedures for dealing with complaints concerning classes, courses, Fire Angel Yoga events, and administration of Fire Angel Yoga activities.

Common-sense, courtesy to all involved, counseling and/or retraining must be the main tools used when dealing with complaints.

When complaints are raised they most often involve Yoga teaching situations. In the case of a complaint against a Fire Angel Yoga teacher being upheld:

1. The first option would be counseling and/or re-training. If the outcome of this strategy is satisfactory, no further action should be necessary.
2. If this strategy fails to produce the desired improvement/change, the Fire Angel Yoga Chief Senior Teacher Trainer would recommend that the teacher's name be removed from the list of approved teachers.
3. Whatever the final outcome, the Fire Angel Yoga Chief Senior Teacher Trainer will write to the complainant with a copy to the teacher involved, explaining what action has been taken.
4. A report must be kept on file of all complaints and decisions taken, for the record, at the Fire Angel Yoga office.

COMPLAINTS AGAINST ACCREDITED TEACHERS

The complainant will be given the name and address and telephone number of the current Chief Senior Teacher of Fire Angel Yoga to contact.

Fire Angel Yoga will inform the complainant that the complaint will be dealt with as speedily as possible, but there may be some delay if other Fire Angel Yoga personnel need to be consulted.

Fire Angel Yoga will contact:

The teacher concerned to ask them for a short report on their side of the complaint.
Fire Angel Yoga will discuss the complaint with the Chief Senior Teacher Trainer and other relevant Fire Angel Yoga personnel, if necessary.

The complainant will be informed of the resulting decision as soon as possible.

Where re-training of an accredited Fire Angel Yoga Teacher is recommended, Fire Angel Yoga will advise the teacher concerned of the measures to be taken.

A written record of all proceedings must be kept by Fire Angel Yoga and a copy sent to the complainant.

COMPLAINTS AGAINST 200 HOUR CERTIFICATE COURSE STUDENTS

A Fire Angel Yoga Senior Teacher Trainer, or other students on the Fire Angel Yoga 200 Hour Teacher Training programme, have the right to make a complaint against a 200 Hour Certificate course student who is consistently disruptive, or who does not fulfill the course obligations, outlined in the course ground rules, despite verbal or written warnings from the Chief Senior Teacher Trainer.

In the first instance, the Chief Teacher Trainer has the right to send a questionnaire out to the other participants of the 200 Hour certificate course .

The Chief Senior Teacher Trainer has the right to ask the student to leave the course.

COMPLAINTS AGAINST A SENIOR TEACHER TRAINER

Complaints against a Fire Angel Yoga Senior Teacher Trainer should be addressed in writing to the Fire Angel Yoga Chief Senior Teacher Trainer.

Fire Angel Yoga will inform the complainant that the complaint will be dealt with as speedily as possible but there may be delays if Fire Angel Yoga personnel need to be consulted.

The Chief Senior Teacher Trainer will advise on any action to be taken and keep a record of all proceedings.

COMPLAINTS AGAINST CHIEF SENIOR TEACHER TRAINER

Complaints against the Fire Angel Yoga Chief Senior Teacher Trainer will be forwarded to their own qualifying school of teacher training.

REFUND & PAYMENT POLICY

Currency

All Prices are quoted in Sterling Pounds.

Prices are converted, then charged in Sterling Pounds equivalency.

Application & Deposit Fee

Upon Application for the Fire Angel Teacher Training programme is due and payable.

All prices are inclusive of VAT.

Upon acceptance into the programme, via email confirmation, students are required to submit a non-refundable deposit within 3 working days.

Refund Policy for Application and Deposit Fees

The Application and Deposit Fees are non-refundable. If a student opts to withdraw from the programme at any point, the fees will not be refunded.

Balance of Programme Fees

The **FULL** balance of programme fees are due 35 days before the start date of the programme.

All prices are inclusive of VAT.

Refund Policy for Programme Fees

Final date to withdraw from a programme and not be responsible for the final payment is 60 days prior to the start date of the programme.

No refunds will be granted 59 days or less, prior to the start date of the programme, or thereafter.

Students will provide written notice via email, to info@thespacethame.com, of request to withdraw from the programme. The email must arrive within the period of 60 days or more before the programme start date, to be deemed official notice and not to be charged for the programme.

Payment Forms

Visa, Mastercard, Bank Transfer

Other

Full refunds of all fees will be issued if Fire Angel Yoga Teacher Training cannot move forward for any reason that is no fault or not related to the students applying (ie minimal attendance, studio cancels the programme etc)

In case of student's medical emergency any time prior to the start of the programme, full CREDIT will be issued with official documentation from a Medical Doctor to be issued for future programming.

Graduation Certificates will be emailed 10 days post-programme, or at a graduation ceremony 10 days post programme.

TERMS AND CONDITIONS

- All applicants must complete an application form and write a letter of application giving reasons for wanting to undertake the Fire Angel Yoga 200 Hour Teacher Training Course.
- All Applicants must have a minimum of 3 years personal practice in Yoga and preferably 5 years experience.
- All Trainees must attend at least 90% of the 180 hours of the Teacher Training programme.
- All Trainees accepted onto the Fire Angel 200 hour Teacher Training Course must hold a valid Public Liability Insurance certificate.

- All Trainees must hold a valid First Aid Certificate.
- A non refundable deposit and application fee is payable on application.
- In the event we decline your application your deposit will be refunded.
- All course fees are to be paid before the start of your course (unless agreed terms apply).
- In the event of an agreed payment plan you must agree to complete all the payments according to the payment schedule agreed between both parties.
- All Trainees with any medical conditions must have a letter from their GP approving their participation in a Yoga Teacher Training Programme.
- All Trainees must sign a Learner Agreement.
- All Trainees must abide by the Course Ground Rules.