

## Terms and Conditions

This document outlines the terms and conditions which apply to all trainees applying for and attending the Intelligent Yoga Teacher Training Course (IYTT).

### Application Procedure

#### Eligibility

Trainees should have minimum of two years of consistent yoga asana practice prior to commencing the course, unless otherwise agreed with Catherine Annis. You should also have a main yoga teacher, with whom you have been practicing for at least a year.

#### Application

A formal written application is required, to include educational and professional experience and details of your yoga experience and practice to date.

Two letters of reference are required – one of which should be from your most recent main teacher, with whom you should have been working for at least a year.

A completed health questionnaire must be returned. A personal interview may be required. You are strongly encouraged to attend at least two classes with either Catherine Annis or Tanya Love prior to joining the course.

All applications are reviewed and places are allocated on a first-come-first- served basis.

Upon being accepted to the course, the applicant is sent a course registration agreement.

#### Registration

Once your application has been accepted, and you have been offered a place on the training course, a non-refundable deposit of £1,495 is payable to secure your place. The remainder of the course fees (£3,000) are payable in five instalments as laid out below, and are due on or before the given dates outlined in the payment schedule below. Trainees are responsible for any extra bank charges which may be incurred as a result of paying through overseas banks.

Trainees wishing to pay the full course fees by 30th September 2019 are eligible for the reduced fee of **£4,245**.

### Payment Schedule

(course beginning October 2019)

£1,495 .... Deposit and registration fee, due to confirm your place

£600 .... Due by 1 November 2019

£600 .... Due by 1 February 2020

£600 .... Due by 1 May 2020

£600 .... Due by 1 August 2020

£600 .... Due by 1 November 2020

**TOTAL for course: £4,495**

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**IYTT reserve the right to refuse a place to trainees who have not paid their deposit or the full fees by 30<sup>th</sup> September 2019.**

Once the course has started, all trainees are liable for their tuition fees for the entire course in accordance with the schedule given above.

## Course Fee Includes

- Tuition and mentoring
- Tutoring and facility fees on scheduled course dates
- Trainee handbook, course study manual and other printed teacher training resources
- Certificate

## Course Fee Excludes

- Pre-course study and course reference books (titles will be given to the trainee upon registration to the course)
- Final assessment external teaching assessment fees (payable directly to the assessor, on average £90 per assessment)
- Compulsory external First Aid course
- British Wheel of Yoga (BWY) registration fee: £60 (one off payment)
- British Wheel of Yoga membership (includes teaching insurance): £94 (annual payment).

## Trainee Obligations

All trainees will attend each session of each day of the training course period. They will complete all course assessments, examinations and assignments – unless otherwise agreed in writing with course Principal (Catherine Annis).

Trainees will conduct themselves throughout the course in a professional, respectful, and supportive manner to their fellow trainees and the course teachers.

Trainees consent to IYTT passing their contact details (name, email and phone number) to the British Wheel of Yoga, our accrediting body.

Trainees must attend 100% of the contact hours to successfully graduate and obtain the BWY teaching qualification. We understand, however, that you may not be able to foresee every eventuality, and so we have the following contingency in place:

- If you miss any contact hours you may still complete the program with your intake, provided you schedule a catch-up session (private or group) or agree extra work with your Course Tutor at some point during the program to catch up on the material you missed. The cost of a private session is discounted to £65 per hour.

There is no maximum period for the completion of this course, as long as any unavoidable delays are communicated to, and agreed with, the Principal (Catherine Annis), in advance.

# Refund Policy

The deposit will be non-refundable should the trainee be unable to commence or complete the Teacher Training course. It may be possible to refund your deposit minus a £300 administration fee (refundable amount therefore is £1,200) on the sole condition that there is another applicant who is able to take your place prior to start of the course.

Once you have accepted your place and the course has started, all course fees are due as per the contract you signed and returned to IYTT when you accepted your place.

Please note that all trainee fees are due by the dates given above, even if you decide to leave or are asked to leave the training.

If you paid for the entire training upfront, the same applies - ie there is no refund of fees for modules that remain to be taken.

Fees for modules already taken or that have passed when a trainee decides to leave are non-refundable without exception.

In the event that any of the IYTT faculty are unable to teach due to injury or health issues, a suitable and qualified replacement teacher will be appointed to teach in their place.

## Course Cancellation by Intelligent Yoga Teacher Training

IYTT reserves the right to postpone, or cancel, a stated course. In the case of any course cancellation, we will give applicants as much notice as possible. If we postpone a stated course, applicants reserve the right to retain their place on the new course with the revised dates, in which case all the course fees received are transferred to the new course.

If the revised dates of a postponed course do not suit the applicant and result in the applicant leaving the course, or if IYTT cancels a stated course completely, full refund of all received tuition fees will be offered to the applicant.

## Deferral / Transfer to another Intelligent Yoga Teacher Training Course

It is our aim to always try to find ways of helping trainees complete the training on the course originally applied for. However, we understand that there may be some instances where it is not possible to continue and a deferral to a following IYTT course may be necessary.

If you are considering deferring or leaving the training you should:

1. Inform the course principal, Catherine Annis, of your thoughts as soon as possible, in writing.
2. We will then discuss your situation and decide on appropriate action or a period of contemplation before making a final decision about the best way forward.

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3. If we agree that deferral is the most appropriate action, we will try to find a suitable point in a following training for you to re-join the course.

If a place on the next IYTT course is available then, unless there are concerns about your practice, you will be able to pick up the training from the point at which you left on the previous training.

If you or we are unable to place you on the next course, and a place is only available two trainings or more ahead you may be asked to re-take all or some of the modules that you have taken on the training you left before re-joining the training. If you are required to re-take modules, there is normally a charge per module re-taken, worked out on an hourly rate.

## Deferral Costs

A £300 administration fee is charged for all deferrals, which must be paid to IYTT before re-joining the training.

Private assessments and module retakes are paid for by the trainee, with the cost calculated at the discounted rate of £65 per hour.

Trainees are contractually bound to pay for their training through the deferral months i.e. if you pay for the course by standing order, you must continue to make your agreed payments during the deferral period. Once you have paid for the training, there will be no further charges when you re-join, unless the course structure has changed.

## Trainee Leaving the Course

It is our aim and policy to facilitate teacher trainees who may be experiencing difficulties either with the training or in other areas of their life so they are able to complete the teacher training course. However, we understand that in some circumstances this is not possible, and trainees have no choice other than to leave the course. In this instance:

1. We will not be able to give you a certificate or graduate you from the training.
2. Your course fees for the remainder of the training are still due unless an exemption applies. (see refund policy attached to your offer letter)
3. There is no refund of fees paid for modules, workshops, classes etc. already taken (see refund policy attached to your offer letter).

## Disqualification from the Training

IYTT reserves the right to disqualify trainees at any time during the course for issues of severe misconduct, or if it is deemed by the teaching faculty that a trainee is unfit to teach yoga. The procedure in these cases is as follows:

1. Trainees will be given warning in writing that they are being considered for disqualification. The letter will outline the reasons for such consideration.
2. The trainee may be invited to meet in person with the course Principal and their co-teacher to discuss the situation.
3. After this meeting, a committee will be formed of the main asana teachers and/or philosophy and A+P teachers (if applicable).

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4. This committee will make a final decision as to whether the trainee may be allowed to continue training or not.
5. The trainee will be able to appeal this decision by writing to the committee outlining the reasons for their appeal.
6. The committee will consider the trainee's appeal in good faith and will inform the trainee in writing of their final decision. No further appeals will be considered after this decision has been made.

# Complaints Procedure

This document outlines the internal complaints procedure for trainees attending the IYTT course. Whilst we are dedicated to ensuring that our training course is of the highest quality, we recognise that issues of dissatisfaction may arise that may lead to the submission of a complaint by a trainee.

The procedures laid out herein describe to trainees how to bring issues of dissatisfaction to our awareness and how to submit formal complaints. They also enable us to respond clearly and properly to any concerns raised and to know when, and why, our trainees are not satisfied with our services and/or courses, so that we can improve them.

### What is a complaint?

A complaint is an expression of dissatisfaction in either written or spoken form. 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 during the IYTT course, or if you are dissatisfied with the service or tuition you have received from your teaching faculty.

### Principles

IYTT recognises that complaints are an important part of trainee's feedback. We will always make time available to hear any concern or complaint. It is of utmost importance for us to be able to offer our trainees an environment where they feel safe to share feedback and raise concerns when they arise.

We are committed to ensuring that: -

- IYTT services and courses are of the highest quality.
- All complaints will be investigated fully and fairly.
- The complaints procedure enables IYTT 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.
- If the complainant is not happy with the result of the response to the complaint, they will have the right to appeal.

### Who can make a complaint?

This procedure is for anyone who has received a service from IYTT.

This procedure does not cover complaints made by IYTT paid staff, volunteers and trustees who need to follow agreed grievance, disciplinary or other internal procedures.

Complaints about IYTT employees should be addressed to the Course Principal – Catherine Annis.

### Stages of submitting a complaint

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

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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 (Informal)

In the first instance, it is the responsibility of the complainant to make an attempt to resolve the issue with the tutor or individual(s) concerned.

Outline the details of your complaint by e-mailing [admin@iytt.co.uk](mailto:admin@iytt.co.uk), or by letter for the attention of Catherine Annis, Course Principal, IYTT, 93B Oxford Gardens, North Kensington, London, W10 5UL. If your complaint is about the Course Principal, then you need to address it to the Course Administrator of IYTT (marked private and confidential) at the same address. Your complaint will be acknowledged within 14 days. The letter of response will contain the following information:-

1. Name, address and telephone number of the person who will investigate the complaint
2. What support you can receive during the process of the complaint, e.g. in terms of making information accessible, using interpreters etc. We will aim to investigate the complaint within 28 days. If the complaint is complex or requires more time, then this timescale may be extended.

In exceptional cases, for example, 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.

The complaint will be investigated and considered by a Panel of three – Course Principal, Course Administrator and Lead Tutors. Substitutes may occasionally be made if any of the three are unavailable.

The investigation may involve all or some of the following courses of action, as appropriate to the individual case:-

- The subject of the complaint will be asked for their written response and version of events
- A meeting between the subject of the complaint and the Panel.
- An internal assessment of teaching competence, or an external assessment should this be deemed appropriate.
- Further information may be sought from third parties with regard to the background, for example, from other students on a course.

You will be kept informed at regular intervals as to how the investigation is progressing and timescales involved. You may also be asked for further information and comments to ensure that the Panel has a balanced understanding.

When the Panel has made a decision, you will receive a formal written response to your complaint. The response will include the following information:-

- A decision about whether the complaint was upheld or not
- The reason for the decision
- The redress, if appropriate, which will be offered to you
- Any other action that may be taken in light of the complaint

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## Stage Three (Appeal)

You have a right of appeal against the decision of the Panel. Any appeal must set out reasons why you consider the appeal to be merited. You must lodge your appeal within 14 days of receiving the decision, sending it to the Course Principal or the Course Administrator if the complaint is about the Course Principal.

An Appeals Panel, normally of three members, will be convened to consider your appeal. The Course Principal will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the investigation and consideration of the complaint. We aim to complete the appeal investigation within 14 days and will inform you of any revised timescale should this, for any reason, prove impossible. The decision made by the appeals panel is final.

Members of the Appeals Panel will:-

- Consider whether the grounds for appeal are reasonable.
- Read through the necessary paperwork and speak to any relevant individuals involved with the complaint as they consider necessary.
- Make a final decision.

A member of the Appeals Panel will write to you as soon as possible, to confirm:-

- the final decision about the complaint.
- the reason for the decision.
- the redress, if appropriate, which will be offered to you.
- any action that may be taken in light of the complaint.

## Accountability

The Course Principal is responsible for the efficient operation of the Complaints Procedure. Responsibility for carrying out investigations of complaints may be delegated to appropriate personnel in IYTT, under the authority of the Course Principal.

## Review

This procedure was revised in January 2019 and will be reviewed on an annual basis.

## Recording complaints

The Course Administrator will ensure that a record of all complaints is maintained and will furnish the Course Principal with information regarding the totality of complaints received, reasons for complaints and recommendations for improvements.

## Contact Us

If you have any queries about the contents of this policy, please contact the Course Administrator, [admin@iytt.co.uk](mailto:admin@iytt.co.uk) , 020 8968 4195.



# Trainee Guidelines

During the IYTT course please show respect and consideration for yourself, your peers, your teachers, teaching assistants, and any other staff associated with the course, in the following ways:

1. Arrive early.
2. Make sure you have recorded your attendance. Your hours count towards certification.
3. Submit your assignments on time. You will be issued with personal study assignments for each module. Remember: absorbing information takes time; try not to cram or leave things to the last minute. We will not chase you for assignments – it is your responsibility to hand your work in on time or, if you have negotiated an extension, on the agreed date.
4. Convey any injuries or conditions that affect your ability to practice to your teachers at the beginning of every class.
5. Inform your teachers in advance if you are unable to attend a session. Trainees must attend 100% of the contact hours to graduate successfully. However, we understand that you may not be able to foresee every eventuality, and so we have the following contingency in place:
  - If you miss any contact hours you may still complete the program with your intake, provided you schedule a catch-up session (private or group) or agree extra work with your Course Tutor at some point during the program to catch up on the material you missed. The cost of a private session is discounted to £65 per hour.
  - There is no maximum period for the completion of this course, as long as any unavoidable delays are communicated to, and agreed with the Principal (Catherine Annis), in advance.
6. Participate. Give your full attention during all sessions.
7. Open yourself to new concepts and ways of teaching. You may experience teachers that challenge your comfort zone and/or previous experiences.
8. By committing to this training course, you have committed to change. Welcome it when it comes, even if it challenges you. Do your best to stay the course and watch yourself unfold.
9. Be open to feedback. Embrace it, don't take it personally. Investigate and explore suggestions and integrate the learning into your practice.
10. Form small study and teaching groups as soon as possible. Practise makes the theory real and solidifies and clarifies your learning and understanding.
11. Pay on time. If you decide to leave the programme, you must pay in full the remainder of the fee to cover the cost of our commitment to your training. Dates for payment are shown in the Payment Schedule included in the Terms and Conditions issued with your Registration letter.

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12. Respect your personal tutor's time and assistance by using his/her time efficiently.
    - Use the training modules, classes and yoga forums to answer your questions.
    - Contemplate your questions and communicate them succinctly and clearly.
    - If you have further questions, use email to contact your personal tutor directly.
    - You will have opportunities at certain times in the course to meet with your personal tutor one-on-one to receive and give feedback.
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Dear Trainee,

Welcome to The Intelligent Yoga Teacher Training (IYTT) British Wheel of Yoga (BWY) accredited teacher training course. We believe you have made a wise choice in registering for this course, and we will work hard to show you why over the next eighteen months of study and practice.

We have taken great care to design a teacher training course, which offers a balanced and broad-based foundational training in yoga in a supportive and inspiring environment. In order to uphold our exacting high standards and ensure that we maintain our good reputation, it is important that you reach a certain minimum standard by graduation. Whenever we feel that this is not the case, we will talk to you personally and support you in making the necessary adjustments.

The assessment is on a continuing basis, and you will receive feedback on your progress at regular intervals in the course. Trainees who do not meet the required standards will be asked to work on the areas needing improvement, and should demonstrate acceptable improvements before being issued with a certificate. All successful trainees can be registered on our database of accredited teachers.

## Code of Conduct

The following Code of Conduct is a summation and declaration of acceptable, ethical, and professional behaviour by which all IYTT trainees agree to conduct the teaching and business of Yoga.

As a Registrant of the Intelligent Yoga Teacher Training, I agree to uphold the ethical goals set forth in the following **Code of Conduct**:

1. To ensure that safe and effective yoga 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 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 trainees to seek alternative instruction, advice, treatment, or direction.
6. Create and maintain a safe, clean, and comfortable environment for the practice of yoga.

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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 harassment.
10. Follow all local government and national 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 Intelligent Yoga Teacher Training.

Print Name:

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Course and start date:

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Signed and dated:

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