



THE FULL 550 HOUR YOGA THERAPY COURSE

Accreditation by The British Council of Yoga Therapy

&

Approved by The British Wheel of Yoga

“We whole heartedly believe in the healing power of Nature and in the natural life process”

Please read through the Foundation Stage One Student Information pack which forms the first part of this 550 hour training course.

Introduction

Thank you for your interest in this Yoga Therapy professional training course which will be accredited by the British Council of Yoga Therapy (BCYT) and recognised by the Complementary and Natural Healthcare Council (CNHC). This means that under the guidance of the General Medical Council, doctors can refer patients to you once you qualify.

We are so pleased to be able to offer our Retreats at The Mandala Ashram and also Holycombe Retreat Centre. We believe that the quality of this course is enhanced by well paced, organic opportunities to learn from each other during walks, sharing food and evenings chatting together where we can bond as a group.

Yoga Therapy is now, more than ever, a very much needed therapeutic intervention for those suffering from many chronic health conditions including the long-haul effects of Covid 19. With pressures on the NHS to deliver rehabilitation, yoga therapy plays an important role in Lifestyle Medicine which GP surgeries and other health professional bodies are now waking up to. Yoga is becoming more and more respected with Scientific evidence and more publicity, therefore, it is a good time to be training as a BCYT recognised Yoga Therapist.

When you begin the Stage Two training, you will have completed the 50hour foundation course and therefore gained basic knowledge and skill in the therapeutic interventions of Yoga Therapy. This means you are now ready to continue with the remaining 500 hours of the 550 hours training course.

You will gain further knowledge, skill and confidence in assessing clients thoroughly, implementing therapy and evaluating outcomes. As Yoga therapists, you are not there to fix, cure and treat your clients but instead to emphasise the mind and body's natural capacity to heal themselves. The body is wise and has a memory that, if respected, enables it to find its way back to its core roots of health. You are there to support and guide your clients in their journey to unravel the causes behind their pain, their suffering and their ill health. You are

there to help your clients to let go of their angers and fears, delusions and attachments so they can see clearly to make the changes in their life that will enable them to return to their natural inner Self and to natural health, happiness and wellbeing.

The training will cover a variety of physical and mental health conditions but will place emphasis on the effects of Trauma on the mind and body. Trauma can be due to any health issue such as a fractured wrist where the impact could affect many aspects of a person's life for example if living alone or not about to work. Or, it could be due to a relationship breakdown, a diagnosis of a terminal illness or a form of abuse. Compassionate based Yoga therapy can be a deeply affective therapeutic intervention to help a person ease physical and emotional tension so they can learn to cope with and recover from Trauma.

Traditional healing yoga practises from India and Tibet will be merged with scientific medical evidence, neuroscience and up to date psychological therapeutic interventions. An extensive variety of physical and mental health conditions will be explored both in seminars and through case studies.

The training will emphasise teachings from The Dharma and the Buddhist Mindful Compassionate Based Approach as a fundamental healing resource to create a kinder, more respectful relationship with the mind, body and breath as well as with the physical condition itself. When the body feels cared for and listened to, it will feel more at ease and can begin the wonderful natural process of healing itself.

Entry Requirements

There will be a maximum of 12 places on this Stage Two course as we prefer to keep numbers small.

All applicants need to have completed the Stage One Foundation 50hour course in Yoga Therapy with Yoga Focus training team. You will also be required to have:

- A minimum of 3 years yoga practise
- A yoga teaching qualification from training of a minimum of 200 hours and 180 contact hours
- Teaching as a yoga teacher for a minimum of 120 hours over 1 year
- Continuous professional development, once qualified as a yoga teacher, of at least 15 hours per year
- Commitment to your own regular personal yoga practice for a minimum of 3 years

Training Route Options

We would like you to be absolutely sure that the full training is right for you, so we have created three training route options as follows:

Option One (The Foundation Course): for those wishing to learn about the basics of yoga therapy but who have no further wish to train as a qualified yoga therapist

Option Two: for those wishing to train as a qualified yoga therapist but uncertain about committing to the full course currently. Therefore, you can make your decision to continue

training towards the end of The Stage One, Foundation Course. You will then be offered an opportunity to apply for the Stage Two course by writing a 2000 - 2500word essay on:

"The value of Yoga Therapy in the context of the world today and why you would like to become a Yoga Therapist"

The essay is part of the assessment gateway to Stage Two of the full Professional training. This is built into this course to enable you and the trainers to be sure that the full training course is the right option for you and your current lifestyle circumstance. Providing the trainers are satisfied with both your written and practical application on the foundation course, you will be able to proceed through to Stage Two of the training.

Option Three: for those who have decided on the full training and who can commit to the full two year course. You will be required to write the 2000- 2500 word essay, as for option two, prior to acceptance onto the Foundation course, as an assessment gateway to the full Stage Two training course. You will also be required to attend an on-line interview to establish whether the full training is appropriate for you and your current lifestyle circumstances.

The Trainers

Nikki Jackson (Leader and Yoga Therapy Trainer)



Yoga Therapy is my passion. I have personally benefited hugely from the healing, compassionate and uplifting practises but also, I have been able to help many people better manage their chronic health conditions and live a happier, healthier life. I am passionate about the natural world and how connecting back to Nature leads us to a deep state of wellbeing.

I am currently the British Wheel of Yoga representative for the British Council of Yoga Therapy. As the founder of Yoga Focus, I set up the foundation course in Yoga Therapy with BWY in 2015 and it has been a huge pleasure to accept the offer from BWY to build the fully accredited level 4 course also. It has been very rewarding to meet yoga teachers who are keen to help those suffering from chronic health conditions to live a more fulfilled life.

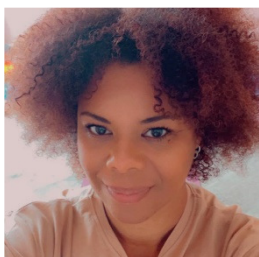
I have been teaching yoga and yoga therapy practices since 1991, both in the NHS and private sector. I have worked in the NHS as an Occupational Therapist (OT) whose task is to enhance people's independence skills in both physical and mental health. My work experience includes areas such as elderly care, neurology, adult social services and particularly in mental health services where I was lead OT in the pre discharge department of a forensic psychiatric hospital. For many years I have worked with people suffering from the stress and trauma of their health conditions and as an OT, I believe that yoga therapy practises promote the concept that we have inner resources or 'tools' to rehabilitate ourselves with the help of the therapist who, with skills and knowledge, is the guide on this journey.

I am a fully accredited Mindfulness Teacher (part of the UK networks of government standard approved teachers) and run regular Mindfulness for Stress and Mindfulness for Pain and Chronic Health 8 week courses at a large GP Health Centre. The practices are particularly beneficial in helping people live with chronic illness and pain.

I have presented the subject of Yoga Therapy and Mindfulness for Health to various audiences This includes The British Lifestyle Medicine Society annual conference for GP's and other health professionals as well as for the 'Future Human' annual festival for The Ditchley Foundation Trust.

I continue to teach therapeutic yoga in the community as well as yoga therapy groups at a large GP practise working with a variety of chronic health conditions, as well as running IST days and workshops on Yoga Therapy and Healing practices. I teach regular one to one sessions in yoga therapy and more recently am pleased to be offering Tibetan Healing Dorje yoga practices to enhance a more positive attitude towards Recovery.

Sara-mae Martin (Yoga Therapy Trainer)



In 2002, I was leading a rapid lifestyle with a career in the legal sector, feeling burnout hit and I fell into the arms of yoga. It was from here that I unfolded the personal benefits of yoga as a way to balance a working life, personal mental and physical health.

Yoga fast became my passion and ever since then, I fully absorbed myself into learning and understanding yoga as a way of life. I carried out my first Certified Yoga teacher training in 2010. It was then that I knew that I wanted to take my teaching further and help others through specialised yoga therapy.

I attended the BWY Yoga Therapy Foundation Course delivered by Nikki Jackson in 2018. It was during this course that I truly discovered the depths of how the application of yoga therapy can bring healing, alleviate physical and mental health conditions with the view of promoting self-care and encouraging overall well-being. I went on to train as an accredited yoga therapist and continued to carry out additional specialist trainings in yoga therapy for trauma in mental health.

I work with children from the age of 7 years old, teens and adults who have experienced a traumatic events including grief and loss. I currently work alongside a team of psychologists and with various trauma and wellbeing centres.

Becky Bieraugel (Yoga Therapy Trainer)



I have been studying yoga for over 20 years. Part of that learning for the last 10 years has been teaching Yoga to others. Having been a nurse in the NHS for many years, I always felt as if there was something more I could to offer the people I supported, this led to pursuing my initial BWY teacher training with a view to training as a Yoga Therapist. The other huge part of studying has been through personal experience. A regular Yoga and meditation practice has supported me in dealing with health issues of Chronic Fatigue and Autoimmune disease.

Working and training with The Mindful Institute has helped to consolidate all of these learnings and I am dedicated to the wellbeing of the clients and students I support and also a firm believer in the benefits of Yoga being understood and made available for everybody, not just as

a treatment for many health conditions but as a route to maintaining a happy, healthy and compassionate way of life.

In addition, I work as a Health Researcher with The Centre for Health Services and Clinical Research at the University of Hertfordshire. My areas of personal interest and expertise include Chronic Fatigue/ME, Kidney Disease, the physical and mental health of older people and End of Life Care.

Vicky Arundel (Yoga Therapist Trainer)

I am a 500hr E-RYT Yoga Alliance teacher and yoga therapist with over 20 years of practice



experience and 1500+ hours of formal training. I trained as a yoga teacher in 2009, completed my Graduate Certificate Yoga Therapy training in Australia in 2015 and have since gone on to explore a wide range of movement modalities. I passionately believe in mindful movement as a form of healing and use an interdisciplinary approach when working with clients, drawing on my diverse experience of yoga, pilates, somatic movement, corrective exercise, strength training and myofascial release techniques. I believe that any movement has the

power to be a deeply therapeutic experience when combined with breath, mindfulness and our willingness to be present and curious. I have experience working with a wide and diverse range of physical and mental health conditions and I specialise in clients working with chronic pain, musculo-skeletal imbalance and injury.

Swami Krishnapremananda (The Mandala Ashram Retreat Trainer)



I have been living, practicing, serving and teaching in the Mandala Yoga Ashram (www.mandalayogaashram.co.uk) in South West Wales for many years. I am a senior teacher within the Ashram and direct its Yoga Teacher Training Course. My experiential understanding has continued to mature over the years through ongoing contact with inspirational teachers, combined with sustained and dedicated practice. Whilst living in the Ashram, I have trained in many aspects of yogic study and practice, gradually deepening my capacities to deliver the teachings to others in a

clear and accessible way, and endeavouring to imbibe and live the spirit of Yoga in and through daily life. During 2017, I furthered my understanding and experience by participating in a 12 month Vedanta training course in India.

I regularly teach both within the Ashram and further afield on many aspects of yoga, for example, Mudra, Bandha, Chakras, Koshas, Meditation, Pranayama and the yogic texts such as The Bhagavad Gita, Katha Upanishad and Vigyana Bhairava Tantra.

Guest Trainers: there will be additional guest trainers delivering specialised topics on Day Trainings.

Assessment and Evaluation

There will be an initial assessment at the beginning of the course which may be before the start of the foundation course if you have enrolled for the full 550 hour training or at the end of the

foundation course if you decide you would like to continue to train as a qualified Yoga Therapist.

Assessments include:

Initial: i) a 2000 – 2500 word essay on:

“The value of Yoga Therapy in the context of the world today and why you would like to become a Yoga Therapist”

ii) an on line interview to explore the quality of your practise and the depth of your engagement with yoga

Ongoing: 30 % written work
30 % practical work
40 % other for example oral assessment such as interview and group discussion

You will be assessed on your demonstration to meet all key competencies of:

- The scope and models of yoga therapy
- The scope of yoga techniques applied for yoga therapy teaching
- The therapeutic relationship
- Knowledge and understanding of anatomy, physiology and pathology, as relevant to the work of a yoga therapist
- Practise and provision of yoga therapy
- Professional practice

All written work needs to meet level 4 NQF (first year of a degree course) and is to be well referenced with at least one ‘research’ project on a yoga therapy related topic presented with a reference list using Harvard as suggested method.

Trainees are required to maintain a portfolio of work which includes:

- Marked assessments with tutor feedback
- Personal reflective journal evidencing personal practice
- Record of observation of experienced therapist
- Observation records from tutors of trainee within a clinical setting
- Clinical practise records

Written Assessments

- 2000 words on observations of clinical session held by an experienced yoga therapist
- 1000 words on a chosen chronic health condition including symptoms, contraindications and suitable practises
- 3 chosen detailed case studies (two one-to-ones and one small group) taken from a range of clients the trainee has seen under supervision
- multiple choice questions
- handouts for presentations

- projects
- reflections on own practise
- essays
- worksheets

Practical Assessments

- 3 hour assessed teaching in a therapeutic setting (includes written feedback) with either own or 'borrowed' small group or one to one session
- Role playing as yoga therapist to peers or members of the public

Trainee Portfolio

Trainees are required to maintain a portfolio of work that includes:

- Marked assessments with tutor feedback
- Personal reflective journal evidencing personal practice
- Record of observation of experienced therapist
- Observation records from tutors of trainee within a clinical setting
- Clinical practice records

Final Assessment

The final assessment will be carried out by an outside assessor, someone who is not closely involved in the training course.

Course Evaluation

You will be requested to fully evaluate the course to help provide improvements for future students

Attendance

An 80% attendance rate is required for successful completion of the course. If you miss any content of the course you will be required to complete by the end of the course in order to fully qualify.

Venues

Purposefully set in beautiful countryside settings where you will be encourage to walk and reflect on Nature's healing capacity for your own health and well-being but also to learn of Nature's cues as resources to help people to return back to their natural health and well-being.

The Mandala Ashram, South Wales

Pantypistyll, Llanwrda,
Llansadwrn,
SA19 8NR
www.mandalayogaashram.co.uk

& Holycombe Retreat Centre

Ascott Rd,
Shipston-on-Stour
CV36 5PH
www.holycombe.com

Chadlington Village Hall

Chadlington, Nr Chipping Norton,
West Oxfordshire
OX7 3NX

On-line

Regular fortnightly two hours tuition on Wednesday evenings
Supervision

Dates and times

Stage One 50 hr Foundation Course

The course days will be held in Chadlington Village Hall, West Oxfordshire on 6 Saturdays spread over 5 months as follows:

2021 - 20th March, 10th April, 1st May, 22nd May, 12th June, 3rd July
9.15am – 4.15pm

And Wednesday evening Anatomy, Physiology and Medicine training on line (recordings available):

2021: 17th March, 7th April, 28th April, 19th May, 9th June, 30th June

Stage Two 500 hr Accredited Course

The course days will be spread between 8 Day workshops, 3 Retreats and regular on line weekly meetings as follows:

2021 Day Training: 23rd October
9.15am – 4.15pm

2021 Retreat: The Mandala Ashram
27th November to 4th December. Arrive 4pm, depart 2pm

2022 Day Training: 15th January, 12th February, 12th March, 9th April, 14th May
24th September, 22nd October
9.15am – 4.15pm

2022 Retreat: Holycombe Retreat Centre
16th June to 19th June: Arrive 5pm, depart 5pm

The Mandala Ashram
14th November to 19th November: Arrive 4pm, depart 2pm

Ongoing: On-line Wednesday evenings 6-8pm term time only (exact dates to be confirmed) with recordings available

End of Course The course finishes on 31st March 2023. There will be 3 months at the end of the course for finishing coursework and projects

Flexible dates

These include for example:

- peer group work (no tutor present)
- student projects
- own clinical practise
- writing up of 3 case studies that have been viewed under supervision
- supervision

- shadowing a yoga therapist (arranged between the yoga therapy student and yoga therapist).

Structure of Course

This course is divided into two stages:

Stage One foundation is a National Qualifications Framework (NQF) level 3 course which normally equates to a pre-university 'A' level. This means that during the course you will be introduced to and gain sufficient knowledge of yoga therapy in order to further understand its principles and practices. It is designed to enhance your awareness of:

- when it is safe for you to advise and adapt yoga practises for variety of physical and mental health conditions
- when you do not have enough knowledge and skill to advise and adapt yoga practises for your client and therefore need to further your knowledge or refer your client to a qualified yoga therapist

These are essential qualities of a Professional Yoga Therapist and will be required as key competencies for working within the NHS and GP practises in the future to instil confidence in their referral systems to Yoga Therapy.

Stage Two is an NQF level 4 course, which equates to the first year of a degree, with some additional level 3 knowledge competencies. This stage of the course covers:

- **applied knowledge** – where you will develop an understanding of all aspects of the subject and its specified applications to the practice of yoga therapy
- **analysis of applied knowledge** – where, through study and practise you will acquire a confident depth of knowledge in the practice of yoga therapy, including its multiple applications and potential limitations. You will use research study into a particular pathology to inform the practise of yoga therapy
- **demonstrated practical skills** – in particular tasks associated with the work of yoga therapy
- **demonstrated advanced practical skills** – of theory to practice in all therapy working

Aims and Learning Outcomes

- To equip yoga teachers with necessary skills and knowledge to work safely, creatively and holistically with a multitude of physical and mental health conditions
- To train yoga teachers to use Nature and the natural life process as a guide to helping clients unravel the causes behind their ill health

To equip yoga teachers with key competencies to become a fully competent and respected Yoga Therapist as follows:

- Scope and Models of Yoga Therapy – includes relevant ancient texts
- Scope of Yoga Techniques applied for Yoga Therapy Teaching
- The Therapeutic Relationship
- Knowledge and Understanding of Anatomy, Physiology and Pathology as relevant to the work of a Yoga Therapist
- Practice and provision of Yoga Therapy

- Professional practice

COSTS

Payment plans are available in the form of deposits followed by monthly standing orders to help you spread the costs of the course. Please see the Cost Fees Agreement below.

1. BWY Membership

If you are not currently a BWY member, you will need to register for the duration of the course which will also provide you with relevant insurance cover.

Annual Cost £94

2. Training:

Option One: for those paying only for Stage One Foundation.

Total: £695

Option Two: *paid in two sages*

- £695 – Stage One: 50 hr foundation course
- £3500 – Stage Two: 500hr full accredited course

Total: £4195

Option Three: *if you book the full course there will be a 10 % discount as follows:*

- £695 - Stage One: 50hr foundation course
 - £3500 – Stage Two: 500hr full accredited course
- £4195 – 10 %

Total: £3775

3. Retreat Full Board Accommodation

Due to ABTA regulations, you will need to pay for your retreats separately. We will provide details of this once you have booked onto the course. The costs are as follows:

- Mandala Ashram 7 day Retreat - £395
- Mandala Ashram 5 day Retreat - £295
- Holycombe 4 day Retreat – guided price of £220 (exact price to be confirmed)

4. Other

- **Shadowing a Yoga Therapist** – as part of your clinical learning, you are required to shadow a BCYT qualified Yoga Therapist. In some cases, payments will be necessary and will be agreed separately between Yoga Therapy student and Yoga Therapist
- **Individual Yoga Therapy** – as part of your understanding of your own health, you will be required to attend minimum of 3 one to one yoga therapy sessions with a BCYT qualified Yoga Therapist.

Insurance

We strongly advise you to make sure you are properly insured whilst working in person with clients during your training. BWY membership insurance covers you during your training as a 'Student Yoga Therapist'.

TERMS and CONDITIONS

Please now read the Terms and Conditions. Please note that Stage One course Terms and Conditions also apply as per the Stage One Foundation pack. You can also find the Terms and Conditions for Stage Two course on the Yoga Focus website Terms page (www.yogafocus.co.uk).

BOOK LIST

Please note that the Book List is subject to updates and revisions, therefore the final book list will be sent to you once you have been accepted onto the course.

And Finally,

If, after reading this student information pack you would like to apply for the full Professional Training you will need to complete *both* the Stage One and Stage Two application forms.

Once we have received your application forms and 2000 – 2500 word essay, you will be invited to an on line interview to ensure that the quality of your practise and the depth of your engagement with yoga meets the standards required to attend this course.

Please contact us with any further questions and we look forward to hearing from you,



Namaste,
Nikki

STAGE TWO APPLICATION 550 hr YOGA THERAPY TRAINING

Please complete Stage One application form as well as Stage Two per below

Name:	BWY Membership No:
Date of Birth:	Nationality:

Address:
Tel:
Email address:

As part of the Application for Stage Two of the Yoga Therapy Training, you are required to write the 2000 – 2500 word essay on the following:

“The value of Yoga Therapy in the context of the world today and why you would like to become a Yoga Therapist”

Please now read the Terms and Conditions below.

And Finally,

I hereby confirm that I have read and understood all the information provided on the Stage Two 500 hr Yoga Therapy Course, accredited by The British Council of Yoga Therapy, along with the Terms and Conditions. I understand that Certification is dependent on successful completion of the course.

SignedDate.....

Please send your completed application and essay electronically to Nikki@yogafocus.co.uk or alternatively via post to: Nikki Jackson, Yoga Focus, 4 Blenheim Terrace, Chipping Norton, OX7 5HF



Many thanks and Namaste,
Nikki

TERMS and CONDITIONS

DATA PROTECTION POLICY

Yoga Focus complies with the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018 in respect of all data it collects and in making sure such data is used appropriately. Yoga Focus only collects data that is required for the purpose of running yoga courses.

1) Reasons for holding clients' data

- Contractual necessity – when we need to process a client's personal data to perform a contract, we have with them such as the provision of a yoga course
- Legitimate interest – where we have a genuine and legitimate interest so long as this is not outweighed by harm to an individual's rights. For example, we require health information to protect clients during a class and make necessary adjustments to meet their needs.
- Consent – we will obtain client's written consent to hold data as part of the registration process.
- Vital interests – if it is necessary to protect someone's life
- Legal obligation – where we may need to process client's data because we have a legal obligation to do so

2) Data that we will keep

We will hold data for a period of seven years from the date that a client registers for a course. After that period all data will be destroyed unless there are outstanding legal reasons to retain it for longer. Clients have a right to complain to the Information Commissioner's Office if they have reason to believe there is a problem with the way we handle their data.

3) Amendments

We may amend our data protection policy from time to time if required to do so by changes in the law or technological advances. All or any such updates will be available on the Yoga Focus website

4) Subject Access Requests (SAR)

We will respond to clients as soon as reasonably possible and in any event within 30 days if a client submits a request for information in writing to us.

5) Data Breaches

We have procedures in place to report and investigate a personal data breach and will notify the Information Commissioner's of a breach to personal data which is likely to result in a risk to the rights and freedoms of individuals such that could result in discrimination, damage to reputation, financial loss, loss of confidentiality, risk of embarrassment or any other significant economic or social disadvantage.

7) Appoint someone to take a lead

Nikki Jackson is appointed to take the lead in respect of data protection.

8) Sharing Information with a Third Party

We will not share your data with third parties without your express permission to do so

Equality and Diversity Policy

Yoga Focus is fully committed to the principles of equality of opportunity. It is responsible for ensuring that no volunteer, job applicant, employee or client is unlawfully discriminated against due to age, sex, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief or sexual orientation (together the *protected characteristics* as set out in the Equality Act 2010).

Yoga Focus will ensure that there is open access for all those who wish to participate in its yoga courses and that they are treated fairly, in accordance with the law and reflecting the ethos and philosophy of Yoga.

This Equality and Diversity Policy is approved by the British Wheel of Yoga

Purpose of the Equality and Diversity Policy

Yoga Focus recognises that inequalities and discrimination still exist in society and that these may limit opportunities to participate equally and fully in the practice of yoga at all levels.

Yoga Focus wishes to promote inclusion and will take steps to mitigate against inequality and prevent discrimination (intentional or unintentional), or other unfair treatment of its volunteers, employees and clients.

Legal Requirements

Yoga Focus is required by law not to discriminate against its volunteers, employees and clients taught by its teachers, and recognises its legal obligations under the Equality Act 2010 and any later amendments to such legislation or subsequent equality related legislation that may be relevant.

Discrimination, Harassment, Victimisation and Bullying

Yoga Focus recognises the following as being unacceptable. It regards any form of discrimination, harassment, victimisation or bullying as gross misconduct and any volunteer or employee found to be engaging in such behaviour will be subject to the appropriate disciplinary action

Discrimination

Direct Discrimination is treating someone less favourably than you would treat others for reasons relating to a *protected characteristic*.

Indirect Discrimination is applying a provision, criterion or practice which, on the face of it, applies equally to all but which, in practice can disadvantage individuals with a particular *protected characteristic*. Such requirements or conditions should only be applied if they can be objectively justified.

Harassment

Harassment is any form of unwanted or unwelcome behaviour that violates people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Victimisation

Victimisation is treating someone less favourably because he or she has in good faith used the organisation's complaints procedure, exercised his or her legal rights, or has supported colleagues who have done so. Yoga Focus will fully support and protect anyone who exercises his or her legal rights in this regard and/or supports anyone who has done so.

Bullying

Bullying is the misuse of power or position to criticise persistently or to humiliate and undermine an individual's confidence.

Reasonable Adjustments

Yoga Focus recognises that it has a duty to make reasonable adjustments for disabled persons. It will consider all requests for adjustments and where possible will accommodate reasonable requests and will work with disabled volunteers, employees and clients to implement any adjustments that will enable them to participate more fully.

Implementation

Yoga Focus has appointed Nikki Jackson as Safeguarding and Diversity Manager and she is responsible for ensuring that the existence of this policy is communicated to and understood by all volunteers, employees and clients and that all breaches are dealt with appropriately.

The Safeguarding and Diversity Manager has the responsibility for achieving any equality related action plans that arise from this policy.

All volunteers and employees have responsibilities to respect, act in accordance with, and thereby support and promote the spirit and intentions of this policy.

Positive Action

Yoga Focus will take positive action to address any under-representation in its workforce, or those wishing to participate in the practice of yoga.

Monitoring and Evaluation

Yoga Focus will evaluate the policy, practices, procedures, operations and recruitment/selection of volunteers and staff on an ongoing basis.

Monitoring and evaluation information will be used to identify any areas of under-representation. The information will be used to guide programme development and promotional work.

Complaints Procedure

To safeguard individual rights under the policy, a volunteer or employee who believes that s/he has suffered inequitable treatment within the scope of the policy may raise the matter through the Safeguarding and Diversity Manager.

Appropriate disciplinary action will be taken against any volunteer or employee who violates this Equality and Diversity Policy.

Yoga Focus, its volunteers and employees have the responsibility of maintaining the integrity of any complaints or disciplinary procedure. This in turn will increase the level of confidence in the procedures.

All Yoga Focus volunteers and employees will have access to the procedures referenced in this Equality and Diversity Policy.

Communication

A copy of this policy is available to all volunteers, job applicants, employees and clients of Yoga Focus

This Equality and Diversity Policy is available

- On the website – www.yogafocus.co.uk
- At any employee / volunteer induction training

Review

This policy was adopted in December 2020 and will be reviewed on an annual basis.

Contact Us

If you have any queries about the contents of this policy, please contact Yoga Focus on 07816786656 or by email: info@yogafocus.co.uk

COMPLAINTS, APPEALS AND REFUNDS POLICY

Complaints Policy

Yoga Focus is committed to ensuring that its services and courses are of the highest quality. Feedback is welcomed as this enables us to improve upon the services we offer.

We recognise that there will be times when we make mistakes or get things wrong. Where this happens and where we receive a complaint from a client(s), we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

We will always take steps to maintain the confidentiality of each client's personal information. We will only disclose it to people who need to look into the complaint, and, only to others where we are legally permitted to do so.

It is the responsibility of the complainant(s) to make an attempt to resolve the complaint informally with the individual concerned before formally complaining to Yoga Focus.

We define a complaint as 'an expression of dissatisfaction, however made, about actions taken or a lack of action by Yoga Focus, or someone acting on behalf of the Yoga Focus'.

Where it is unclear whether a communication is actually a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

The following issues (this is not an exhaustive list) will be treated as complaints:

- poor standards of service including accusations of professional incompetence/misconduct
- financial losses/waste
- criminality within or involving Yoga Focus
- non-compliance with Yoga Focus policies/procedures
- non-compliance with relevant laws and regulations.

Please note: under certain circumstances we may not be able to respond to a complaint including where:

- you have not identified yourself or provided your contact details
- your complaint is not about Yoga Focus
- your expression of the complaint is insufficiently clear
- your complaint has been sent to us and other organisations as part of a bulk mailing or email
- your complaint is historical which is defined as over 2 years old.

However, Yoga Focus will take all complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further. Please contact Nikki Jackson at [email] if you wish to initiate the complaints procedure.

Once a complaint has been submitted Yoga Focus will acknowledge your complaint within 14 days, explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us, to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 28 days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against Yoga Focus.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 28 days from the date of the letter notifying you of the outcome and must satisfy one or more of the following criteria:

- you have new, relevant information to present (which you have not previously submitted)
- we have failed to consider adequately or at all information you provided in connection with the complaint
- the response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them.

We will acknowledge receipt of your appeal within 10 days.

We will always attempt to provide a full response to your appeal within 28 days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

Our outcome response, which will always be in writing, is final; there will be no further redress within Yoga Focus but you may refer the matter to the British Wheel of Yoga - <https://www.bwy.org.uk> - or an appropriate statutory organisation.

We recognise we have a duty to make sure that individuals know that they have a right to complain or comment. It is important that this is able to happen quickly and in a positive way. Complaints should be taken seriously and explored so that any learning can be used to keep doing the right things or to make improvements. Positive comments can be encouraging and used to show how good ways of working are making a positive difference.

If someone wants to make a comment or complaint we have a duty to deal with it in line with our complaints policy. We are committed to:

- Ensuring the confidentiality of the complainant and only sharing information appropriately to investigate the complaint.

- Making sure the individual knows that we may need to pass on information if there is a risk to the safety of themselves or others.
- Listening calmly and actively, assuring them that we are taking them seriously
- Not judging or becoming emotional
- Offering support but not trying to answer at this stage.
- Explaining what will happen next, who the complaint will be passed to and when they will get some feedback.

2. Refunds

Once a course has commenced no fees will be refunded and you will continue to pay the monthly agreed fee until the end of the course. Yoga Focus will not take responsibility for any additional costs. However, if we need to cancel the course for any reason, you will be entitled to 100% refund without an administration charge.

Provided written notice is given no later than 28 days prior to commencement of the relevant course, the required fees according to the payment plan, will be refunded in full as soon as reasonably practicable and no later than 30 days after receipt of written notice. Provided written notice is given no later than 14 days to commencement of the course, 50 % of the required fees according to payment plan, will be refunded.

Notwithstanding the foregoing in exceptional circumstances please contact info@yogafocus.co.uk and we will reconsider a refund if appropriate.

INTELLECTUAL PROPERTY RIGHTS

Nikki Jackson has asserted her right to be identified as the author of both The Stage One Foundation Course and Stage Two, in accordance with the Copyright, Designs and Patents Act 1988. Any materials supplied, including manuals, Power point slides, images, handouts and video recordings are the Copyright of Yoga Focus and will remain with the Author (s).

Please note that you are agreeing not to breach Yoga Focus intellectual property rights without prior permission from Nikki Jackson.

CONCLUSION

If any of this information needs to be changed due to new legislation, we will be updating these terms and conditions accordingly. Yoga Focus will notify you of relevant changes however, in addition, we advise that you regularly refer to these Terms and conditions which are located on the Yoga Focus website (www.yogafocus.co.uk).

