



Whole . Health  
PATHWAYS

# **Whole Health Pathways**

## **“Wisdom in Motion”**

**300 Hour Yoga Teacher Training**

**Sept 2027 - Dec 2028**

## **Policies**

**[www.whole-health-pathways.com](http://www.whole-health-pathways.com)**

**Email: [michelle@whole-health-pathways.com](mailto:michelle@whole-health-pathways.com)**

# Policies

Please take your time to read through the policies for the Yoga teacher training course. I understand that life doesn't always go to plan.

While the policies are here to provide clarity and fairness for everyone involved, I am always open to having a conversation if your circumstances change.

I aim to approach all situations with compassion, flexibility, and care.

Please don't hesitate to get in touch

[michelle@whole-health-pathways.com](mailto:michelle@whole-health-pathways.com)

## **Policies**

- Terms and Conditions
- Refund and cancellation Policy
- Grievance and Complaints Policy
- Safeguarding Policy
- Code of conduct

# **Whole health Pathways**

## **Terms and Conditions 2027-28**

We want your experience with Whole Health Pathways to feel supportive, inspiring, and clear from the start.

These terms are here to help everyone know what to expect and what we're committing to. We've kept them as straightforward as possible - but if anything feels unclear, just ask. We're always happy to chat things through.

### **Practice Experience**

Students must have a minimum of two years consistent yoga practice before enrolling on the Teacher Training Course.

Applicants are required to provide a reference from their current yoga teacher confirming their experience and readiness to undertake training.

·A pre-course student assessment (application form and informal interview) will be completed to ensure the programme is a good fit for both the student and the course.

Students who do not yet meet the required practice standard may be advised to attend additional classes or mentoring before commencing the course.

## **Terms and Conditions continued**

### **Insurance and Liability:**

Students are responsible for arranging appropriate personal insurance to cover travel, accommodation, personal injury, or loss of belongings during the course.

Whole Health Pathways Training School is not responsible for any loss, damage, or injury sustained during the course unless caused by proven negligence.

### **Booking and Payment**

To secure a place, a non-refundable deposit is required at the time of booking.

Final payment of course fees must be received no later than five weeks before the course start date which is 14.8.2027 unless you are choosing early bird/payment plan option (see below).

Places are offered based on suitability and successful application, not on a first-come-first-served basis.

Whole Health Pathways Training School reserves the right to refuse a place to any applicant who has not paid their deposit and has set up a payment plan or paid full fees by the stated deadlines.

## **Terms and Conditions continued**

### **Course Fees**

**Total course cost: £3,200 –**

**Deposit** - A non-refundable deposit of £400 is required to confirm your place on acceptance to the course. The rest of the balance is due by August 14th 2027

**Early Bird Discount** -A £200 discount is available if the full balance is paid by 24. 07. 2027

Total with early bird: £3,000 (deposit + balance)

### **Payment Plan**

Pay £400 deposit, then spread the balance across agreed instalments

You must sign a Payment Plan Agreement confirming:

Amount and dates of each instalment

Total to be paid

Understanding that late or missed payments may pause your participation

**Last payment** in the plan to be paid by 30.10.2028

**Certification will only be issued once full payment is received.**

## **Student Responsibilities**

- Students must attend 100% of scheduled sessions unless mitigating circumstances apply (see Refund Policy).
- 15% missed time can be made up via:
- 1-to-1 catch-up sessions (£75/hr)
- Joining future training (if available)

## **Final assessment**

- can be repeated (up to 2x) at extra cost of £100 per attempt
- Additional 1-to-1 support session available (£75)

Students are expected to maintain a regular yoga and meditation practice during the course, including keeping and submitting a practice journal.

Students must complete all coursework, assignments, and teaching assessments within four months of the official course end date.

Extensions to coursework deadlines may be granted at the discretion of Whole Health Pathways Training School, and only where supported by evidence of mitigating circumstances.

## **Course Completion**

Certification will only be awarded once all course requirements, assessments, and practical teaching hours have been completed to a satisfactory standard.

Extensions may be granted under exceptional circumstances with supporting evidence (see Refund Policy).

Additional charges may apply for re-sitting any assessments or missed practical sessions.

## **Terms and Conditions continued**

### **Included in costs:**

Training and assessment delivered by a qualified and experienced Yoga Pros Senior Yoga Teacher (SYT) Michelle Cheesbrough.

A Course Manual and essential course materials

Guest teacher workshops

2 mentoring sessions on 1-1 basis within 6 months of course completion.

Yoga Pros accredited teacher training certificate

### **Not Included:**

Accommodation, meals, and travel expenses.

Recommended reading books beyond the core manual (a reading list will be provided).

Student insurance (though we can assist trainees in arranging insurance through Yoga Alliance Professionals at a discounted rate).

First Aid training

# **Whole health Pathways - Student withdrawal Refund & Cancellation Policy 2027-28**

Cancellations must be submitted in writing via email to [michelle@whole-health-pathways.com](mailto:michelle@whole-health-pathways.com).

Reasons for cancellation should be stated clearly and supported with evidence if applicable (e.g., medical certificate).

Refunds or deferral decisions will be processed within 28 days of written confirmation.

If withdrawal occurs more than 21 days before the course start date, all course fees paid (minus the non-refundable deposit) will be refunded.

No refund will be issued for withdrawals within 21 days of the course start date unless exceptional circumstances apply. This must be supported by appropriate evidence from your GP e.g., serious illness, bereavement or a major change in personal circumstances e.g. redundancy, caring responsibilities that could not have been reasonably anticipated.

Once the course has commenced, refunds will not normally be issued. In exceptional circumstances, and at the discretion of Whole Health Pathways Training School, a partial refund may be considered.

## **Refund and Cancellation Policy continued.**

For students on a payment plan, any request for withdrawal after the course has begun does not automatically cancel the remaining balance. If a refund is granted under exceptional circumstances, the refund amount will be calculated based on:

The number of modules or training days already attended or accessed,

- Any course materials or resources already provided,
- An administration fee of £80 (insert your fee if applicable).
- Any outstanding balance on the payment plan remains payable unless an alternative arrangement has been agreed in writing by Whole Health Pathways Training School

### **Cancellation or Changes by Whole Health Pathways**

Whole Health Pathways Training School reserves the right to cancel or reschedule the course in the case of unforeseen circumstances (such as insufficient enrolment, tutor illness, or public health emergencies).

Students will be offered a full refund or the opportunity to transfer to a future course date.

Notice of cancellation or major schedule changes will be given as early as possible, with a minimum of four weeks' notice where practical.

# **Whole Health Pathways - Grievance and Complaints Procedure 2027-28**

## **What Do We Mean by a Complaint?**

Sometimes things don't go as expected, and it's important that you feel able to speak up. A complaint simply means you're unhappy with something - perhaps the way you've been treated, the support you've received, or an aspect of your course. Whether it's a small concern or something more serious, we want to hear from you.

### **Principles:**

Whole Health Pathways Training School is committed to listening, learning, and where needed, put things right. All complaints will be investigated fully, fairly, and promptly.

Complaints will be handled confidentially, with information shared only where necessary to address the concern or safeguard others.

If a complainant is not satisfied with the response received, they have the right to escalate their complaint to the teachers' professional body, Yoga Pros

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Whole Health Pathways is committed to providing high-quality services, training, and courses. The grievance procedure enables us to understand where improvements are needed to better serve our students.

## **Grievance and Complaints Policy continued**

### **Complaints about a Teacher Training Course**

There are three stages available to resolve complaints. We will always aim to resolve issues as quickly and informally as possible.

You are welcome to involve an advocate, friend, or supporter at any stage of the process. If you require a sign language interpreter, community language support, or any reasonable adjustments, please let us know and we will do our best to arrange it.

#### **Stage One: Informal Resolution**

- In the first instance, raise your concerns directly with the person(s) involved.
- We encourage open, respectful conversation to resolve misunderstandings or issues as early as possible.

If you are not satisfied with the outcome, you may proceed to Stage Two.

#### **Stage Two: Formal Written Complaint**

- Outline the details of your complaint clearly in writing (letter or email) and send it to the designated contact at Whole Health Pathways Training School.

Your complaint will be acknowledged within three working days of receipt.

## **Grievance and Complaints Policy continued**

### **The acknowledgement will confirm:**

**The name** of the person assigned to investigate your complaint.

**The date(s)** the incident(s) occurred.

**What support** will be available to you during the process.  
An expected timeline for response.

**Please note:** While we treat complaints seriously and confidentially, complete anonymity cannot always be guaranteed if it would compromise the fairness or integrity of the investigation. In cases involving vulnerable adults or children, safeguarding guidelines will be prioritised.

### **Investigation Process:**

The investigator will review the information provided and seek a response from the individual(s) concerned.

You may be asked for additional comments to ensure a balanced understanding.

Once all information is considered, a formal decision will be made.

You will receive a written response including:

A summary of the investigation.

A decision on whether your complaint is upheld or not.

The reasons for the decision.

Any redress offered (e.g., an apology, corrective action, referral to other support).

Any broader actions to be taken as a result of the complaint.

## **Grievance and Complaints Policy continued**

If a full response cannot be provided within 30 working days, you will be informed of the delay and given a new expected response date.

### **Stage Three: External Review**

If you are dissatisfied with the outcome of Stage Two, you have the right to appeal externally.

For courses accredited with Yoga Pros, you may escalate your complaint by contacting Yoga Pros UK.

Information on how to do this will be provided in the Stage Two response letter.

Whole Health Pathways Training School values transparency, continuous improvement, and maintaining the trust of our students.

**We are committed to resolving complaints in a way that is fair, timely, and supportive.**

# **Whole Health Pathways Safeguarding Policy 2027-28**

At Whole Health Pathways, we are committed to creating a safe, respectful, and inclusive learning environment for all students and staff. We take our duty of care seriously and aim to promote the wellbeing and safety of every individual involved in our training.

This policy applies to all trainees, tutors, guest teachers, and anyone representing Whole Health Pathways. It covers safeguarding adults and, where relevant, young people aged 16–18.

## **Our Responsibilities**

We follow the safeguarding principles set out in the Care Act 2014 (for adults) and Children Act 1989/2004 (for under-18s).

We are committed to the six key principles of safeguarding adults: empowerment, prevention, proportionality, protection, partnership, and accountability.

We will respond to concerns of abuse, neglect, or harm promptly, with sensitivity and discretion.

We promote a culture of respect, consent, and confidentiality within all learning environments.

## **Safeguarding Policy continued**

### **What to Do if You Have a Concern**

If you are concerned about someone's safety or wellbeing during the course - including your own - please speak in confidence to the course lead (Michelle Cheesbrough). All concerns will be taken seriously and handled in accordance with UK safeguarding guidance.

If you do not feel comfortable raising your concern with the course lead, you can contact Yoga Pros at [support@yogaallianceprofessionals.org](mailto:support@yogaallianceprofessionals.org) or phone 0131 659 9922.

In cases of immediate danger or serious harm, emergency services will be contacted.

### **Reporting and Records**

Safeguarding concerns will be recorded in line with data protection law (UK GDPR and the Data Protection Act 2018) and stored securely. Where appropriate, concerns may be shared with relevant agencies in accordance with statutory obligations.

### **Safer Practice**

We do not tolerate bullying, harassment, or discrimination of any kind.

Consent will be clearly sought when offering physical adjustments during yoga practice.

Any allegations of misconduct will be investigated fairly and in accordance with our Code of Conduct.

# **Whole Health Pathways**

## **Code of Conduct for Students 2027-28**

The Code of Conduct outlines the professional, ethical, and personal standards by which all students are expected to abide throughout the course.

Our training spaces are built on trust, respect, and shared learning.

This Code of Conduct isn't a list of rules - it's a reflection of the values we hold as a learning community. It's here to support a safe, welcoming environment where everyone can grow, contribute, and feel seen.

If something ever feels out of step, we'll approach it with care and conversation.

## **Code of Conduct for Students continued**

### **Commitment to Professionalism and Ethics**

**Safe and Effective Practice:** Ensure that yoga teaching is delivered in a way that is safe, ethical, inclusive, and grounded in sound knowledge.

**Respect for Yoga's Roots:** Teach yoga with respect for its historical traditions, acknowledging cultural sensitivity and avoiding cultural appropriation.

**Integrity and Honesty:** Conduct myself professionally, with honesty, transparency, and respect for students, tutors, and the wider yoga community.

**Scope of Practice:** Recognise the limits of my current knowledge and experience, referring individuals to appropriate support or healthcare services where needed.

**Compliance with Law:** Adhere to all relevant safeguarding protocols, health and safety practices, and applicable local and national laws.

## **Code of Conduct for Students continued**

### **Commitment to a Safe and Inclusive Learning Environment**

**Safe Environment:** Contribute to maintaining a clean, safe, and welcoming practice space for all students.

**Respect and Inclusion:** Treat everyone with kindness and respect, regardless of age, ability, background, ethnicity, gender identity, sexuality, religion, or socio-economic status.

**Non-Competitive Learning:** Support a learning atmosphere that is collaborative, non-competitive, and grounded in mutual encouragement.

**Confidentiality:** Honour the confidentiality and privacy of fellow students and tutors at all times.

**Boundaries and Safeguarding:** Maintain appropriate personal and professional boundaries, avoiding any behaviour that could constitute harassment, bullying, or sexual harassment.

**Responsible Use of Technology:** Use social media and digital communication thoughtfully and respectfully, in line with the values of the training school.

## **Code of Conduct for Students continued**

### **Upholding the Standards of Whole Health Pathways**

**Openness to Feedback:** Receive and apply feedback with openness, viewing it as an opportunity for growth.

**Professional Representation:** Represent Whole Health Pathways and the yoga profession with integrity, care, and authenticity, both during and after the course.

#### **Accountability**

We're all learning, and sometimes we make mistakes. If any serious concerns arise about someone's behaviour or conduct, we'll always try to address them through open and respectful dialogue first. In rare cases where the values of this Code are not upheld - and where a resolution isn't possible - this may affect your ability to continue on the course or to receive certification.

**You will be asked to sign a code of the code of conduct on acceptance to the course.**