

A hand with a black watch and a ring points towards a wall covered in ancient Tamil script. The scene is lit with warm, golden light, creating a sense of history and discovery. The hand is in the foreground, and the wall with the script is in the background.

Ramana DeviTM

RAMANA DEVI EDUCATION POLICIES

Content

Admissions	3
Attendance	6
Complaints	8
Curriculum	11
Educational Disclaimer	15
Enrolment	17
IQA Policy	19
Practitioner Code of Conduct	22
Practitioner Teacher Self Development	26
Student Confidentiality	29
Student – Practitioner Code of Conduct	32
Tuition fee	35



Ramana Devi Education Admissions Policy

Policy Statement:

This policy has been created to ensure that Ramana Devi Education admits students who are interested in Self development and personal growth and are aligned with our mission and vision:

Our vision is to be highly esteemed by all those we serve including the students we educate, our dedicated staff, volunteers, and trustees. We aspire to be a nurturing and progressive organisation embracing modernity and innovation, while fostering success within our local community and sharing our expertise on a global scale.

Our vision is to be highly esteemed by all those we serve including the students we educate, our dedicated staff, volunteers, and trustees. We aspire to be a nurturing and progressive organisation embracing modernity and innovation, while fostering success within our local community and sharing our expertise on a global scale.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Admissions Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Admissions Policy is reviewed annually by the Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Admissions Policy Content

Admissions Criteria

Students enrolling on Ramana Devi Education non licenced courses do not require any prior knowledge or learning.

We do, however, require students who wish to become a Ramana Devi Practitioner, to have relevant qualifications and relevant work experience. This will be assessed on a case to case basis.

Interest and Commitment

Students enrolling on Ramana Devi Education courses should demonstrate a genuine interest in Self development and a commitment to actively engage in the learning process.

Course Places

Some Ramana Devi Education courses, especially those delivered in person, will have a maximum number of students who can enrol. Ramana Devi and Ramana Devi Practitioners will inform enrolling students if they have a place on the course. Their decision on who is able to access the course at any given time is final. This will always be limited by availability of places.

Openness to Change

Students must be willing to explore new ideas, to challenge their perspectives and embrace personal transformation.

Compatibility with Ramana Devi Education Culture

At Ramana Devi Education, though there are no official admissions criteria for non licenced courses, Ramana Devi Education management do consider students' values and goals and try to ensure that they align with our mission and values.

Ramana Devi Education Enrolment Process

Please refer to the Ramana Devi Education Enrolment Policy for a full outline of the enrolment process.

Diversity and Inclusion

Ramana Devi Education welcomes enrolment from individuals of different backgrounds, cultures and experiences. Ramana Devi Education is committed to diversity and inclusion. Please see our diversity and inclusion policy held within our partner charity, Shiva Trust Charity.

Decisions Committee

Students undertaking the Ramana Devi Practitioner Licence Process must be approved by at least one member of the Shiva Trust Charity Trustee body.

Transparency

Ramana Devi Education strives for transparency across all of its systems, including its admissions policy.

Criteria Explanation

Students enrolling on a course with the prospect of becoming a Ramana Devi Practitioner, are provided with a clear understanding of the criteria used for evaluation.

Waitlist

Ramana Devi Education does not operate a waitlist. It is the responsibility of prospective students to check on future course availability.

Financial Considerations

All students enrolling on Ramana Devi Education courses must pay the full course fee. We do, however, offer flexible payment plans so that students can pay for their course in smaller portions throughout the duration of the course. Please see our Tuition Fees and Refund Policy.

By enrolling on any course with Ramana Devi Education, students acknowledge and accept the terms outlined in this Admissions Policy.

Review Date	Reviewed By
August 2023	Amanda Gordon



Ramana Devi Education Attendance Policy

Policy Statement:

The Ramana Devi Education Attendance Policy was created to provide a clear framework of expectations for all Practitioners and students alike. Please read this policy in full. When you enrol on a Ramana Devi Education course, you are agreeing to adhere to our attendance policy.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Attendance Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Attendance Policy is reviewed annually by the Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Attendance Policy Content:

Attendance Expectations

Students are expected to attend all scheduled classes, workshops and events related to the relevant Self development course a student is enrolled upon.

Students should arrive on time for all sessions as tardiness can disrupt the learning environment and the flow of the course content.

Attendance is not just about being physically present. Active participation in discussions, activities, and exercises is essential for maximising the learning experience.

Flexible Approach

Ramana Devi Education does acknowledge that individuals have different learning styles and life circumstances. Therefore, from time to time, Ramana Devi and Ramana Devi Practitioners will adopt a flexible approach to attendance depending on the individual's personal life situation.

Catch Up Sessions

If a student misses a session due to a valid reason, Ramana Devi Education may offer opportunities to make up the missed content, through reading materials, catch up sessions with the same or alternative practitioners or additional resources.

Accountability

Students are expected to communicate in advance if they anticipate missing a session. This allows Ramana Devi Education to plan accordingly and provide necessary resources.

Consequences

Consistent absences or lack of participation might impact a student's ability to receive a certificate of completion. Students attending licenced courses are required to have full attendance on their course, and in special circumstances where absence is unavoidable, they must engage in catch up sessions.

Balancing Independence and Engagement

Ramana Devi Education emphasises personal responsibility for learning. Therefore, while attendance is encouraged, students are trusted to manage their own learning journey.

Encouraging a Growth Mindset

At Ramana Devi Education, we see the preference for regular attendance as an opportunity for personal growth and development rather than an obligatory requirement.

Adaptability

Ramana Devi Education Attendance Policy may evolve over time as we gain a deeper understanding of what works best for our unique student population.

Review Date	Reviewed By
August 2023	Amanda Gordon



Ramana Devi Education Complaints and Grievance Policy

Policy Statement:

Ramana Devi Education complaints and grievance policy outlines the procedures and guidelines for addressing and resolving complaints and grievances within our school. We are committed to providing a fair and transparent process to address concerns raised by students and practitioners.

Policy Objective

- To provide a formal process for addressing and resolving complaints and grievances in a fair, timely and confidential manner.
- To ensure grievances and complaints are resolved as swiftly as possible so that learning and self-development can continue.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Complaints and Grievance Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Complaints and Grievance Policy is reviewed annually by Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Definitions:

A **complaint** usually refers to dissatisfaction with a Ramana Devi Education service. A **grievance** refers to a specific concern or allegation involving a violation of rights or unfair allegation.

Ramana Devi Education Complaint and Grievance Procedure

Informal Resolution

We always encourage all students and staff to resolve their complaints or grievances informally by discussing the issue with the relevant person.

- This can be done by arranging an informal meeting with the parties concerned, either face to face, by zoom or over the phone. Set a time and date for this meeting.
- Have a meeting. Confirm during the meeting that it is an informal meeting to help resolve the issue.
- Spend some time listening to the concerns, exploring what has been said and maybe offering explanations if it is appropriate.
- Settle on an agreed outcome.

- Record the outcome by communicating it in writing via email with everyone who attended the informal meeting and with a member of the management team within Ramana Devi Education.
- Informally review the outcome four weeks after the meeting.

Formal Resolution

- If the complaint or grievance could not be resolved informally, then it is necessary to initiate a formal complaint or grievance process.
- Formal complaints or grievances should be submitted via email to Ramana Ennis Cole at info@shivatrust.org
- Receipt of the formal complaint will be acknowledged within 1 week of receiving the dated email. The formal complaint or grievance must include what the grievance is about, any evidence to support the grievance and a realistic outline of their expectations of the grievance procedure.
- An investigation of the grievance will then take place. A four-week period will be needed to fully gather all information regarding the grievance, as information will need to be gathered, there will possibly be interviews with involved parties to create a clear picture.
- All supporting information will then be reviewed. The review process will take an additional week.
- Resolution options will be delivered to the parties concerned. This may happen face to face, via zoom or by email depending upon the locality of the individuals concerned and the severity of the grievance. Resolution options can vary greatly but some things that may be considered are corrective actions, negotiations, mediation, or disciplinary measures. It is stressed at this point that the goal is to resolve complaints and grievances in a fair and equitable manner.
- If all parties agree to the proposed resolution option, then the case will be informally reviewed 4 weeks from the resolution date by a member of the Ramana Devi Education management team.

Appeals Process

- If a student is unhappy with the outcome of the formal resolution process, then they can appeal any decisions made.
- To appeal an outcome made through the formal resolution process, the student must submit an appeal to the trustees of Shiva Trust Charity via email. This can be submitted via the charity CEO Anand Ennis Cole at info@shivatrust.org.
- The appeal must include the following: details of the original grievance, formal resolution options with dates, and the reason for the appeal of the formal resolution.
- A 4-week period will be required to look at the appeal case. The case will be reviewed by a quorum of 3 trustees.
- The appeal resolution will be announced by one of the Shiva Trust Charity trustees preferably in a face-to-face meeting (if distance is an issue, zoom can be used). The complainant, a charity trustee and a representative from Ramana Devi Education must all be present at the meeting.
- The Appeal decision is final.
- If the student remains unhappy with the options offered, then the student will be required to pursue their grievance through external bodies.

Documentation and Reporting

Throughout all grievance procedures, detailed and accurate notes will be kept at each stage of the process. These must include full details on:

- The grievance or complaint received with dates, names and as much content as possible about the nature of the grievance.
- A list of all investigations carried out and by whom, including interviews conducted with dates, names of those present, questions asked, and answers received.
- Resolution options
- Responses to resolution options.
- At what stage the complaint was fully resolved.

The above information will be stored securely on the Ramana Devi Education network in alignment with the Confidentiality and Privacy Policy.

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education – Curriculum Policy

Policy Statement:

Ramana Devi Education Curriculum Policy is framed by its mission and vision.

Our vision is to be highly esteemed by all those we serve including the students we educate, our dedicated staff, volunteers, and trustees. We aspire to be a nurturing and progressive organisation embracing modernity and innovation, while fostering success within our local community and sharing our expertise on a global scale.

Policy Objectives:

- To provide a clear curriculum framework for all Ramana Devi practitioners to adhere to and for all students to be aware of.
- To outline the student requirements for licenced courses.
- To outline the methods of assessment and evaluation for licenced courses.
- To highlight the qualifications required to deliver the RDE curriculum.
- To ensure all objectives sit within and are framed by our mission and vision for Ramana Devi Education.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Curriculum Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Curriculum Policy is reviewed annually by Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Policy Content:

Curriculum Framework

The following comprehensive courses are offered at Ramana Devi Education:

1. EkaH Yoga which is based on Hindu philosophy.
2. The Science of Self Realisation, this is based on the Ramana Devi Guidebook.
3. Ramana Awareness Programme, this is a personal development course.
4. Ramana Devi Meditation Training.
5. Ramana Devi Ahimsa Programme Training.
6. Ramana Emotional Awareness and Literacy Training.

7. Ramana Devi Cakra Development Training.

We also offer shorter courses, which include:

1. Self Realisation Introduction
2. The 5 yogas
3. Safeguarding
4. Visualisations
5. Consultancy, this is a Ramana Actualisation Profile course for businesses, schools, organisations and groups.

Ramana Devi Education services and courses run over different time frames to suit the needs of the students. Each course has a set curriculum overview which is always communicated clearly and in plenty of time to the enrolling student. If the student is working on a one-to-one basis, the duration of the course can be flexible according to their individual needs.

Some courses are run in groups, these courses follow a more structured timetable, often running over 6, 9 or 12 sessions (depending upon the curriculum content to be covered), this can be completed over a period of days, weeks, or months according to the speed with which the student/s wish/es to move through the course content. Our shorter courses are run as 1 hour, half a day or full day workshops.

These time frames are guidelines only.

There are no prerequisites to enrolling on one of our Self-development courses, however, if a student wishes to obtain a Ramana Devi Practitioner licence, we do require that they have a background in teaching, coaching, or counselling etc. This will be examined on a case-to-case basis.

Please note, course content and course offerings delivered by Ramana Devi Education may be changed at any time with no need for any prior notice.

Assessment and Evaluation

EkaH Yoga, The Science of Self Realisation and The Ramana Awareness Programme are all Self-development courses. For this reason, it is not compulsory that the students take part in the assessments. Ramana Devi, and Ramana Devi practitioners do however, employ ongoing informal assessments to support each of the students to achieve the optimal benefit from the training courses.

Students training in the Ramana Awareness Programme method can request to become a Ramana Devi practitioner. Prospective Ramana Devi practitioners are assessed in the following ways:

(Ramana Awareness Programme is trademarked. Sometimes throughout this document it may be abbreviated to RAP but the trademarked brand is Ramana Awareness Programme.)

- Prospective practitioners must complete the RAP course with full attendance.
- Students must evidence active engagement in the RAP course throughout its duration. This is informally assessed by the Ramana Devi practitioner.
- Students will be required to complete the recommended activities between sessions, which will be formally and informally assessed by the delivering Ramana Devi practitioner.
- Upon completion of the course, students must create a sample lesson plan for a RAP lesson. Students will be provided with the required planning format.
- This will be submitted to the Ramana Devi practitioner for assessment, and feedback will be given. If amendments are required, the student will be given time to do this.
- The prospective Ramana Devi practitioner delivers the lesson and produces a video file, which is submitted to the Ramana Devi practitioner for assessment.
- When assessing both the sample lesson plan and the video file, the Ramana Devi practitioner follows formal assessment criteria and gives supportive and constructive feedback to the student to assist the RAP student in their own development.
- The RAP Ramana Devi practitioner discusses the prospective practitioner's work with Ramana Devi Education management. Their assessment of the student's capabilities as a RAP Ramana Devi practitioner is submitted to Shiva Trust Charity trustees who make the final decision on granting a Ramana Devi practitioner licence.

Evaluations are carried out at the end of every lesson delivered by all Ramana Devi practitioners. All Ramana Devi practitioners follow the same Ramana Devi Education evaluation format. This informs future planning and ensures a student-centred approach is maintained.

All RAP Ramana Devi practitioners receive annual monitoring and supervision to ensure standards are upheld, enhance quality of teaching, and advance students' learning.

Ramana Devi Education Qualifications and Development

Ramana Devi Education upholds a high standard of education in the Self-development market. We are passionate about the importance of continued professional development for all our practitioners (as outlined in our RDE Practitioners' Self Development Policy), and we have stringent guidelines that we adhere to when recruiting prospective practitioners for our organisation.

Our requirements are as follows:

- A bachelor's degree in education, training, and development or the equivalent level training in a related field.
- A master's degree is preferred for advanced teaching positions.
- Teaching or training experience in the relevant subject area or industry.
- A strong knowledge of teaching methodologies, and proficient in using educational technologies and tools.
- Excellent presentation and communication skills.

- Proven ability to be patient, empathic and can adapt teaching techniques to meet diverse learning needs.
- A passion for continuous learning and personal development.

Ramana Devi Education Ethical Conduct

At RD Education we adhere to a clearly defined code of conduct which is outlined in our Practitioners Code of Conduct. Please refer to this for more details.

Review Date	Reviewed By
August 2023	Amanda Gordon



Ramana Devi Education Educational Disclaimer Policy

Policy Statement:

At Ramana Devi Education we strive to provide a high-quality educational experience for our students, within our field of expertise. We understand the importance of clear communication and transparency in our educational services. To ensure that our students and our families are well informed, we have implemented an educational disclaimer policy.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Educational Disclaimer Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Educational Disclaimer Policy is reviewed annually by the Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Our Policy Content:

Educational Nature of the School:

Ramana Devi Education provides educational services and programmes for adult learners, and their families, young people and children. Our courses, programmes and curricula are designed to enhance knowledge, skills, self-development, and personal growth using the teachings of Hindu philosophy.

Non-Accredited Institution:

Ramana Devi Education is a non-accredited institution. While we strive to maintain high academic standards, our courses and programmes do not lead to official degrees or diplomas.

Continuing Education:

Our educational services are focussed on Self-development, continuing education, professional development, and personal enrichment. They are intended to support the Self, happiness, personal fulfilment through the wisdom of Hindu philosophy, rather than serving as a primary educational pathway.

Individual Responsibility:

Students are responsible for their own educational choices and outcomes within Ramana Devi Education. We recommend that students evaluate their own personal goals, interests, and requirements before enrolling on a course or programme offered by Ramana Devi Education. We strongly encourage all students to research, contemplate and seek advice where necessary before making educational decisions.

Career Advancement:

Whilst our courses and programmes provide valuable knowledge and skills that will support every area of your life, it is important to note that completion of a course or programme at Ramana Devi Education does not guarantee employment, salary increase or career advancement. Job prospects and professional outcomes may vary based on various factors beyond our control.

Transfer of Credits:

Ramana Devi Education does not have any official transfer agreements with any other educational institution.

Professional Licensing:

A professional licence can be purchased after completing Ramana Devi Education’s Ramana Awareness Programme Training. Students can request to purchase a licence to use the method with other people. Students will be required to meet the necessary requirements, which will be shared with individual students seeking a licence. The licence is a one-off fee of £600 and then an annual renewal fee of £120 which includes a review to check that the method is being used correctly. People completing the Ramana Awareness Programme Training must only use the method for their own personal use, a licence must be purchased for use with others.

Subject to Change:

The content, structure, and availability of courses at Ramana Devi Education may change over time without prior notice. We reserve the right to modify or discontinue any educational services, courses, or programmes, at our discretion.

By enrolling on any course or programme at Ramana Devi Education, students acknowledge and accept the terms outlined in this educational disclaimer policy.

Review Date	Reviewed By
July 2023	Amanda Gordon

Enrolment Policy

Policy Statement:

Ramana Devi Education Enrolment Policy seeks to clarify for all RD practitioners and students the enrolment procedures that are in place regarding all Ramana Devi Education courses. This policy covers enrolment for courses both online and in the community.

Policy Objectives:

- To operate a clear enrolment framework that is easy to follow for practitioners and students alike.
- To operate an enrolment procedure that is accessible to all.
- To adhere to data protection and privacy policies in the collection of information through the enrolment procedure.
- To provide an enrolment process that supports both the student and Ramana Devi Education in the commitment to delivering and receiving a quality educational system.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Enrolment Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Enrolment Policy is reviewed annually by Ramana Devi Education management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Enrolment Online & in the Community:

- Ramana Devi Education courses that are delivered online and, in the community, undergo an initial enrolment procedure.
- Once the student, community group or organisation has identified the course they wish to undertake, they will either complete full payment of the course via the website www.ramanadevi.com or by bank transfer to Shiva Trust Fund 77-76-07 Account No: 13268168 or pay a partial deposit and fill in a financial agreement form which outlines how the student intends to pay for the course before the course ends.

- Upon receipt of the payment or deposit, the learner or organisation leader will receive a student enrolment form. The student enrolment form includes a section where the enrolling student or organisation can declare any special considerations that the practitioner will need to be aware of during the study period. During the enrolment process, students or organisations are encouraged to ask any questions about the course to their RD practitioner. This helps us as an organisation to identify any specific learner needs before commencement of the course. Enrolment forms will need to be filled in and returned to the relevant Ramana Devi Education practitioner.
- Once the students or community group leaders have filled in the enrolment form, they will have a Ramana Devi Education practitioner that they can get in touch with at any point to ask any questions, before the commencement of the course.
- All personal information that is collected during the enrollment procedure is stored securely in alignment with our data protection policy and retention schedule.
- Before commencement of the course, all students will receive a digital overview of the course they will be studying. This outlines the different modules and course content that will be covered during their study period.

Review Date	Reviewed By
July 2023	Amanda Gordon



Internal Quality Assurance Policy

Policy Statement:

Our internal quality assurance measures the quality, delivery, processes, and procedures of Ramana Devi Education Courses. This ensures a quality and comprehensive educational system is provided to all learners. Ramana Devi Education IQA, where appropriate, also monitors the quality of the work the learner produces. This is to ensure that any work that needs to be assessed is done so consistently in line with Ramana Devi Education assessment criteria.

Policy Objectives:

- The policy provides a supportive framework for all practitioners, and learners to work within, thus enabling practitioners to deliver course materials more effectively and learners to achieve their own personal educational goals.
- The policy provides the foundations for a fair, reliable, valid, and authentic education system.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Internal Quality Assurance Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Internal Quality Assurance Policy is reviewed annually by the Ramana Devi Education management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Roles and Responsibilities

- Ramana Ennis Cole, the founder of Ramana Devi Education is responsible for the overall quality assurance of the school.
- The IQA Coordinator however is responsible for coordinating and implementing the IQA processes.
- The RD practitioners are responsible for ensuring the delivery of high-quality education and assessment where relevant.

- Support staff are responsible for providing the necessary resources and services to ensure a high-quality education can be delivered.

Curriculum Development and Review

- The school will regularly review and update its curriculum where appropriate to ensure its relevance and alignment with the school mission and vision and the learners needs.
- The curriculum review will involve consultation with the subject matter expert; Ramana Ennis Cole, lead practitioners and relevant student feedback.

Teaching and Learning

- RD practitioners will use effective pedagogical methods to engage students and promote active learning.
- Assessments will be fair, valid, and reliable, always measuring the intended learning outcomes.
- Regular feedback will be provided to learners to facilitate their progress and improvement.

Continuing Professional Development

- For all RD practitioners in Ramana Devi Education, the school will regularly suggest and highlight ongoing professional development opportunities to enhance their knowledge and skills.

Resources and Facilities

- Ramana Devi Education will provide the required resources, and e-learning materials to support effective teaching and learning.
- The maintenance and upgrade of facilities will be regularly assessed to ensure a conducive learning environment.

Complaints, Grievances, and Appeals

- RDE follows a fair and transparent complaints and grievance policy.
- This will be audited regularly as part of the IQA process.

Compliance with professional industry standards

- Ramana Devi Education will comply with all relevant legal and regulatory requirements governing the provision of education in the private sector.
- Ramana Devi Education will adhere to recognised quality assurance standards and frameworks, applicable to the education sector.

Quality Assurance Processes in Ramana Devi Education

- Ramana Devi Education will carry out regular internal audits covering the above sections within the school. This is to monitor compliance with quality standards and identify areas for improvement.
- Feedback from learners and practitioners will be collected and used to inform quality improvement initiatives.

Ramana Devi Education is committed to continuous improvement and will regularly review and update this IQA policy and related procedures.

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education Practitioner Code of Conduct

Policy Statement:

Ramana Devi Education believes in creating a culture that is safe and inclusive. Our practitioner code of conduct seeks to give clear guidance on the standards of behaviour all Ramana Devi Education practitioners are expected to observe. Our Ramana Devi Education practitioners are in a unique position of influence, and we expect that they all adhere to behaviour that models the highest possible standards for all the students within the school. We believe that each practitioner has an individual responsibility to maintain their reputation and the reputation of RDE whether it be inside or outside of school working hours.

This code of conduct outlines the key principles for the creation and maintenance of a safe educational culture. All practitioners engaged by Ramana Devi Education have an obligation to adhere to the standards set out in this policy. If a Ramana Devi practitioner fails to adhere to the main points outlined in this policy, this may result in internal disciplinary action and/or dismissal from their post.

Policy Objectives

- To safeguard students and to protect RD practitioners.
- To provide a clear set of guidelines (in relation to performance and conduct) for practitioners to work within.
- To minimise the opportunities for abuse.
- For all practitioners to have the confidence to report concerns with full confidentiality.
- To respond promptly to concerns: we always investigate and address issues appropriately.
- To create and maintain an ethos of mutual respect, openness, and fairness.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Practitioner Code of Conduct (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Practitioner Code of Conduct is reviewed annually by Ramana Devi Education management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Our Code of Conduct

Professionalism and Ethical Behaviour

All adults representing Ramana Devi Education must:

- Dress appropriately to their role, ensuring that clothing is not likely to be viewed as offensive or revealing.
- Act as appropriate role models, treating all members of the school community with respect, fairness, courtesy, and tolerance. All adults within the educational community are expected to always act in a professional and ethical manner.
- Uphold the highest standards of honesty, integrity, and confidentiality.
- Respect others' confidentiality, unless sharing information is appropriate to ensure their welfare.
- Adhere to all Ramana Devi Education policies.
- Prepare lessons carefully to ensure the needs and abilities of all students are met.
- Undertake one to one teaching in a responsible manner, practitioners will inform their line manager, and ensure that all teaching is in line with their responsibilities.

Professional Development and Growth

All adults representing Ramana Devi Education must:

- Continuously engage in professional development activities to enhance knowledge and skills in their respective roles.
- Foster a culture of lifelong learning, reflecting upon, and applying new knowledge to improve practice.
- Collaborate with colleagues to promote a positive and supportive working environment.

Child Protection and Safety

All adults representing Ramana Devi Education must:

- Comply with all policies and procedures related to child protection, including mandatory reporting requirements.
- Ensure the physical, emotional, and psychological safety of students and take appropriate action to prevent and address any form of abuse, harassment, or discrimination.
- Maintain appropriate boundaries with students, avoiding any behaviour that could be misconstrued or compromising.

Professional Relationships

All adults representing Ramana Devi Education must:

- Foster positive and inclusive relationships with students, colleagues, parents, guardians, and the broader community.
- Communicate effectively, listen attentively, and respond promptly to concerns, enquiries or feedback.

- Refrain from engaging in any form of bullying, harassment, or discrimination towards others.
- Avoid developing personal friendships with students, and to declare any such friendships or relationships with Ramana Devi Education management.
- Refrain from discriminating favourably or unfavourably towards any student.

Compliance with policies and regulations

All adults representing Ramana Devi Education must:

- Must adhere to all applicable laws, regulations, and school policies, including those related to safeguarding, professional codes of conduct, technology usage, and confidentiality.
- Respect and follow the guidelines for the appropriate use of all Ramana Devi Education teaching techniques.
- Report any violation of policies or regulations to a member of Ramana Devi Education management as per the established procedures.
- Report any behaviour or situations which they feel may give rise to a complaint or a misunderstanding in respect of their own actions.
- Share with Ramana Devi Education management any behaviour of another adult in the school where it gives them cause for concern or breaches this code of conduct or the school's safeguarding policy. Intervention may allow for their practice to be supported and developed.
- Store all students' personal information on the Ramana Devi Education network and not on individual portable devices. We understand that sometimes there is a need to transfer information using personal devices, but we ask that once they are stored on the Ramana Devi Education system, that all information regarding individual students, is deleted immediately.
- Work with students and outside agencies where appropriate.

Role Modelling and Responsibility

All adults representing Ramana Devi Education must:

- Serve as positive role models for students, demonstrating integrity, responsibility, and a commitment to lifelong learning.
- Uphold the values and mission of Ramana Devi Education within the educational premises, online and in the community.
- Take responsibility for personal actions and continuously strive to improve professional practice.

Conflict Resolution

All adults representing Ramana Devi Education must:

- Address conflicts and disagreements in a respectful and constructive manner, seeking resolution through open communication and collaboration.
- Seek guidance through the appropriate channels such as your line manager or designated personnel when a conflict cannot be resolved instantly.

- Encourage a culture of open dialogue and mutual respect among all members of the educational community.

If you receive an allegation against an adult working in Ramana Devi Education or if you observe behaviour that concerns you, you must discuss your concerns immediately with Ramana Devi Education Management. If the concerns regard Ramana Devi Education Management, then you would direct your concerns to Shiva Trust Charity CEO, Anand Ennis-Cole on info@shivatrust.org.

Ramana Devi Education students will:

- Arrive for their studies in good time.
- Treat practitioners and other students with respect.
- Work hard in class and allow others to work.
- Report any incident immediately to the Ramana Devi practitioner or Ramana Devi Education Management.
- Act respectfully when attending courses at Ramana Devi Education property.

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education Practitioners' Self Development Policy

Policy Statement:

Our Ramana Devi Practitioners' Self Development Policy aims to support and promote the ongoing Self-development of practitioners within our school.

Policy Objectives:

- To foster a culture of continuous learning and Self-development among Ramana Devi Practitioners at Ramana Devi Education.
- To guide RD practitioners towards opportunities to enhance their knowledge, skills, and competencies.
- To support RD practitioners to enrich their knowledge within their respective fields.
- To promote collaboration, sharing of best practices, and innovations in teaching methodologies.
- To ensure that RD practitioners meet the highest professional standards and ethical conduct.
- To improve practitioner effectiveness and therefore student learning outcomes.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Ramana Devi Practitioners' Self Development Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Practitioners' Self Development Policy is reviewed annually by the Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Types of CPD Activities:

Our Ramana Devi Education Policy encourages RD practitioners to engage in a variety of Self development activities which may include but are not limited to the following:

- Attending courses, workshops, webinars, zoom conferences etc., all related to our field of expertise.
- Participating in in-service meetings, training sessions and Self-development courses.
- Engaging in self-directed learning through reading relevant literature and research.
- Participating in collaborative learning communities, organised through Ramana Devi Education.
- Using online resources and technology for Self-development.

Self-development Planning and Implementation

Ramana Devi Education practitioners are expected to develop individual Self-development plans that align with their own personal goals in relation to their position in the school. The planning process may involve the following:

- Identifying areas for improvement and professional growth.
- Setting clear personal objectives and learning outcomes.
- Selecting appropriate Self-development activities that align with the above and are likely to bring the greatest positive impact.
- Allocating time and resources for these Self-development activities.
- Implementing these activities within a specified time frame.
- Reflecting on the learning experiences and outcomes.

Support for Self-Development Activities

Ramana Devi Education is committed to providing logistical support for practitioners' Self-development activities. This support is provided in the following ways:

- Monthly membership is offered. This covers a variety of topics that support practitioners in their own personal Self-development.
- Supervision sessions with Ramana. A supervision session can support practitioners to become clear on all the above planning and implementation points.
- Ongoing email support.
- 1-2-1 intensives.
- A range of Self-development courses.
- Self-development literature.

Documentation and Reporting

We recommend that RD practitioners keep an informal record of their Self-development activities. This may include any of the following:

- Dates of participation in Self-development events / courses.
- Reflections on learning outcomes and how the new skills and knowledge have benefited you and your teaching.
- A record of completed assignments, projects or assessments related to your Self-development activity.
- How your acquired knowledge can benefit Ramana Devi Education and its students.

Evaluation

Ramana Devi Education promotes lifelong learning and from time to time may evaluate the effectiveness and impact of Self-development activities. This may be done in the following ways:

- Asking for feedback from participants including practitioners and students.
- Practitioner observations and assessment of teaching practice.
- Reviewing student learning outcomes.
- Surveys and evaluations of the relevance and quality of Self Development activities.

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education Student Confidentiality Policy

Policy Statement:

At Ramana Devi Education, we are committed to safeguarding the privacy and confidentiality of all our students. This policy outlines the measures we take to protect the personal information and records of our students. The policy complies with all applicable data protection and privacy laws. The policy applies to all students. It includes all personal and academic information collected, stored, processed, or disclosed by the school.

Policy Objectives:

- To adhere to all data protection and privacy laws.
- To outline a clear and transparent procedure for the handling of personal information for all our students.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Student Confidentiality Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Enrolment Policy is reviewed annually by Ramana Devi Education management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Our Policy Content:

Collection and Use of Information

Our Students' Personal Information - Ramana Devi Education will only collect necessary personal information from students for legitimate educational purposes, including but not limited to, enrollment, student administration and any relevant communication with students that supports their learning.

Student Records – Student records including assessments, attendance and course progress will be collected and maintained by the school for prospective Ramana Devi Practitioner licence holders. Access to these records will be granted to authorised school personnel only.

Consent – Ramana Devi Education will obtain consent from students before collecting and using their personal information for any purpose not covered by this policy, or as required by law.

Confidentiality and Security

Data Security – We implement appropriate technical and organisational measures to protect personal information from unauthorised access, disclosure, alteration, or destruction.

Access Control – Access to students’ personal information will be restricted to authorised personnel with a legitimate need for access to fulfil any educational duties or to support the students’ learning.

Data Retention – Ramana Devi Education will retain students’ personal information for the duration required to fulfil educational and legal obligations, and then dispose of the information securely.

Disclosure

Limited Disclosure – Ramana Devi Education will not disclose students’ personal information to third parties unless required by law, authorised by the student or for educational purposes related to the students’ enrolment or course progress.

Exceptions – In cases where a student poses a risk to themselves or others, or when required by law or court order, Ramana Devi Education reserves the right to disclose relevant information to protect the safety and welfare of the student and the school community.

Student Rights

Access and Correction – Adult students have the right to access their personal information and student records held by the school. If any information is inaccurate or incomplete, students may request corrections.

Withdrawal of Consent – Students have the right to withdraw their consent for their use of their personal information. However, this may affect the school’s ability to provide educational services effectively.

Complaints – Students have the right to lodge complaints concerning the handling of their personal information. Complaints will be investigated promptly in accordance with applicable laws and following the procedure outlined in our complaints and grievance policy.

Compliance

Data Protection Officer - Ramana Devi Education has a designated Data Protection Officer (Ramana Ennis-Cole) who is responsible for overseeing data protection practices and ensuring compliance with this policy.

Review – This policy will be reviewed regularly so that it remains current and effective, and to reflect any changes in applicable laws and/or regulations.

To exercise your rights under this policy, please contact the Data Protection Officer (Ramana Ennis-Cole) on info@shivatrust.org

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education - Student – Practitioner Code of Conduct

Policy Statement

Ramana Devi Education promotes mutual respect, and professionalism between students and practitioners. We expect students and practitioners to engage in respectful behaviour, maintain academic honesty through learning and self-development, communicate effectively, uphold privacy and confidentiality, and resolve conflicts constructively. Violations of this code may result in disciplinary action. Together, at Ramana Devi Education, we foster a positive and inclusive learning environment for all.

At Ramana Devi Education we believe that the student-practitioner relationship is a unique and influential bond that must be built on trust, respect, and ethical conduct.

Policy Objectives

- To define and uphold professionalism.
- To establish a clear set of boundaries to be put into place between the student and the RD practitioner.
- To clarify the need for confidentiality and privacy in the student-practitioner relationship.
- To clarify the requirement for professional communication.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Student-Practitioner Code of Conduct (and other related policies). Learners have open access to all policies. All Ramana Devi Education Practitioners are made aware of the policy's content and its purpose. The Student-Practitioner Code of Conduct is reviewed annually by Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Our Student-Practitioner Code of Conduct

1. Professionalism: Ramana Devi Education practitioners should always maintain a professional demeanour and behaviour. They should demonstrate respect, fairness, and impartiality in their interactions with students, treating them with dignity and avoiding favouritism or discrimination.

2. Boundaries and Personal Space: Ramana Devi Education practitioners must establish appropriate boundaries with students and respect their personal space. Physical contact should be limited to situations where it is necessary, appropriate, and with the consent of the student (e.g., during instructional demonstrations or consoling a distressed student).

3. Confidentiality and Privacy: Ramana Devi Education practitioners should respect the privacy and confidentiality of their students. They should not disclose personal information or learning progress without proper authorization or a legitimate educational reason. Any discussions or disclosures made by students should be handled with sensitivity and kept confidential unless there are legal or safety concerns.

4. Professional Communication: Ramana Devi Education practitioners should communicate with students in a professional and appropriate manner. Written or electronic communication should adhere to school policies and avoid any language or content that may be misconstrued or inappropriate. Social media interactions with students should be limited solely to the learning needs of the student and conducted in a manner that upholds professional boundaries.

5. Fair Assessment and Evaluation: Ramana Devi Education practitioners should provide fair and unbiased evaluations of students' progress and work. RD practitioner assessment should be based on clear criteria, communicated in advance, and applied consistently to all students. Personal biases or preferences should not influence decisions to approve Ramana Devi Practitioner licences.

6. Avoiding Conflicts of Interest: Ramana Devi Education practitioners should avoid situations that may create conflicts of interest or compromise their professional judgement. This includes refraining from engaging in romantic or inappropriate relationships with students or their family members, which can jeopardise the integrity of the student-practitioner relationship and professional reputation.

7. Appropriate Use of Authority: Ramana Devi Education practitioners should exercise their authority responsibly and in the best interest of the students. They should avoid exploiting their position for personal gain, exerting undue influence, or engaging in any form of manipulation or coercion.

8. Recognizing and Reporting Concerns: Ramana Devi Education practitioners have a legal and ethical obligation to recognize signs of abuse, neglect, or any other issues that may threaten the well-being of a student. They should promptly report concerns to the lead safeguarding officer at Ramana Devi Education, following the Safeguarding policy and all overarching legal requirements.

In conclusion, maintaining these ethical boundaries helps establish a safe, supportive, and conducive learning environment, fostering mutual respect, trust, and

the well-being of students. All Ramana Devi Education practitioners should familiarise themselves with Ramana Devi Education policies, codes of conduct, and legal requirements to ensure they adhere to the highest ethical standards in their student-practitioner relationships.

Review Date	Reviewed By
July 2023	Amanda Gordon



Ramana Devi Education Tuition Fees and Refund Policy

Policy statement:

Ramana Devi Education as an educational course and service provider, is in a very unique position. 100% of all funds received are donated to Shiva Trust Charity, supporting children and young people with their mental health and well being.

As a result, our tuition fees and refunds policy varies somewhat from other organisations that provide Self development courses for profit. Please read this policy in full. When you enrol on a Ramana Devi Education course, you are agreeing to adhere to our tuition fees and refund policy.

All learners who undertake courses with Ramana Devi Education are made aware of the existence of the Tuition Fees and Refund Policy (and other related policies). Learners have open access to all policies. All Ramana Devi Education practitioners are made aware of the policy's content and its purpose. The Tuition Fees and Refund Policy is reviewed annually by the Ramana Devi Education Management. It may also be modified more frequently, in line with feedback from learners and practitioners.

Tuition Fees and Refund Policy Content:

- When enrolling upon a Ramana Devi Education course, students are required to pay for the course in full or pay a part payment as a deposit to secure their place on that particular course.
- Students paying in full will receive an invoice for the full course payment.
- Ramana Devi Education also operates a flexible payment plan.
- Students who wish to pay in monthly instalments, must complete a payment plan agreement. This outlines how the students intend to pay.
- Ramana Devi Education requires students to complete full payment of the course by the end of the study period. The study period will differ depending upon the length of the course (6, 9 or 12 months).
- Students who pay in full or are paying in monthly instalments are required to pay for the full amount of the course whether they finish the course or not.
- At Ramana Devi Education, we do not offer refunds as 100% of all tuition fees go directly to supporting Shiva Trust Charity projects.
- If a student needs to withdraw from the course under special circumstances, for example, illness, accident, death in the family, or other circumstances that make it impractical for the student to complete the course, then Ramana Devi Education will assess each situation on a case by case basis. Where appropriate doctors notes or other relevant evidence may be required to substantiate any student claims. No refunds can be offered, but in some

cases RDE will provide a reasonable and fair opportunity to attend a future programme.

- Special circumstances: refunds are only offered in the case of a bereavement.
- No refunds will be given if a student is removed from a programme of study for bad conduct. Bad conduct is a violation of the Ramana Devi Education code of conduct, harassment, bullying, or any other behaviour that is inappropriate or disruptive to the welfare of the Ramana Devi practitioner, programme or to the fellow students.
- Ramana Devi Education reserves the right to cancel any training before it begins. In this case, alternative course programmes and/or course dates will be offered.
- Sometimes due to unforeseen circumstances, the Ramana Devi Practitioner may be unable to deliver a course session. In these cases, refunds are not given. Instead alternative Ramana Devi practitioners will deliver the session or alternative dates will be offered for the delivery of that session.
- At Ramana Devi Education, tuition and licence fees may change over time. We reserve the right to modify any educational service, course, licence, or programme fees, at our discretion.

By enrolling on any course or programme at Ramana Devi Education, students acknowledge and accept the terms outlined in this Tuition fees and Refund policy.

Review Date	Reviewed By
August 2023	Amanda Gordon