

POLESTAR STUDENT HANDBOOK

POLICIES + PROCEDURES



Polestar Student Handbook

Polestar Education LLC 5966 South Dixie Highway Suite 300 Miami, FL 33143

Tel: +1.305.666.0037 **Email:** education@polestarpilates.com **Web:** www.polestarpilates.com

Polestar Student Handbook August 10, 2023

Polestar® is a registered trademark of Polestar Education, LLC

POLESTAR EDUCATION STUDENT HANDBOOK

TABLE OF CONTENTS

Student Responsibilities.....	Page 3
Program Hours.....	Page 3
Graduation Requirements	Page 3
Additional Costs.....	Page 3
Online Course Materials	Page 3
Course Attendance and Completion Policy.....	Page 4
Location Change and Postponement Request Policy.....	Page 4
Exam Attendance Policy.....	Page 4
Exam Retake Policy.....	Page 4
Leave of Absence Policy.....	Page 5
School Conduct Policy.....	Page 5
Code of Ethics and Scope of Practice.....	Page 5
Grounds For Dismissal.....	Page 6
Grievance Policy.....	Page 7
Grievance Procedure.....	Page 7
Student Records.....	Page 7
Change of Name, Address and Contact Details.....	Page 8
Tactile Cueing Disclaimer.....	Page 8
Confidentiality.....	Page 8
Equality and Discrimination.....	Page 8
Liability Disclaimer.....	Page 8

This edition of the Polestar Student Handbook contains policies and procedures pertinent to student at Polestar Education, LLC as of August 2023.

Polestar Education LLC 5966 South Dixie Highway Suite 300 Miami, FL 33143

Tel: +1.305.666.0037 **Email:** education@polestarpilates.com **Web:** www.polestarpilates.com

Polestar Student Handbook August 10, 2023

Polestar® is a registered trademark of Polestar Education, LLC

STUDENT RESPONSIBILITIES

Students will be required to meet the terms, conditions, and graduation requirements of the courses in which they are enrolled, including successfully passing each section of the Graduation Exam. These courses and graduation are not a guarantee of employment in the Pilates or related industries such as fitness and health. However, holding a formally recognized Pilates qualification is highly regarded by studios when employing instructors.

Student is responsible for knowing course dates. Course dates have been shared with student during the admission process. Although uncommon, there may be a change to a course date from the dates provided during the admission process. Students may access the most current course dates in the syllabus on our Learning Management System (LMS) to which student will have access upon completion of registration.

PROGRAM HOURS

There are **455 total hours** consisting of; online lectures, in-person session, live virtual sessions, observation, self-mastery (practice), apprentice teaching, online quizzes, check off's, assigned homework, online written exam, and a final practical exam.

GRADUATION REQUIREMENTS

- Complete all assignments
- Complete all program hours
- 80% attendance to all sessions
- Successfully meet all competencies for the course
- Successfully pass EACH section of the final exam with an 80% or higher grade

A student who satisfactorily completes training and passes the Polestar graduate examination will receive a diploma from Polestar.

ADDITIONAL COSTS

- **Required Manuals.** If course requires hard copies of manuals, student is required to purchase manuals corresponding to their course. Student is responsible for shipping costs, which vary by location. Average time from purchase to receipt of books is 2 weeks.
- **Required Reading Material.** There are required readings throughout the course. Many are available in the library for free, but if you want to add them to your collection, you must purchase them.
- **Optional Manuals.** There may be optional hard copy manuals student is eligible to purchase. Student is responsible for shipping costs, which vary by location. Average time from purchase to receipt of books is 2 weeks.
- **Self-Mastery Hours.** You are responsible for fees associated with acquiring your hours. Instructor led in-person classes, studio time and private sessions must be purchased for an additional fee. Average Cost: \$35/group class and \$100/private session. Fees may vary per location.
- **Observation Hours.** You are responsible for fees associated with acquiring your hours. Fees may vary per location.
- **Teaching Hours.** You are responsible for fees associated with acquiring your hours. Studio rental average cost: \$0-30/hour.
- **Mentorship.** Though not required, if you seek further mentorship and assistance outside of what is provided in the course, you will be responsible for the payment of your mentor. Average cost: \$100/session. Fees may vary per location.

ONLINE COURSE MATERIAL ACCES

Student has six (6) months from their final in-person session to access their online course materials. Access beyond this timeframe is available for an additional fee. Contact support@polestarpilates.com.

COURSE ATTENDANCE AND COMPLETION POLICY

Student must complete their coursework within thirteen (13) months from commencement and take the final exam on the last date specified in their course schedule. Completion of all coursework (lecture hours, contact sessions) and passing grades on all homework, logbook, checkoffs, and quizzes are required in order to sit for the final exam.

Student is expected to attend all live sessions (whether in-person or online) unless they are sick (cold, flu, etc.), but in no event may student attend less than eighty percent (80%) of all live sessions. Student may make up missed live sessions either (a) at their expense in a private session scheduled with a Polestar Educator (fees vary by location and Educator), or (b) if available, by attending the equivalent contact session from another course (subject to a change fee of \$150).

Student is expected to arrive on time for class with proper materials. Makeups are the responsibility of Student and are handled by contacting support@polestarpilates.com.

There are competency tests during each module of the course to ensure that student attends all modules and makes satisfactory progress. The Program Director monitors each student's overall progress.

LOCATION CHANGE AND POSTPONEMENT REQUEST POLICY

Change requests involve student moving to a different location, changing the course they are attending, and/or postponing the course they are attending. Change requests must be submitted in writing via email to support@polestarpilates.com and must be received 30 days prior to the start date of the course. There is a \$150 administrative change fee per change. Polestar reserves the right to postpone or cancel any course.

EXAM ATTENDANCE POLICY

Student is required to complete the final exam, which includes both an online written portion and an in-person practical portion. The exam schedule is determined at the time of enrollment. If student is unable to attend the scheduled date for either the online written exam or the in-person practical exam, they must send an email to support@polestarpilates.com before the scheduled date. Student can reschedule the exam for a fee, which is listed below. Once student contacts support, they will be provided with options to reschedule their exam. Student has a six-month window from the original exam date to take the exam without the need to retake coursework and or incur additional expenses.

Rescheduling 1st Attempt Fees:

- Administrative Fee: \$150
- Practical Exam Fee: \$100/hour

EXAM RETAKE POLICY

If student receives a score of less than 80% on any section of their exam, they will be required to schedule a retake of the section(s) at the rates specified below.

Generally, there is a six-month period allowed for retakes. Typically, the first option for a retake will be available 2 months after the original exam date. If student receives a score of less than 80% on any section of their retake, they will be required to schedule subsequent retake. Any retake needed beyond the six-month period may involve additional fees and will be handled on a case-by-case basis. To schedule a retake, student must send an email to support@polestarpilates.com. Students who miss a retake exam can reschedule their retake according to the "Exam Attendance Policy". The student has a six-month window from the original exam date to retake the exam without the need to retake coursework and or incur additional expenses.

Retake Fees:

- Administrative Fee: \$150
- Multiple Choice Retake: \$25
- Case Study Retake: \$150
- Demonstration Retake: \$100/hour (estimated 1 hour)
- Teaching Retake: \$100/hour (estimated 1 hour)
- Verbal Written Exam Retake: \$50

Please note: the total retake fees may vary depending on the specific portions of the exam that need to be retaken. The estimated time required for some components is about 1 hour, and the hourly rates will apply accordingly.

LEAVE OF ABSENCE POLICY

If student is unable to attend or continue the course due to personal or family circumstances (including but not limited to injury or illness), but plans to return, student must take a leave of absence ("Leave"). Failure to attend class is not considered a Leave, and student will not receive an adjustment of charges unless a written request for Leave is filed and approved by Polestar. Leave requests must be submitted in writing via email to support@polestarpilates.com. Leaves are handled on a case-by-case basis.

Student is expected to return from any Leave within one (1) year unless the Leave was due to pregnancy, in which case student is expected to return within eighteen (18) months. Polestar reserves the right to request that student provide a medical attestation in cases of injury or illness.

If student paid for the Program in full, Polestar will retain all payments and allow student to resume with the next available training course. If student is on an installment plan, their plan will be placed on pause and will resume upon their return. Upon return, Polestar will determine whether student needs to retake any course or module.

Any changes in tuition during a leave of absence will not affect student's original quoted tuition at the start of their original program. If student does not complete the Program within one (1) year of return from their leave of absence, student will be required to retake the Program at the Polestar Transition Program price.

SCHOOL CONDUCT POLICY

Student is expected to act maturely and is required to respect other students and faculty members, as well as the school's property, assets, and traditions.

CODE OF ETHICS AND SCOPE OF PRACTICE

Polestar Education, LLC (Polestar) abides by the PMA code of Ethics and Scope of Practice

- Code of Ethics:
- Do no harm.
- Teach within your 'scope of practice' and give full attention to the comfort and safety of clients at all times. (See PMA 'Scope of Practice'.)
- Maintain professional boundaries. The following constitutes improper behavior:
 - Inappropriate physical contact
 - Financial exploitation
 - Sexual exploitation
 - Maintain client confidentiality.
 - Direct clients to seek medical attention when necessary.
 - Do not discriminate against clients or colleagues on any level.

Polestar Education LLC 5966 South Dixie Highway Suite 300 Miami, FL 33143

Tel: +1.305.666.0037 **Email:** education@polestarpilates.com **Web:** www.polestarpilates.com

Polestar Student Handbook August 10, 2023

- Do not intentionally solicit other Pilates professionals' clients.
- Treat clients and colleagues with respect, truth, fairness, and integrity.
- Comply with all applicable business, employment, and intellectual property laws.
- Maintain professional appearance and conduct.
- Do not misrepresent skills, training, professional credentials, identity, or services.
- Continue gaining education to enhance your skills and knowledge, and to provide the highest quality services to clients.
- Maintain appropriate insurance (liability, studio, content, etc.)
- Maintain appropriate teacher: student ratios in all class settings.

Scope of Practice:

The following is within the scope of Practice of a Pilates Teacher.

- Design Pilates exercise programs according to an individual's needs.
- Recognize conditions that would preclude a client from safely participating in a Pilates exercise program.
- Coach, provide general information, and direct clients to seek medical attention, as necessary.
- Receive exercise guidelines and clearance from medical practitioners, when appropriate, to ensure client safety.
- Document client progress and cooperate with referring medical practitioners.
- Promote exercise to improve overall health.
- Request permission to touch clients and observe practice laws within your jurisdiction.
- Use appropriate touch to facilitate movement, position the client, and prevent injury or damage.

The following is *BEYOND* the Scope of Practice of a Pilates Teacher:

- "Prescribing" an exercise program.
- "Diagnosing" a client with any medical, mental, or physical condition.
- Continuing to train a client with a condition that is beyond your knowledge without appropriate medical clearance.
- "Prescribing" diets or recommending supplements.
- Claiming to "treat" or "rehabilitate" injury or disease.
- Monitoring (measuring with instrumentation) the progress of clients referred by therapists or medical practitioners.
- Offering counseling.
- Claiming to be competent to offer professional education beyond the limits of your credentials.
- Applying inappropriate touch.
- Continuing to train a client who exhibits any of the following unusual symptoms: e.g. chest pain, prolonged dizziness, rapid heart rate, shortness of breath, significant decrease in coordination, loss of consciousness, faintness, nausea, blurred vision, prolonged or increasing pain.

GROUND FOR DISMISSAL

Polestar Pilates reserves the right to instantly expel any student found to be acting improperly, unsafely, breaching copyright or breaching confidentiality of clients, staff and/or other students.

Program Director may temporarily suspend a student whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, a student who demonstrates a genuine desire to learn and conform to school standards of conduct may be allowed to resume attendance. The Program Director will review each case and decide upon readmittance.

Possession of weapons, illegal drugs, or alcohol of any kind are not permitted at any time at a course site. Any violation of Polestar policies, rules, and regulations may result in permanent dismissal without a refund.

The following actions will result in written warnings prior to further disciplinary action: -

- Improper presentation and/or untidy appearance
- Constant lateness in attending laboratory, training studio and work experience hours
- Mistreatment of equipment or other items

- Mistreatment of other staff, students, or clients
- Non-compliance with Polestar Pilates host sites policies and guidelines
- Unsafe work practice
- 'Conflict of interest' circumstances
- Failing to achieve minimum progressive hours as required

The following will constitute instant expulsion:

- Theft
- Drunkenness or smoking on premises
- Unauthorized entry to office areas
- Actions endangering staff, students and/or clients
- Abusive behavior
- Copying or removal from any Polestar Pilates premises of Polestar Pilates materials, handouts, manuals, images
- Reproduction of Polestar Pilates materials in any form
- Unauthorized use of any Polestar Pilates trademarks, patents, images
- Infringement of Polestar Pilates copyrights
- Breach of confidentiality

GRIEVANCE POLICY

- Polestar recognizes each student's right to have and file grievances for serious issues. Polestar will strive to address all grievances effectively and fairly. This policy provides a procedure for handling grievances related to both academic and non-academic issues, including but not limited to complaints of harassment of any kind, unlawful discrimination, and unfair treatment.
- Polestar aims to address grievances through a fair and impartial resolution process that respects the privacy of all parties involved. Student may file a grievance without fear of reprisals.

GRIEVANCE PROCEDURE

Any student with a grievance should take the following actions (and be as specific as possible):

- To resolve personal grievances that cannot be resolved informally by contacting the person with whom you have the grievance, submit your grievance in writing via email to support@polestarpilates.com.
- To resolve grievances with the Program in general, submit your grievance in writing via email to support@polestarpilates.com.
- In either case, student must file a written grievance within thirty (30) days from the date on which the event giving rise to the grievance occurred. If the grievance involves an Admissions Advisor, student must file your written grievance with the Program Director at programdirector@polestarpilates.com within thirty (30) days.
- Your student's written grievance should outline the issue and provide all material information regarding the grievance, including names and dates of occurrence(s). Once your written grievance is received, an Admissions Advisor or Program Director (as applicable) will reach out to all involved parties and ask the person against whom the grievance is made to submit a written response. An Admissions Advisor or Program Director will make an informed decision on how to respond or proceed and will notify the student of such decision in writing within 30 days of submission of the written response. Such decision may include, at the discretion of the Admissions Advisor or Program Director (as applicable), a request that the student who filed to grievance also file a reply to the response.

STUDENT RECORDS

Student may review their complete record by making a request in writing via email to support@polestarpilates.com.

Student's records are considered personally identifiable and confidential information, and will only be released with student's written consent, except in the following instances:

- To authorized state and local education authorities;
- To Polestar officials, including teachers, who are determined to have a legitimate educational interest; and
- In the event of a lawfully issued subpoena or order of a court of competent jurisdiction.

Information Included: Name, address, telephone, email address, dates of attendance, and grades.

Polestar does not share student information with third parties unless ordered by a court or tribunal of competent jurisdiction or pursuant to a lawfully issued subpoena.

CHANGE OF NAME, ADDRESS AND CONTACT DETAILS

Upon change of name and/or address and/or contact details, student must notify Polestar in writing of the updated details. Student may submit this via email to support@polestarpilates.com.

TACTILE CUEING DISCLAIMER

Pilates uses tactile and hands-on cueing to facilitate proper alignment and movement patterns. We strive to respect each student's level of comfort with this type of cueing.

CONFIDENTIALITY

All materials created and produced by Polestar Education, LLC for any purpose of its businesses remain the property of Polestar Education, LLC and no copying, display, distribution, or any other unauthorized use will be allowed without the express written consent of Polestar Education, LLC. Polestar Education, LLC retains the intellectual and copyright property to all studio and educational materials, systems, documentation, policies and procedures, modules, handouts, workbooks, brochures, photographs, and any material used within the context of the student work with Polestar Education, LLC. Unauthorized use of this material will mean that the student will be subject to the relevant legal proceedings and payment of any fees as determined by such legal proceedings.

EQUALITY AND DISCRIMINATION

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions, or recommendations by issues of gender, race, creed, color, age, or personal disability. However, Polestar reserves the right to refuse an application for course admission if there is reasonable evidence to suggest that the applicant is physically incapable of carrying out the necessary requirements of Pilates teacher training.

LIABILITY DISCLAIMER

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITES MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. POLESTAR PILATES EDUCATION AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITES AT ANY TIME. ADVICE RECEIVED VIA THE SITES SHOULD NOT BE RELIED UPON FOR PERSONAL, MEDICAL, LEGAL OR FINANCIAL DECISIONS AND YOU SHOULD CONSULT AN APPROPRIATE PROFESSIONAL FOR SPECIFIC ADVICE TAILORED TO YOUR SITUATION.

POLESTAR PILATES EDUCATION AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON THE SITES FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. POLESTAR PILATES EDUCATION AND/OR ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND

CONDITIONS WITH REGARD TO THIS INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, OF POLESTAR PILATES EDUCATION FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL POLESTAR PILATES EDUCATION AND/OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE SITES, WITH THE DELAY OR INABILITY TO USE THE SITES OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THE SITES, OR OTHERWISE ARISING OUT OF THE USE OF THE SITES, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF POLESTAR PILATES EDUCATION OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SITES, OR WITH ANY OF THESE TERMS OF USE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SITES.