

## **About The Pilates Alliance**

The Pilates Alliance is a body established by the Pilates industry as an independent regulatory organisation for control of quality and integrity within all approaches to the Pilates method. An association that does not run its own studio or educational course, but as a non-bias and non profit body sets guidelines for instruction, studio's and certification programs. The Pilates Alliance is committed to setting standards and maintaining integrity of Pilates method instruction, education and information. The Pilates Alliance believes in an open approach system of regulation that ensures the utmost protection of the general public, industry employees and organizations whilst embracing the original intentions of the Pilates method.

## **Our Mission**

It is the aim of the Pilates Alliance to foster the understanding and regulation of quality instruction within studios and training programs. To encourage the relevant knowledge, skills and application of the method for clients or students of the Pilates method, and to help create an industry based on competency and the flow of informed and non-bias information. Within the aims of the Pilates Alliance is the need to support and inform the general public of the safe and inspiring implementation of the Pilates method as applicable to the variances in population.

## **Human Resources**

All elected members of the committee, sub-committee officers and public officers undertake their positions voluntarily. Administrative staff are employed under the terms and conditions as outlined in the relevant administrative award. All employees and voluntary workers for the Pilates Alliance are selected with necessary protocols and obligations under:

Commonwealth and Anti Discrimination Act:-

- Racial Hatred; Equal Opportunity

NSW Legislative and Regulatory requirements for:-

- Relevant State and Federal Awards
- Occupational Health & Safety
- Work Cover NSW
- Vocational Education & Training Accreditation (VETA) Act.

Job performances are continually monitored to ensure maintenance and development of the highest possible standards.

All committee members must maintain their industry expertise and are required to be a full member of the Pilates Alliance according to the criteria and guidelines set down by the Pilates Alliance

## **Ethical marketing of Services**

The Pilates Alliance states its intention to market its services in a clear and factual manner at all times. The Alliance will not provide false or misleading information in any promotional material or marketing programs. The Alliance also will not draw any false or misleading comparisons with any other association or organisation.

The Pilates Alliance gives an undertaking that any agents it uses in the promotion and distribution of its services or information will be selected for their integrity, honesty and reliability.

## **Member Grievance Procedures**

Member grievance procedures are outlined in the Rules of the Association. Any member seeking advice on any matters are invited to contact the public officer or the committee in writing as soon as possible. It is the Alliance's policy that grievances are dealt with promptly and efficiently.

## **Compliance with National legislation and regulatory requirements**

The Alliance ensures compliance with the relevant Commonwealth, State/Territory legislation and regulatory requirements as according to the Associations Incorporation Act of 1984.

### **Discrimination Policy**

In accordance with the Federal Racial Discrimination Act (1975), the Sex Discrimination Act (1984) and the NSW Anti-Discrimination Act 1977, the Pilates Alliance will not discriminate on the grounds of religious or political affiliations, views or beliefs. The Alliance will not discriminate on the grounds of disability, however it reserves the right to refuse an application for membership if there is reasonable evidence to suggest that the applicant is physically incapable of carrying out the normal requirements of Pilates training practice.

The Pilates Alliance will ensure that discrimination on any other grounds that may constitute disadvantage does not occur and is committed to ensuring freedom from harassment for all people working or studying within the organisation.

### **Privacy Policy Statement**

The Pilates Alliance collects personal information for the purposes of managing memberships and registrations and may provide data to State and Federal authorities when required. Information sought is shown on the forms for application, and for employees working for the association, on the Employee Profile Form. Member details are used by the Pilates Alliance for administration purposes and may be revealed to Government agencies when requested for statistical collections as required. At no time will personal details be passed on to a third party unless approved, to keep personal information confidential and secure.

Pilates Alliance members and staff have the right to access any personal information that the association may hold about them.

### **Financial Standards and Safeguards**

The Pilates Alliance is committed to maintaining high standards of financial record keeping and proper staff procedures and policies for the correct handling of financial transactions with members and potential members.

Student financial records are managed by the Training Administrator and are filed on premises.

### **Membership Fees & Refunds**

The cost of memberships varies according to level and category. Upon acceptance as a member into the Pilates Alliance the relevant membership fee will be due and payable upon joining. Payments may be arranged in instalments and these arrangements will constitute a binding legal agreement. All payments are inclusive of GST.

If a member wishes to withdraw from the Pilates Alliance within one month of joining, a refund determined on a monthly breakdown of the membership fee less 10% administrative costs will be made. After one month of joining no refunds will be made unless extenuating circumstances can be proved, and in this instance the decision of the committee will be sought and their decision considered final.

All refund requests must be provided in writing and submitted to the Secretary.

### **Guarantee**

The Pilates Alliance confirms its commitment to honouring all guarantees outlined in this Code of Practice.