



Coach Training for **Leaders**

IMAGINE THE POSSIBILITIES

Participation Policy Manual

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Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meeting.

If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor and Amanda Landry, Registrar (coachamanda.landry@gmail.com) immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than 5 hours of the course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than 2 hours of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and Coach Training for Leaders.

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the code of conduct for additional details.

Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having your camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and instructors, including silencing your cell phone, not texting, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.



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Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of a minimum deposit (\$100) or set up of a payment plan. We accept payment by debit/credit card (through website) or check (by mail). All payment will be in US dollars.

Refund Policy

Cancellation of a course must be made a minimum of 5 business days prior to the course to be eligible for a full refund. Cancellations made less than 5 days before the course are not eligible for a refund. Written notice of cancellation shall be effective on the date the withdrawal is received by Coach Training for Leaders. Refunds will be made within 10 days following receipt of cancellation or withdrawal requests. Special cases will be considered on an individual basis.

Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least seven days before the program date. Participants may contact Coach Training for Leaders to modify their registration at coachamanda.landry@gmail.com. Course changes will be allowed as long as there are spots available.



Partial Completion Policy

Will offer credit for partial completion of a course

Coach Training for Leaders will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact Amanda Landry, Registrar at coachamanda.landry@gmail.com no more than 5 days after the course has ended. Please include details about the course in which you were enrolled, the number of credit hours you are seeking, and any additional relevant information. If approved, you will receive a certificate of credit from Coach Training for Leaders indicating the number of training hours completed.



Transfer of Credit Policy

Will accept partial credit from other organizations or programs

If you have received course credit from a Level 1 or Level 2 program at another organization, Coach Training for Leaders will apply your completed credit hours to your Level 1 program with CTL, upon review. You must provide documentation of your Level 1 completion, including the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact Amanda Landry, Registrar at coachamanda.landry@gmail.com for more information.



Illness or Personal Emergency Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor and Amanda Landry, Registrar (coachamanda.landry@gmail.com) immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than 5 hours of the course, you will have the option to work with the instructor to cover the missed material at your own expense or receive partial credit. If you miss more than 2 hours of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and Coach Training for Leaders.



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Grievance Policy

Coach Training for Leaders seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the Program Manager (larryjousley@gmail.com) within 5 days. The Program Manager will review the issue and talk to the student within 5 days of receiving the complaint. The Program Manager will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Dr. Phil Maynard, Executive Director (coachdrphil@gmail.com) for review (if the issue is with Dr. Maynard, appeal can be made to Dr. Jim Robey, Director of Education, by emailing coachjimrobey@gmail.com). This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 10 days. All appeal decisions are final.