

PARTICIPANT ENROLMENT AGREEMENT

Welcome to the Institute of Coaching Studies. This Participant Enrolment Agreement is designed to outline the policies and guiding principles that support a positive and professional learning environment across all our programmes. Its purpose is to bring clarity and mutual understanding between participants and the Institute regarding attendance, engagement, conduct, and completion requirements.

This document contains the policies of all our programmes. We encourage you to read this agreement carefully and refer to it throughout your participation in our programmes.

Level 1, Level 2, Micro-certification & Mentor Coaching	2
Attendance	2
Course Engagement	2
Individual Mentor Coaching	3
Code of Conduct	3
Use of Note-taking Tools and Recordings	5
Illness Policy	6
Partial Completion Policy	7
Refund Policy	8
Complaint Policy	9
 Digital Courses	 11
Instant Access & Your Right to Cancel	11
Course Access Period	11

Level 1, Level 2, Micro-certification & Mentor Coaching

Attendance

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. 100% attendance is required to receive your certification, diploma, or micro-certification, or to validate your Mentor Coaching hours. Please make sure that you have checked that you are available for the dates and times of the cohort you have selected.

Course Engagement

Our programmes are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in all course activities, including dialogue with the course instructor and peers, 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 below for additional details.

Readiness to coach and be coached

Coaching is an art that can only be perfected through practice, this is why we often include coaching practices in our classes. The sessions facilitated during your training are real (not role-play) in order for coaches to apply what they are learning and to also experience coaching from the perspective of the client.

Participants should be mentally and emotionally ready to coach and be coached. Coaching topics should be meaningful and manageable at the same time. They should allow exploration and insight in a way that feels comfortable given the training context. Both the coach and the client should be able to complete the session and easily go back to their student role.

No exception to coaching practice (both as a coach and as a client) can be made during the programme.

Individual Mentor Coaching

Your programme may include Individual Mentor Coaching. If it does, you are expected to book your three individual sessions with your mentor coach within **one year** for the Mentor Coaching programme, and **two years** for our Level 1 and Level 2 programmes. If you don't complete your mentoring sessions within the timeframe, we will not be able to count them in your education hours, which will result in a certificate of partial completion.

Each individual mentor coaching session requires you to send a recording of a real coaching session (audio only). The recording should be between 20 and 40 minutes in length, with **30 minutes being the recommended duration**. If you send a recording longer than 40 minutes, your mentor will only listen to and assess the first 40 minutes.

Code of Conduct

This Code of Conduct is used to ensure that all participants can benefit from the learning and enjoy the training experience. All learners on our programmes must follow this Code of Conduct to maintain a positive learning environment for all. We may withdraw course access if you violate this code.

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

- > Participate fully in all activities.
- > Respect individual differences.
- > Behave in a friendly, cooperative, polite and responsible manner towards everyone.
- > Attend all sessions.
- > Follow all of the following General Rules for Learner Conduct.

General Rules for Learner Conduct

- > Arrive on time to all sessions,
- > Have your camera on for virtual live sessions, and let your instructor know when you need to temporarily remove it,
- > Participate fully in all training 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,
- > Join the training sessions from a quiet, private location which allows you to stay focused and present. Do not attend live sessions while driving a car or doing any other activity where your safety is compromised by not paying 100% attention.
- > Join the training sessions from a laptop or computer with adequate Internet access and equipment to allow for good audio and video quality.
- > Be respectful of your fellow participants and instructors, including not texting or writing emails, not interrupting others, and other disruptive behaviours,
- > Embrace diversity and inclusion, and respect the dignity and humanity of others. This includes respecting other learners' and instructors' ethnicity, age, sex, religion, sexual orientation, gender identity, gender expression, disability, economic status and other diverse backgrounds. The Institute of Coaching Studies treats all forms of intolerance, abuse, bullying, intimidation, sexist and racist behaviour very seriously. You must not engage in any anti-social behaviour or abuse of any kind towards other learners or instructors.
- > If your behaviour is inappropriate in any way, the instructor will mute microphone/stop video/stop chat access as needed and warn you that if the behaviour continues, you will be removed from the training session. Or, if the behaviour is serious enough you will be immediately removed from the training session, and your place on any future sessions may be withdrawn.
- > Participants must comply with instructors' requests.

Use of Note-taking Tools and Recordings

To protect the confidentiality and safety of all participants, the use of automated note-taking tools (such as Fireflies.ai, Otter.ai, or similar services) and personal recording of sessions is strictly prohibited for all our programmes.

The sessions within our programmes often involve conversations where sensitive and personal information may be shared. Recording or transcribing these conversations without explicit authorisation compromises the privacy of everyone present in the training, and undermines the integrity of the learning environment.

Participants are expected to take their own notes as part of the learning process. To support this, the Institute of Coaching Studies provides a detailed coursebook for the Level 1, Level 2 and Micro-certification programmes that summarises key concepts and frameworks covered in the training. This resource is designed to reduce the need for excessive note taking and allow participants to stay more present in the sessions.

Any breach of this policy will be treated as a serious violation of the Code of Conduct and may result in removal from the course without refund.

If you require any specific accommodations to support your learning, please send an email to contact@coachingstudies.org ahead of the first class. We will always do our best to find appropriate ways to meet your needs.

Illness Policy

If you have an emergency or become ill and are not able to attend a training session, please contact your instructor immediately. You will be expected to complete the session materials and facilitate a recorded coaching session outside the live session to make up for the missed training session. You will then send this recording to the instructor for feedback.

If you are registered for a Level 1 or Level 2 course and you need to miss more than 8 hours of the course (one full day or two half-days) due to illness or for emergency reasons, you will have the option to work with the instructor to cover the missed material at your own expense. This will need to be completed before the last live class.

The 10 hours of mentor coaching are mandatory to satisfy the International Coaching Federation requirements. Therefore if you are unable to attend the group coaching sessions, or if you miss an individual mentor coaching session, you will need to arrange and pay for individual mentor coaching sessions to complete the missed hours of mentor coaching. You will have two years to complete those.

If you decide not to work with the instructor in a 1:1 setting to make up for the missed training and mentoring sessions, the Institute of Coaching Studies will be unable to deliver the ICF-accredited certificate, diploma or micro-certification. You will instead receive credit for partial completion of the course (see following section for more information).

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the director of education.

Partial Completion Policy

The Institute of Coaching Studies can 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 unable to complete the training and are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please send an email to contact@coachingstudies.org within 60 days after the classes have 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 the Institute of Coaching Studies indicating the number of training hours completed.

Transfer of Credit Policy

If you have completed an ICF-accredited Level 1 programme at another organisation, we will apply your completed credit hours towards your Level 2 programme. You must provide documentation of your Level 1 completion, including the organisation name, number of hours completed, completion certificate, and contact information for the organisation. You may be asked for additional details or documentation on an as-needed basis. Please send an email to contact@coachingstudies.org for more information.

Refund Policy

Cancellation of a booking must be made a minimum of 21 business days prior to the training start date to be eligible for a full refund. The start date is the day you receive the onboarding email with the learning materials and/or access to the learning platform to start the course.

Written notice of cancellation shall be effective on the date the withdrawal is received by the Institute of Coaching Studies. Refunds will be made within 10 days following receipt of cancellation or withdrawal requests.

No refund can be made once you have received the onboarding email with the learning materials and/or access to the learning platform.

Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least 21 business days before the program start date (the day you receive the onboarding email with the learning materials and/or access to the learning platform).

Participants may contact the Institute of Coaching Studies to modify their registration at contact@coachingstudies.org. Course changes will be allowed as long as there are spots available.

No transfers can be made once you have received the onboarding email with the learning materials and/or access to the learning platform.

Complaint Policy

The Institute of Coaching Studies 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 complaint regarding presentation or content, facility concerns, or instructor/faculty behaviour. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below.

Complaint regarding another participant

1. A participant should first attempt to resolve the issue directly with the participant with whom they have an issue. If the participant is not comfortable approaching the individual, they can proceed to step 2.
2. If the participant is not comfortable approaching the individual with whom they have a grievance, or is unable to resolve the issue directly, the participant should talk to the instructor with no delay. This is for the instructor to become aware of the issue, and to offer support to the participant who is sharing the grievance. The instructor will review the issue within 2 days of receiving the complaint. The instructor will work with all parties involved to resolve the issue. This may involve a separate mediation meeting between all parties involved.
3. If a participant does not feel the issue is resolved, a written request for an appeal should be sent by email to the Director of Education (marion@coachingstudies.org) for review. 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 5 days. All appeal decisions are final.

Complaint regarding a instructor, mentor coach or staff member

1. A participant should first attempt to resolve the issue directly with the instructor or staff member with whom they have an issue. If the participant is not comfortable approaching the individual, they can proceed to step 2.
2. If the participant is not comfortable approaching the individual with whom they have a grievance, or is unable to resolve the issue directly, a written request for an appeal should be sent to the director of education (marion@coachingstudies.org) for review. The director will review the issue within 2 days of receiving the complaint. The director will work with all parties involved to resolve the issue.
3. If a participant does not feel the issue is resolved, a second written request for an appeal should be sent by email to the Director of Education (marion@coachingstudies.org). This appeal should include the reason(s) the participant is unsatisfied with the resolution attempt(s). The director will discuss with all parties involved to find a satisfactory resolution for all. A written response will be provided to the participant within 5 days.

Digital Courses

Because you are purchasing a digital course with immediate access, we would like to bring your attention to two important policies before you finalise your registration.

Instant Access & Your Right to Cancel

Once you complete your purchase, you'll have immediate access to all course materials. Under EU consumer law, you normally have 14 days to change your mind about online purchases. However, because we grant you instant access to the course content, you'll be waiving this 14-day cancellation right when you proceed with the purchase of this self-paced course. It means all purchases of digital courses are final. If you have any questions or concerns about the course, please send us an email at contact@coachingstudies.org.

Course Access Period

Your access to the digital course lasts for 120 days (4 months) from the date of purchase. After this period, you will no longer be able to access the course materials, so we encourage you to complete the course within this timeframe. You will have unlimited access to the course during the 120-day period.