Student Handbook

Table of Contents

Statement on Ethics, Integrity, Transparency 3
DEIBJ Statement 3
Grievance Policy 4
General Disability Policy 5
Enrollment Policy 5
Partial Completion Policy 7
Payment/Fees Policy 7
Refund Policy 8
Transfer of Credit Policy 8
Illness Policy 8
Participant Enrollment Form 10

Statement on Ethics, Integrity, Transparency

As an ICF (International Coaching Federation) Accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of Ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies. You can read more about the ICF Code of Ethics here.

Additionally, Potentials Customized Coaching & Consulting commits to acting with integrity and transparency. We hold ourselves, and our participants, to the highest level of integrity. Potentials commits to being as transparent as possible by stating measures being taken to provide programs ethically. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. We work to provide fair and equitable pricing for all programs, to ensure access to, and quality of, coaching education.

DEIBJ Statement

The ICF Global Board of Directors approved the ICF Statement of Diversity, Equity Inclusion, and Justice in July 2020. Staff and volunteer leaders from ICF's six family organizations subsequently cosigned the statement. This statement of principles reflects a position we invite every ICF Member, Credential-holder, and accredited provider to subscribe to.

ICF Members and Credential-holders live and work in more than 140 countries and territories. ICF is a vibrant global community committed to the shared vision of making coaching an integral part of a thriving society. The mission of the ICF is to lead the global advancement of coaching. To do this, we must reflect on our growing edges and be aware of opportunities for improvement. We cannot ignore the challenges that many coaches and coaching clients face due to systemic problems in their communities.

As a member of the ICF community, Potentials Customized Coaching & Consulting subscribes to the core values of integrity, excellence, collaboration, and respect. The foundation of these values is a shared commitment to diversity, equity, inclusion, belonging and justice.

We will place diversity, equity, inclusion, belonging and justice at the forefront of every decision we make within Potentials Customized Coaching & Consulting. In conjunction with the ICF, we state, "As we continue the journey toward our vision, we will recommit ourselves to valuing the unique talents, insights, and experiences that every coach and client brings to the world."

Non-Discrimination Policy

It is the policy of Potentials Customized Coaching & Consulting that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual regarding race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the grievance policy outlined below. Potentials Customized Coaching & Consulting will promptly investigate all claims and reports of inappropriate conduct.

Grievance Policy

Potentials Customized Coaching & Consulting seeks to ensure equitable treatment of every person and attempts 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:

Step 1: 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.

Step 2: If participants are not comfortable approaching the individual with whom they have a grievance or cannot resolve the issue directly, they should submit a written grievance to the Director of Education within 7 days. The Director of Education will review the issue and talk to the student within 30 business days of receiving the complaint. The program manager will work with all parties involved to resolve the issue. Should a complaint be made against the Director of Education, one of the owners will respond to the student.

Step 3: If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Potentials Customized Coaching & Consulting at info@potentials.us for review. This appeal should include the original complaint and detailed reasons the participant is unsatisfied with the resolution attempts. Appeals are reviewed and a written response will be provided to the participant within 30 business days. All appeal decisions are final.

General Disability Policy

Potentials Customized Coaching & Consulting supports individuals with disabilities and is committed to providing variously abled individuals access with reasonable accommodations. In addition, Potentials Customized Coaching & Consulting prohibits discrimination based on ability and ensures equal opportunity for all qualified individuals. Potentials Customized Coaching & Consulting is committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodation should contact Potentials Customized Coaching & Consulting at info@potentials.us.

Able to accommodate learning disability:

Our goal is to create a learning environment which meets the needs of each student. We can accommodate some learning disabilities to make our program more accessible. Please contact Potentials Customized Coaching & Consulting at info@potentials.us before enrolling to determine if your needs can be met.

Enrollment Policy

There are no academic or training prerequisites for this Professional Coach Training Program. Students must have a computer, with adequate bandwidth to maintain an online connection, equipped with a working webcam and microphone.

You must be 18 years or older to enroll in any of our training programs.

All students will sign the Participant Enrollment Form, found at the end of this document.

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 to participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

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 Potentials Customized Coaching & Consulting (both) at info@potentials.us immediately. You will be expected to complete the session materials, review the session recording, and provide a one-page write-up/assessment of what you learned in doing so.

If you need to miss more than 2 course modules, you can 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 Potentials Customized Coaching & Consulting.

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, coaching demonstration 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 for all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having your camera on for online 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.

Partial Completion Policy

We may offer credit for partial completion of a course.

Potentials Customized Coaching & Consulting may 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 Potentials Customized Coaching & Consulting at info@potentials.us no more than 30 business 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 this request is approved, you will receive a certificate of credit from Potentials Customized Coaching & Consulting indicating the number of training hours completed.

Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration for a course is dependent upon receipt of full payment. We accept payment Online/Stripe, Invoice through QuickBooks, & Check. All payments will be in USD. If interested in setting up a payment plan, for invoicing options, or for groups of 6 or more, please contact info@potentials.us to set up a meeting to discuss payment particulars.

Refund Policy

A Participant who wishes to cancel their registration for a course of training must do so a minimum of 30 days prior to the first day of the course to be eligible for a full refund. Cancellations made less than 30 days before the course's inception are not eligible for a refund. Written notice of cancellation shall be effective on the date the notice of withdrawal is approved by Potentials Customized Coaching & Consulting. Refunds will be made within 30 business days following receipt of cancellation or withdrawal requests.

Registration Modifications

Modifications to registration made by a funding organization or third party, including substitutions of participants or transfer of course dates, must be completed at least fourteen days before the program date. Participants may contact Potentials Customized Coaching & Consulting to modify their registration at info@potentials.us. Course changes will be allowed if there are spots available.

Transfer of Credit Policy

We May accept partial credit from other organizations or programs.

If you have completed a Level 1 program at another ICF approved and accredited organization, we will seek to apply your completed credit hours to your Level 2 program. You must provide documentation of your Level 1 completion, including the organization, number of hours completed, completion certificate, titles of material covered, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact Potentials Customized Coaching & Consulting at info@potentials.us for more information.

Illness 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 Potentials Customized Coaching & Consulting 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 2 hours of any specific module, you can 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 Potentials Customized Coaching & Consulting at info@potentials.us subject line Director of Education.

Participant Enrollment Form

Please read carefully through the entire document.

Participants agree to be recorded:

* All classes are recorded for ongoing training of Potentials instructors, make-up listening for Participants and ongoing refinement of course content.

* Participants agree to be recorded by both video and audio, granting unlimited use of their content for internal use by Potentials Customized Coaching & Consulting as well as submission to the ICF (International Coaching Federation) for ongoing accreditation renewals and audits.

* Live, in-class coaching will also be recorded. It will be used in the same manner as outlined above.

Completion of education requirements is required. This does not guarantee that Participants will pass an internal oral evaluation process.

* The ultimate outcome of a professional coach training experience is to achieve credential recognition from the ICF.

* Participants must complete the education requirements of the program.

* Participants must complete any asynchronous training modules required.

* Participants must comply with all absenteeism policies. All makeup work must be submitted and have received a passing grade.

* Participants must submit, and pass all required oral assessments,

* All outstanding monies owed to the training program must be paid in full.

Participants agree to be in a peer coaching group outside of classroom attendance.

* If Participants are assigned to a peer coaching group, they agree to engage and cooperate as best their schedules will allow and meeting in accordance with coursework objectives as described.

Participants agree to participate in live in-class coaching.

* Participants will periodically coach in the classroom.

* Participants agree that they will sometimes be called upon to coach at the last minute.

* Participants agree to arrive at class ready to be coached and/or ready to coach, should they be called upon to do so.

* Participants agree that these sessions will be recorded for future training and accreditation purposes.

Participants agree to receive instruction feedback.

* Participants agree to receive oral evaluation comments from peers in the classroom.

* Participants agree to receive written and oral feedback from instructors while engaged in required program coaching demonstrations and understand that it is intended to support the growth of participants and help them become more effective coaches.

Participants agree to the Participation Policy:

* Arrive on time to all sessions

* Make every effort to attend all sessions (coach training and mentor coaching)

* For on-line instruction, the microphone will be muted unless and until the student is invited to speak, and the camera will be on.

* Participants will agree to:

- Prepare for all sessions.
- Engage in conversation with integrity & honesty
- Eliminate distractions, including cell phones, instant messages, email, other electronic notices, and pets, showing respect for instructors and other Participants.

Participants agree to fulfill any asynchronous work assignments.

- Participants agree to complete outside the classroom any assignments given and fulfill course requirements as articulated.

Participants agree to Attendance Policies

* For Accreditation Level 1, Participants may miss 4 hours of live training

* For Accreditation Level 2, Participants may miss 4 hours of live training.

Participants agree to allow use of private contact information for internal communication only.

* Participants personal information is never sold or distributed for marketing purposes

* Participants email and phone numbers will only be used to contact Participants directly as it relates to coach training & education.

* Participants understand that they may receive newsletters and email updates regarding the program, with regards to their training cohort and/or for future training purposes within Potentials.

* Participants agree to release email and/or phone number information to Participants in cohort***

* Participants may opt out of providing this information at any time after completing the training program.

Participants agree to fiscal responsibility:

* Participants agree that if they fail to attend the required number of classes, Potentials faculty will make every effort to assist the Participant in making up classroom instruction, contingent upon the availability of future cohorts or a critical mass of similarly positioned students.

* Participant agrees to the Payment and Fee Policy that all course tuition fees, and assessment fees, posted on the website must be paid in full before a certificate of completion is issued. All payment options are listed on the website. Questions may be directed to the Director of Education.

Participants agree to the Cancellation and Refund Policy.

* Should the Participant need to cancel registration, they will receive a full refund if and only if the cancellation request is received by email at info@potentials.us 30 days or more prior to the start date of the course.

* Cancellations received within 10 to 29 days prior to the start date of any course will receive a full refund minus a non-refundable administrative fee equal to 10% of the tuition for that course.

* Participant experience is of the utmost importance to the Potentials Customized Coaching & Consulting Professional Coach Training faculty and principals. If a Participant finds the experience highly unsatisfactory after beginning Level 1, a Participant may request to withdraw any time prior to the third class meeting by emailing info@potentials.us. Please put "Director of Education" in the subject line.

* If a person needs to leave in the middle of a program Participant will pay for what was completed plus an administrative fee equal to 10% of the tuition for that course of training.

* Under no circumstances will a refund be issued after the third class meeting.

Participants will abide by the Professional Code of Ethics of the International Coaching Federation.

- Participants agree to have their name/certificate submitted to the ICF for ongoing training and audits.
- Participants agree to abide by and respect the DEIBJ commitments of Potentials Customized Coaching & Consulting.
- Participants agree to have their name submitted to the ICF for the purpose of ongoing accreditation approval and audits.
- Participants agree to have their name on a certificate of completion and distributed to them, provided they achieve successful completion of the training program in which they have enrolled.

____ I have read and agree to adhere to all the requirements listed in this student handbook.

_____ _____

Participant Signature Date

_____

Printed Name