



Policies and Statements

Disability/Discrimination/DEIJ statement

CoachWhizz is dedicated to fostering Disability/Discrimination/DEIJ in coach training. We believe in equal access and creating a safe and inclusive environment for all learners and facilitators. Through embracing diversity and striving for equity, we aim to build a stronger community of coaches and trainers.

Complaint/Grievance policy

At 3D Coaching Academy, we have a comprehensive complaint/grievance policy in place to address concerns or grievances in a fair and timely manner. Individuals can report complaints through our designated channels, which will be promptly and thoroughly investigated. We communicate the outcome of the investigation to the individual and take appropriate actions to resolve valid complaints. If dissatisfied with the resolution, individuals have the right to appeal, ensuring fairness and impartiality. We view complaints as opportunities for improvement and use feedback to enhance our programs and policies.

Participant Enrollment Agreement

Student Policies

Introduction

We are keeping this copy of the policies you have agreed to here in our classroom so that you may reference it whenever needed. This is to inform you, as a student of the 3D Professional Coach Certification Program, of the policies we have here at CoachWhizz. These policies are to ensure that you, as a student and a coach in training, benefit the most from your education. It is what you bring to class that will benefit you most in your learning.

Vulnerability

Please come knowing that this is a safe place to open up, practice, and explore. There is no wrong. We expect you to be coaching in the classroom, as well as outside of the classroom. The



practical is a big piece here in your learning. In addition, you will be asked to be coached both in the classroom and in practice with your fellow students.

Punctuality

Please show up for class on time, fully participating. If you will be late or need to miss a class, email your instructor as soon as possible.

Learning

Come as your authentic self, open to learning. We are all learners; students and facilitators learning in this space together.

Missed class

If you miss a class, you will be expected to watch the video recording and email the instructor with your takeaways or questions. We discourage missing class and you may only miss a total of 4 live classes during the program. After 4 classes missed, you will need to make up the live instruction time at an extra cost of \$150 USD/hour to make up hours missed. This is to meet the requirement of the ICF for attendance of in-person class time.

Homework assignments

All homework must be done as requested, full participation is mandatory in this program.

Confidentiality

Everything in this class is kept between the classroom's virtual walls. Respect your classmates' privacy. Classroom materials are intended for your use as a student. Classroom recordings must not be shared to honour the confidentiality of all participants.

Observation and mentoring

You must fully participate in class coaching, it is required for you to be able to meet the requirements to pass this course by having us evaluate/mentor/and observe your coaching. You also must attend all required mentoring sessions (4) individual sessions with your mentor ACTP/Level 2 students. The sessions must be completed evenly throughout the training period, and must be all completed before class 26.

Missed, tardiness or cancellation of booked mentoring sessions

Students are required to be on time for booked mentoring sessions, if tardy more than 10 minutes, the session will be considered a cancelled session.

A missed session is also considered a cancelled session.

If you need to cancel your session with your mentor, you need to do this 24 hours in advance and you are required to rebook a more suitable time in its place.

Cancelled sessions booked in with mentor will result in a cancellation fee of \$150

Emergencies happen, if any unforeseen events do arise, please get in touch with the program director as soon as possible to make any arrangements or considerations.

Completion of online and oral exams

In order to successfully pass this course and receive your certification, you need to complete your online knowledge exam, recorded oral exam, and 25 coaching sessions within 1 month of the last day of class.

Exam Retakes/Late Submissions

Online written exam, if a student has failed to pass the exam, or complete the exam within the indicated exam period, there will be a \$100 retake/reopening exam fee.

Final Oral Exam, if a student doesn't pass the final oral assessment, they will be suggested to either re-submit the oral exam for assessment at the fees of \$350, or to take a suggested amount of mentoring sessions at \$150/hour and then retake the oral assessment at \$350.

If a student submits an oral exam to be assessed that exceeds the guidelines or due date, there is a \$100 fee, to re-submit their oral exam or reopen the period to accept the oral exam.

If any unforeseen events do arise, please get in touch with the program director as soon as possible to make any arrangements or considerations.

NOTE: The training, exams and payments must be completed within a year from the start date training.

Partial Completion policy

When a student partially completes a training and has fully completed payments, they will receive a certificate and letter that indicate how many hours of the training that was completed and how many mentoring hours completed.

Payment/Fees policy(s)

\$500 Deposit equalized payment plans/No Interest

Refund policy

- Full refund minus administrative fee of \$75 if canceled 2 weeks prior to the date of first class.
- Before class #2 is attended, there will be a 50% refund of the course tuition.
- After class #2 is attended, there will be no refund granted for the duration of the classes.

Transfer of Credit policy

Our transfer of credit policy allows for the application of completed credit hours from a Level 1 program at another organization towards your Level 2 program with us. To initiate this process, please provide documentation of your Level 1 completion, including details such as the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. Additional information or documentation may be requested as needed. For further inquiries and more information, please reach out to Zaina Della Porta at zaina@coachwhizz.com.

Illness policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all sessions. If you have an emergency or become ill and are not able to attend a coaching session, please contact the Director of Education at zaina@coachwhizz.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 (3) hours of the Level 1 course or (6) hours of the level 2 course, you will have the option to work with a facilitator to cover the missed material at your own expense (\$150 USD/hour). If you miss more than (2) hours of mentor coaching, you will need to pay for individual mentor coaching sessions (\$150/hour) to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirement.

Thank you

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