



COACHING ACADEMY POLICIES AND AGREEMENTS

The following policies and agreements pertain only to participation in RIHEL Coaching Academy courses.

Participant Agreements and Commitments

Success in Coaching Academy courses requires full commitment by all participants. The courses are delivered through either in-person or video-conference sessions (e.g., Zoom) and are designed to be interactive and engaging for our participants. Courses may include activities such as dialogue with the course instructor and peers, mock coaching activities, and experiential learning exercises, and some may include pre-work or assignments between sessions, such as reading materials on coaching, completing self-assessments, developing personal use coaching resources, participating in on-line discussions, and reviewing recorded coaching sessions.

RIHEL cannot assume any costs for the computer and communication systems used by the participants, or travel to and from in-person sessions.

Participants are encouraged to have the active support of their employers for the time commitment to participate in the Academy course. (Employers may also support the Academy tuition and associated expenses of the participants.)

Participants of Coaching Academy courses make the following commitments and understand that if they do not fulfill these commitments, their continued participation will be reviewed by the Coaching Academy faculty and Institute staff.

1. **Commit the time** necessary to fully attend the course and fulfill any related course assignments.
2. Be an **active and respectful contributor** to the course and fully participate in the course. This includes being prepared for the course, participating in discussions and activities, assuming responsibility for one's learning, contributing to the learning of others, and embracing diversity and inclusion while respecting the dignity and humanity of others.
3. **Complete all required course assignments.**
4. Have **reliable access** to the Internet, and necessary hardware and software to participate in course activities. This includes having a working camera for virtual sessions.
5. **Participate in the evaluation activities** of the course.
6. **Have employer support** to commit the time to participate in the activities of the course.

In addition, participants:

1. Understand that a federal law known as "the Buckley amendment" imposes limitations on the release of student records without the consent of the student and authorize the Regional Institute

for Health and Environmental Leadership to release any record relating to their participation in the Coaching Academy.

2. Authorize the use of their name as a participant in the Coaching Academy and in evaluations of the Coaching Academy.
3. Understand that as part of this Coaching Academy, they may be included in the creation of web pages that may contain information about them and authorize the release of this information.

Media & Publicity Agreement

Participants consent to the photographing (video and/or still) of themself and the recording of their voice, the use of these photographs and/or recordings singularly or in conjunction with other photographs and/or recordings by RIHEL (also doing business as the Regional Institute for Health and Environmental Leadership) and its representatives. Participants further authorize the use, reproduction, and/or publication of said photographs and/or video that may pertain to them — including their image, likeness and/or voice—without compensation, and without further notice to or permission from the participant. Participants understand that this material may be used for submission to and review by the International Coaching Federation (ICF) for the purpose of program accreditation, and/or in various publications, public affairs releases, recruitment materials, training and educational materials, or for other related endeavors, including that this material may also appear on the Internet website of RIHEL.

Participants also understand that any such materials will be used by RIHEL with the highest integrity and discretion, with the intent to communicate responsibly and ethically, the subject matter contained therein. Participants also recognize that the use and publication of this material may make it available to others over which RIHEL have no control.

Payment Policy

All registrations for the Coaching Academy are secured on a first-come, first-served basis. Participant registration is dependent upon receipt of full payment. In some cases, arrangements may be made for an individual payment schedule by contacting Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. RIHEL accepts payment by check, ACH, or credit card. All payments will be in U.S. dollars.

Cancellation and Refund Policy

Coaching Academy registration cancellations must be made a minimum of 15 business days prior to the first date of the program to be eligible for a full refund. Cancellations made less than 15 business days before the course are not eligible for a refund. Requests for cancellations should be directed to Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. Written notice of cancellation shall be effective



on the date the withdrawal is received by RIHEL. Refunds will be made within 45 days following receipt of cancellation or withdrawal requests.

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least 10 business days before the first date of the program. Participants may contact RIHEL to modify their registration at leanne.jeffers@rihel.org. Program changes will be allowed as long as there are spots available.

Transfer of Credit Policy

At this time, RIHEL may accept partial course credit from other organizations or programs for the Coaching Academy. To be considered for a transfer of credit, individuals must submit a written request for partial course credit including details about the prior coursework completed (e.g., course provider, course name, course description, dates, hours completed) to Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. All requests for transfer of credit will be reviewed on a case-by-case basis. Additional follow up conversations or documentation may be required, and not all requests will be granted.

General Disability Policy

RIHEL may be able to accommodate some learning or physical disabilities. To inquire about the possibility of accommodations, please contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. Individuals with questions about this policy should contact the RIHEL Executive Director at executive.director@rihel.org.

Absence/Illness Policy

If participants have an emergency or become ill and are not able to attend a program session, they must contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org immediately. Participants may have the opportunity to attend a future session of the same course (based on availability) to make up missed content.

For participants who are seeking (or may seek) ICF certification:

In order to provide participants with the minimum required training hours for certification, it is important that they are present for and complete all Coaching Academy courses and related activities (e.g., assignments, mentor coaching, performance evaluation).

To receive a RIHEL Coaching Academy Level 1 certification (for ICF certification) participants must complete:

- the minimum required training hours for certification (60 hours)

- 10 hours of mentor coaching, AND
- a successful performance evaluation

If participants miss more than **2 hours** of mentor coaching, they 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 Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org.

Partial Completion Policy

RIHEL will offer credit for partial completion of the Coaching Academy Courses. The number of hours awarded will depend on the number of hours of curriculum received. If a participant is interested in receiving partial credit for Coaching Academy courses in which they are currently or were previously enrolled, please contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org no more than 90 days after the course has ended. Participants must include details about the course in which they were enrolled, the number of credit hours they are seeking, and any additional relevant information. If approved, the participant will receive a certificate of credit from RIHEL indicating the number of training hours and/or other certification requirements completed.

Grievance Policy

RIHEL 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:

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.
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 director at leanne.jeffers@rihel.org within 30 days. The program director will review the issue and talk to the participant within 14 days of receiving the complaint. The program director will work with all parties involved to resolve the issue.
3. If a participant does not feel the issue is resolved, a written request for an appeal should be sent to the RIHEL Executive Director at executive.director@rihel.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 60 days. All appeal decisions are final.



Statement on Ethics, Integrity, Transparency

As an ICF Accredited provider, RIHEL 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](#).

RIHEL commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.