

## PARTICIPATION ENROLLMENT AGREEMENT



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 each participant with the ICF required minimum hours of training that leads to ICF certification, attendance at course sessions is required. If a participant has an emergency, becomes ill, or is not able to attend a class session, they must contact the instructor of the session and CAST Administration [Lyndaotte.cast@gmail.com](mailto:Lyndaotte.cast@gmail.com). Absent participants are expected to complete the missed course session by listening to the session recording, and submitting a one-page reflection on their learnings to the Director of Education Chris Holmes at [chris@holmescoaching.com](mailto:chris@holmescoaching.com). If a participant misses more than 6 hours of the entire 60 hour course, and wishes to receive a certificate of completion, that participant may have the option to work with the instructor to cover the missed material at an additional cost or to register for a later course. Participants who miss any of the 10 hours of mentor coaching will need to pay for additional group or individual coaching sessions in order to complete the ICF required minimum of 10 hours of mentor coaching.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and CAST Director of Education, Chris Holmes at [chris@holmescoaching.com](mailto:chris@holmescoaching.com).

### **Course Engagement**

CAST courses are built around a high level of participant engaging and interaction. Participants are expected to fully participate in course activities, including dialogue with the course instructor and peers, coaching discussions, and experiential learning exercises. In the event that a participant is unable to fully participate in an activity, inform that session's 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 the camera on for full participation in virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, being involved in discussions and activities, assuming responsibility for the learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty and being willing to be a client for another participant practicing their coaching skills.
- Being respectful of fellow participants and instructors, including silencing cell phone, not texting, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

## POLICIES



### **Partial Completion Policy**

Coach Approach Skill Training will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. Participants interested in receiving credit for completed modules (Introduction to Coaching, Advanced Coaching, Groups and Teams) within a currently enrolled course or one of previous enrollment, should contact Chris Holmes at [chris@holmescoaching.com](mailto:chris@holmescoaching.com) no more than (30) days after the course has ended. Such a request must include course details and additional relevant information. If approved, the participant will receive a certificate of credit from CAST indicating the number of coach specific training hours completed. CAST will not offer credit for partial completion of a course module. Individuals with questions about this policy are encouraged to contact Chris Holmes/Director of Education at [chris@holmescoaching.com](mailto:chris@holmescoaching.com).

### **Payment/Fees Policy**

All registrations are secured on a first-come, first-served basis. Registration in a course is dependent upon receipt of full payment or a mutually agreed upon payment plan. We accept payment by check or credit card. All payment will be in USD's. Payment plans may be arranged with CAST Administration [lyndaotte.cast@gmail.com](mailto:lyndaotte.cast@gmail.com).

### **Refund Policy**

Cancellation of a course must be made a minimum of 30 business days prior to the course to be eligible for a full refund. Cancellations made less than 30 days before the course are not eligible for a refund unless the space is filled by another participant.

Written notice of cancellation shall be effective on the date the withdrawal is received by CAST. Refunds will be made within 45 days following receipt of cancellation or withdrawal requests.

### **Registration Modifications**

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least fourteen days before the program date. Participants may contact CAST to modify their registration at (CAST Administration [Lyndaotte.cast@gmail.com](mailto:Lyndaotte.cast@gmail.com)). Modifications to course changes will be allowed as long as there are enrollment openings available.

### **Transfer of Credit Policy**

We are not able currently to accept partial course credit from other organizations or programs. Individuals with questions about this process should contact Chris Holmes at [chris@holmescoaching.com](mailto:chris@holmescoaching.com).

### **Illness Policy**

In order to provide the minimum required training hours for certification, it is important for participants to be present at all course sessions. In the event of an emergency or illness preventing a participant from attending a class session, contact the session instructor and CAST Administration [Lyndaotte.cast@gmail.com](mailto:Lyndaotte.cast@gmail.com) immediately. For further details see the "Attendance" policy above.

### **Complaint/Grievance Policy**

Coach Approach Skill Training 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 Lead Trainer of the Course within 7 days. The Lead Trainer of the Course will review the issue and talk to the student within 7 days of receiving the complaint. The Lead Trainer will work with all parties involved to resolve the issue.
3. If a participant does not feel the issue is resolved, or if their complaint is with the Lead Trainer, a written request for an appeal should be sent to CAST Director of Education Chris Holmes at [chris@holmescoaching.com](mailto:chris@holmescoaching.com) 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 14 days. All appeal decisions are final.