



THE COACHING ACADEMY  
FOR LEADERS

# PARTICIPANT, FACULTY & STAFF HANDBOOK

JANUARY 2024

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# 1. Participant Enrolment Agreement and Code of Conduct

Welcome to our community. The Coaching Academy for Leaders is committed to achieving the highest standards of the coaching industry and maintaining coaching excellence in all we do.

In doing so, we also strive to provide an enriching, positive and meaningful experience for all who interact with us.

Our mission is to benefit organizations by helping them build a coaching culture.

We share the benefits of coaching in the workplace in 5 ways:

- We train leaders of all levels to coach.
- We train those who wish to serve as external coaches in the workplace.
- We train managers to use coaching as a leadership style.
- We support leaders in building a coaching culture.
- We coach.

This agreement is between Corry Robertson PCC, The Coaching Academy for Leaders and the participants of our training programs, coaching groups, teams, private coaching clients, faculty and staff.

## Your Presence and Participation Make a Difference

We know that urgent matters can pull you away however, we request that you make attendance your priority as much as possible. Your presence and participation will help you get the most out of this experience and help you get a return on the investment you made to be here. Also, your contribution to the collective wisdom of the group enriches the learning experience for everyone.

## Courage

Learning and practicing new things takes courage. Together, we create a positive space where you can safely take risks, get messy, and flub as often as it takes to master the learning and create new habits.

This program's practicum sessions require that you take frequent turns coaching, being coached, that you actively observe coaching and provide meaningful feedback on the coaching that you observe.

## Privacy

Confidentiality is a huge part of coaching ethics so all of our sessions are private and confidential.

## Constructive and Helpful Feedback

We build on strengths, so when we share feedback with you, it is to help you see your strengths, see what works and see what comes naturally to you and how you can leverage that. When appropriate, faculty will offer suggestions for how to stretch and will offer new ways and approaches that you can try.

## The Wonderful World of Coaches

We abide by the following Code of Conduct within this community. To read more about the Global Code of Ethics for Coaches, visit <https://www.globalcodeofethics.org/>.

We also support the International Coach Federation's (ICF) core values, ethical principles and ethical standards of behaviour for all ICF Professionals.

To read more about the ICF's Code of Ethics for Coaches, visit <https://coachingfederation.org/ethics/code-of-ethics>.

## Trust and Safety for All

We are dedicated to creating a safe and pleasant environment for all of our community.

We consider the members of our community to be our staff, faculty, coaches, clients, students and participants.

## We are Proud of You

As a member of our community, you will be receiving our Leadership Insights Weekly email, as well as our Spotlight Weekly email. We share these with you in hopes that you find these resources valuable and enjoyable. If, for any reason, you no longer wish to receive them, you can unsubscribe at any time.

### Spotlight Weekly Email

Our Spotlight emails go out weekly on Tuesdays and include news and upcoming events at The Coaching Academy for Leaders. In addition, we shine a light on participants, graduates, faculty, and team members. As a member of our community, we are excited to spotlight you too!

A member of our team will reach out to you for a picture/headshot, a 100-word max bio and a little 1-2 line quote about why you love being a coach. If you are not interested in being featured, please let us know.

### Use of Logo and LinkedIn Profile

We would like to publish your company logo on our website. If we do not have your permission to put your company logo on our website or feature you in one of our newsletters, please advise us.

## Code of Conduct

Members of this community agree:

Be kind and respectful to other members of this community, whether it be in person, online or on our social media platforms.

Do not self-promote, solicit business or recruit employees from those in the community.

Accepting invitations to connect outside of our platforms, such as on social media or in person, is done at your own discretion.

Corry Robertson, The Coaching Academy for Leaders staff and faculty cannot be held responsible for any unwanted or negative outcomes of community member interactions.

Do not share personal or business contact details in our main sessions or on our private platforms.

Our private and exclusive community groups online exist as peer learning and support platform for members.

Absolutely no hate speech, bullying, sexism, or racism is allowed.

All of the content shared in class, in online groups, and in private sessions are private and confidential.

## General Program Vision, Philosophy and Goals

### Our Purpose

**Better leaders for a better world through coaching.**

### Coaching Culture

We bring coaching culture to the workplace by helping companies build a bench of coaches made up of their own employees and by teaching managers how to use coaching as a leadership style.

### Coaching as a leadership style

Is for conscious executives who know that for their company to thrive, their people must thrive.

And, it is for managers who are driving for results yet still want their direct reports to respect them and enjoy working with them.

### Build a Bench of Internal Coaches

The world is waking up to coaching, and more employees are asking for a professional coach.

For organizations to get more of their employees coached in a fair, viable, sustainable, and cost-effective way, we provide the support they need to build a bench of ICF professional coaches made up of their own employees.

### Support External Coaches

We train individuals who wish to serve the workplace by specializing in external coaching such as leadership, manager and executive, coaching.

### **Our Vision**

Everyone should have a great manager and managers need great leadership skills!

People at work should be Alive from 9 to 5 because when people thrive, companies thrive.

Coaching awakens the potential within! When we are awake, we have access to the potential within us. Then, we can be successful as individuals and we make a positive and powerful impact on the world around us.

### **Our Mission**

The Coaching Academy for Leaders supports leaders through self-discovery, positive transformation and sustainable change leading to their achievement of greatness.

Our coaching education program helps companies build ICF Prism Standard coaching culture by training employees to be internal coaches while also emphasizing coaching as a leadership style.

We also fulfill our mission by developing external coaches who endeavour to build private practice supporting the workplace.

This approach ignites innovation, productivity and resilience. The coach approach fosters the foundation of emotional intelligence, which is critical for healthy relationships in the workplace.

## Philosophy

*“Knowledge has value only insofar as it contributes to the all-round development of the whole nature of man.” — Rudolf Steiner*

Inspired by Rudolf Steiner’s quote, we believe that people contain all of the intelligence, wisdom and inner power they need to achieve their goals. Honouring this belief as part of our fundamental philosophy, our goal is to provide an education so that our participants learn to work with the whole nature of their clients to bring out their gifts, explore them and then conduct transformational conversations that lead to the clients’ greater success and wellbeing - body, mind and soul.

Coaching is a unique kind of precision development and is the most powerful and effective approach to enhancing human development and performance. We teach participants to recognize that the client - the person they are coaching - already has the answers, and the coach’s role is to lead transformational conversations that help the client to unlock his or her potential leading to accelerated, long-lasting performance improvement.

Our coaching education program is a powerful and unique leadership development program that embraces our motto that for a company to thrive, the people must thrive.

**Practical, experiential, transformational...** Coaching is leadership in action! The Certified Leadership Coach program teaches managers and executives how to use the coaching approach as a leadership style.

Coaching is one of the most sought-after leadership styles in today’s workforce, but few really know what it is or how to be a coach.

The Coaching Academy for Leaders brings a unique, robust and comprehensive approach to leadership development. The course relates some of the most overlooked secrets of organizational success. This knowledge gives your company the ability to build strong leaders who can manage an engaged workforce.

Employee engagement is one of the key secrets to sustainable, long-term growth because it leads directly to happy, loyal clients.

Our approach integrates theory and methodology in a way that ensures participants will practice mindfulness, strategic thinking, emotional intelligence, communication skills, the art of influence, stress management, trust-building and work-life balance as part of their coach training.

Never out of sight, or out of mind... All programs include private online coaching between training sessions for each participant. Being coached through the trial-and-error aspects of the learning process is like the yeast in bread - the magical ingredient that helps participants to rise strong.

Participant engagement and accountability... Our process includes a robust assessment and measurement strategy to gauge participant engagement and accountability in order to track progress, measure results, and see the return on investment.

Leaders accustomed to conventional training programs will be surprised by how much opportunity they will have to engage, participate and contribute throughout the coaching program which, along with serious learning, results in lots of camaraderie, fun and laughter... and even a few tears... along the way - all of which builds team spirit and skills!

## Goals

*Our goal is to benefit organizations by helping them build their internal coaching capacity.*

*We share the benefits of coaching in the workplace in 5 ways:*

- *We train leaders of all levels to coach.*
- *We train those who wish to serve as an external coach in the workplace*
- *We train managers to use coaching as a leadership style.*
- *We support leaders in building a coaching culture.*
- *We coach.*

## Certified Leadership Coach

Coaching Fundamentals is ICF designated as a Level 1 Pathway to the ACC.

Graduates from a Level 1 education and training program may apply for the Associate Certified Coach (ACC) Credential using the Level 1 application path if they meet the rest of the credentialing requirements.

Completing this course does not guarantee certification from any coach credentialing body other than The Coaching Academy for Leaders.

After the completion of all three phases taught by The Coaching Academy for Leaders, you will earn the title of Certified Leadership Coach (CLC).

- 1: Coaching Fundamentals
- 2: Coaching Essentials
- 3: Leadership Excellence for Coaches

### Coaching Fundamentals

This is an ICF Accredited Level 1 Pathway to the ACC:

<https://coachingfederation.org/coaching-education/level-1-accreditation>

### Coaching Essentials

Until June 2023 Coaching Essentials was accredited by the ICF as an ACSTH program.

This level is currently under review by the ICF to be accredited as a Level 2 Pathway to the PCC.

If this process is not complete by the end of your session, you will be entitled to apply for your PCC via the portfolio pathway if you meet the full criteria to apply for the PCC Credential.

You can find the full details about the portfolio pathway here:

<https://coachingfederation.org/credentials-and-standards/application-path-comparisons>

### Leadership Excellence for Coaches

This program is accredited for 40 Continuing Coach Education Units (CCE).

- 18 Core Competency
- 22 Resource Development

You can find full details about renewing your credential here:

<https://coachingfederation.org/credentials-and-standards/renew-credential>

For full details about the ICF Pathways to credentials, check their website here: <https://coachingfederation.org/credentials-and-standards>

Credentialing requirements are at the discretion of the ICF and subject to change. We are diligent to ensure that this handbook contains the most up-to-date information; however, it is the responsibility of the participant to always make sure they have the most up-to-date information.

## Course Content

The Coaching Academy for Leaders reserves the right to make changes to the curriculum and course content in accordance with standards set by The Coaching Academy for Leaders, the ICF and Canadian Law.

## Participant Experience

The Coaching Academy for Leaders reserves the right to make changes to the learning experience and community management, such as but not limited to the use of social media platforms, the online learning experience, the use of technology, etc.

## Faculty Assignments

The Coaching Academy for Leaders reserves the right to assign and reassign faculty members to cohorts as it deems necessary.

All faculty members will be suitably qualified to lead a cohort according to ICF standards.

## Alumni Support

The Coaching Academy for Leaders provides Alumni support in the following ways:

After course completion, participants have the Academy's permission to continue using the tools and templates that were provided to them in the course.

They are welcome to use the tools and templates as day-to-day resources and are encouraged to share them with colleagues.

Participants are entitled to three free months of our membership group called [\*The Leadership Coach Community\*](#).

Participation in The Leadership Coach Community (TLC) is accredited for up to 20 CCE Units per year.

Alumni retain access to the course content and videos for a period of three months after the completion date of the course.

Participants retain access to the Academy's online resource library, which is regularly updated.

Alumni receive our weekly newsletters and monthly blogs.

Upon meeting all requirements of the ICF certification requirements, Alumni of Coaching Fundamentals, Coaching Essentials AND OR Leadership Excellence for Coaches will be invited to take a seat on our [Coach Bench](#) where Alumni may be selected by clients for paid coaching opportunities.

Note: Alumni support is subject to change and is subject to the conditions of the participant agreement and company policies.

## Intellectual Property

To protect intellectual property and the privacy rights of all involved, you agree that you will not record any Corry Robertson or The Coaching Academy for Leaders lessons, products or services, including all sessions.

Main sessions remain the intellectual property of The Coaching Academy for Leaders and may not be recorded by users under any circumstances. Any recording of the group sessions, masterminds and one-on-one sessions violates the privacy rights of those involved and violates these terms of use.

The course and materials are the intellectual property of Corry Robertson and The Coaching Academy for Leaders.

As a member of this community, you will gain access to the tools and resources that we have designed to support you in your learning and to use in your day-to-day work with colleagues and clients.

## Appropriate Attribution

All materials have The Coaching Academy for Leaders logo on them.

We encourage you to use these materials with others following these guidelines:

Ensure that the proper attribution to Corry Robertson and The Coaching Academy for Leaders is in place when referring to the tools, methodologies, frameworks, and concepts gained through The Coaching Academy for Leaders, our group sessions, our team sessions and our private coaching sessions.

Include the copyright information and the following phrase: “Used with permission from Corry Robertson of The Coaching Academy for Leaders.”

## Derivative Materials

All materials have The Coaching Academy for Leaders logo on them.

We encourage you to use these materials with others following these guidelines:

Ensure that the proper attribution to Corry Robertson and The Coaching Academy for Leaders is in place when referring to the tools, methodologies, frameworks, and concepts gained through The Coaching Academy for Leaders, our group sessions, our team sessions and our private coaching sessions.

Include the copyright information and the following phrase: “Used with permission from Corry Robertson of The Coaching Academy for Leaders.” The Coaching Academy for Leaders is the only ICF ACSTH organization that offers The Certified Leadership Coach program.

If you wish to use our branded materials, tools, templates, processes and methodology at your company or in your private practice you may:

- Use our branded tools and templates to support your clients and colleagues as described above.

You may not:

- Teach or offer any part of The Coaching Academy for Leaders, including our group sessions, our team sessions or our private coaching sessions, to others unless you are a current member of our faculty under contract.
- Market the original materials contained in The Coaching Academy for Leaders.

## PARTICIPANT, FACULTY & STAFF HANDBOOK

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- Create and market derivative material based on the original Coaching Academy for Leaders methodology, resources, or materials.
- License it to others.
- Use it as part of a train-the-trainer program to train others.
- Distribute it electronically as part of an online program for multiple virtual users.

Any or all of the following actions will be considered your acceptance of this policy:

- Signature of any agreements or contracts that are issued where necessary.
- Payment of fees and or tuition.
- Your attendance at classes, private coaching calls, and group and/or team sessions.

The Coaching Academy for Leaders is devoted to providing a safe, positive and meaningful experience to all who interact with us. To that end, I, Corry Robertson, Director of Education, Founder and CEO have prepared this agreement thoughtfully and in good faith for the well-being of all involved. I trust that you enter this agreement with the same intention with which it has been written.

## 2. JEDI Policy: Justice, Equality, Diversity and Inclusion

At the Coaching Academy for Leaders, we support the ICF policies for Justice, Equality, Inclusion, Disability and Discrimination.

The Coaching Academy for Leaders supports the ICF vision to make coaching an integral part of a thriving society, and to make that happen, we agree with the ICF that we must first ensure coaches have the ability and support to thrive in their own right.

As a member of the ICF Coaching Education community, we are working towards creating a more diverse, equitable, inclusive and just coaching profession for all professional coaches and clients worldwide.

At The Coaching Academy for Leaders, we are among ICF Members and Credential-holders living and working 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 and we support the ICF mission to lead the global advancement of coaching.

We agree with the ICF statement that to do this, we must reflect on our blind spots 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 members of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

We include diversity, inclusion, belonging and justice to be at the forefront of every decision we make at The Coaching Academy for Leaders.

We echo the ICF: 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.

Furthermore,

We, the Coaching Academy for Leaders, celebrate and honour diversity. We commit to inspiring and holding ourselves accountable to being a coach training institution that provides safe learning spaces that are inclusive and fair for all faculty, staff and coach students to thrive.

We do so in alignment with the overarching ICF commitment to place diversity, inclusion, belonging, and justice at the forefront of everything we do.

[https://coachingfederation.org/search?  
fwp\\_site\\_search=disability+discrimination+deij+statement](https://coachingfederation.org/search?fwp_site_search=disability+discrimination+deij+statement)

### 3. Ethics, Integrity and Transparency

The Director, Faculty and Administration team will demonstrate and uphold, through initial and ongoing review of programs, that a mindset for continuous improvement underpins all coach education program decisions.

As an accredited provider of Coaching Education, we will engage in a process throughout the life of the accreditation that requires us to demonstrate the expected competence that delivers quality and equity and abides the ICF Values, Code of Ethics, and the Code of Conduct for accreditation is fully incorporated with provider business practices.

## 4. Grievance Policy

The participant may submit a grievance if The Coaching Academy For Leaders does not deliver on their obligations as outlined in the course outline.

Grievances must be provided in a Word Document and discussed with The Director of Education via phone or Zoom at least once but more often if required by The Director of Education.

In the case that The Coaching Academy For Leaders did not fulfill its obligation, it reserves up to 4 weeks to correct any matter.

Following the correction period, if the obligation has not been fulfilled, the student may withdraw from the course, and in such an event, any unused portion of the tuition will be reimbursed.

The unused portion will be calculated based on the unattended hours left in the program at the end of the 4 week correction period.

## 5. Partial Completion by the Participant

Attendance: Should a participant miss a mastermind session or practicum. The Participant must make it up to be counted as present.

Listen to the recording. Write to your faculty member with 3 points, from 3 different speakers, with one complete sentence each from the replay, with time stamps, from the beginning, middle and end of the recording.

It is the participant's responsibility to post this in the forum. Faculty or staff will not make this request of you. When they receive this summary, you will receive credit for attendance.

If a participant does not complete the performance evaluation and/or mentor coaching in the program, then we will issue the participant a partial completion certificate which can be used in the future via the ICF Portfolio Path for credentialing. It is the participant's responsibility to be informed of the Portfolio Path requirements.

If your mentor coaching is verified but you did not successfully complete the performance evaluation, we will issue you a partial completion certificate signalling to ICF Credentials & Standards Committee that you need to submit performance recordings in the credentialing process.

To avoid additional fees, participants are required to complete the mentoring and performance evaluation requirements according to the instructions provided and within the published dates of the program.

### Withdrawal

Should the participant decide to formally withdraw from the course with or without grievance (see grievance policy), The Coaching Academy for Leaders will issue a certificate to attest to program hours completed.

No refund will be granted for choosing to withdraw from the course without following the grievance policy as indicated in the grievance policy.

The Coaching Academy for Leaders reserves the right to expel students who are deemed disruptive or deemed to interfere with the learning opportunities of others, or deemed not abide by the Participant Enrolment Agreement or who miss or fail to complete their payments.

Prior to expulsion, the student will receive one verbal and one written warning and be given the opportunity to rectify the situation. In the case of expulsion due to failure to comply with this enrolment agreement, no refund (zero dollars) will be reimbursed.

## Expulsion

The Coaching Academy for Leaders Director of Education reserves the right to expel participants, staff and faculty who do not adhere to the terms and conditions as outlined in this handbook.

Expelled participants will not receive a refund of tuition fees.

Those expelled will lose access to all privileges, resources, and services provided by The Coaching Academy for Leaders.

Expelled participants will receive a partial completion certificate to attest to the hours that they completed in the course.

## Course Cancellation

If the course is cancelled in progress, the unconsumed portion of the tuition will be refunded based on the number of course hours already delivered. This will be calculated based on deducting the remaining hourly value from the number of hours delivered.

## 6. Payment/Fees Policy

Tuition is posted on our website here: <https://corryrobertson.com/pricing/>  
(Mentor Coaching is not included in this fee)

### Payment plans

Payment plans are made available for the convenience of our participants: <https://corryrobertson.com/pricing/>  
(Plus applicable taxes)

By selecting a payment plan, the participant agrees to complete the payments until the tuition is paid in full.

(See Grievance Policy, Transfer Policy and Expulsion Policy)

Certificates of Completion will be withheld until:

- Tuition payments owing are made in full
- Portfolio presentation is complete
- Impact report is complete

The course will only take place with a minimum of five participants and a maximum of 15 are registered.

If the course is cancelled prior to the start date, all monies will be reimbursed.

Changes to tuition fees will be published in advance of enrolment and will be published on the website at [www.corryrobertson.com](http://www.corryrobertson.com) and will be communicated via our newsletters.

## 7. Refund Policy

**Withdrawal Without Cause** (see grievance policy on page 19): 100% non-refundable.

**Expulsion:** 100% non-refundable.

**Course Cancellation:** If The Coaching Academy for Leaders cancels, undelivered course hours are refunded as described above.

For complete details see other policies.

## 8. Transfer Policy

Should a participant decide to pause their participation in the program, they may transfer to another cohort at a later date.

The Participant must inform the Director of Education and their Faculty member in writing via a Word Document in advance of their last anticipated day.

The Coaching Academy for Leaders does not require an explanation for a pause, judge, deem worthy or unworthy the validity of a participant's reasons for wishing to pause their participation.

With this written notice, The Coaching Academy for Leaders will reserve a seat for the participant in the next cohort that has a seat available by the end of the enrollment period.

In the case that a payment plan was selected, the credit card payments will continue uninterrupted until tuition is paid in full.

For the sake of the Trust and Safety of all group members, the participant will be asked to restart the program rather than pick up where they left off.

The participant will incur administrative charges for this transfer.

## 9. Illness Policy

### Participant

Should a participant be unable to attend Mastermind sessions due to illness, they may listen to the recording.

Participants may invoke the transfer policy if they choose to.

### Faculty

Should a faculty member be unable to lead a session, every attempt will be made to find a suitable replacement for that session. If none can be found, a make-up session will be delivered within a reasonable time.

Should your faculty member experience an emergency and not be able to attend the call for any reason, every attempt will be made to notify you by e-mail as soon as possible. If a faculty member does not show up within 15 minutes of the class, consider it cancelled and we will be in touch.

In the rare case that a class session is cancelled due to such an emergency, a make-up session will be provided by adding a session to the end of the program, thus slightly extending the duration of the course accordingly.

## 10. The Coaching Academy for Leaders Pledge

The Coaching Academy for Leaders is devoted to preparing participants to complete the coach certification process, earn their ICF credentials and succeed as coaches according to their personal goals and the ethics and standards set forth by the ICF.

We make every effort to ensure that the learning experience, material, and course content are well-explained, easily accessible and easy to use.

At The Coaching Academy for Leaders, we embrace the guiding principle of the coaching profession that all people are Complete, Resourceful and Whole.

### Participant Responsibility and Accountability

The participant is considered 'enrolled' upon receipt of their first payment, in full or in part. Before enrolling, the participant must ensure they have done their due diligence to ensure that The Coaching Academy for Leaders is their Coaching Education Provider of choice and that they have the time, energy and capacity to participate as scheduled (see other policies.)

The Coaching Academy for Leaders does not guarantee that participants will earn ICF credentials.

To get the most value from this program and reach the highest potential of your learning experience with The Coaching Academy for Leaders, the participant is responsible and accountable for learning how to navigate the online environment, locate, read, watch, listen to and use the resources in the formats provided.

It is also the participant's responsibility to know and understand the requirements for The Coaching Academy for Leaders graduation as well as the ICF requirements for certification and credentialing.

## Attendance

The Coaching Academy for Leaders Level 1 pathway to the ACC includes pre-recorded training sessions that address the 8 ICF Core Competencies, Coaching Ethics and Standards that are part of the coach credentialing exam. It is important that participants watch the videos so that they are prepared to participate in the Explore & Discover sessions.

### At The Coaching Academy for Leaders, we take attendance:

The ICF requires 60 hours of coach-specific training for a Level 1 pathway to the ACC and 125 hours of coach-specific training for a Level 2 pathway to the PCC (Fall 2023: Coaching Essentials program is formerly an ACSTH and is currently under review to be accredited as a Level 2 Pathway to the PCC) and 200 hours for your Level 3 Pathway to the MCC.

To renew your credential you require 40 hours of coach-specific training every 3 years. (CCE units)

Participants can earn CCE Units at The Coaching Academy for Leaders via Leadership Excellence for Coaches and The Leadership Coach Community (TLC).

**LIVE Explore & Discover Mastermind Sessions:** To be counted as present, participants must be in class with cameras on within 15 minutes of the start of the class and must be in class until the faculty member concludes the class.

If a participant is counted as absent for an Explore & Discover Mastermind session, they can make up their hours by:

Step 1: Listen to the Explore & Discover recording.

Step 2: In the forum, post 3 things that they learned from the recording in complete sentences. The participant must draw from three different places in the recording (one from the first third, one from the second third, and one from the last third) and make sure to show time stamps.

Once we receive the post, we will update the participant's attendance record for that session.

**LIVE Coach Practicum Sessions:** If a participant is counted as absent for a practicum session, they may request to participate in another cohort in progress or attend the Coaching Rounds in TLC.

## Make-Up Sessions and Other Extras

Should a participant require make-up sessions, additional information and/or personalized attention from members of our staff or faculty beyond what is offered as part of the course, these extra services will be made available at a rate of \$250 CAD + tax, per hour.

## 1:1 Coaching Sessions With a Faculty Member

Participants are offered 3 x 30-minute 1:1 coaching sessions with a faculty member.

Participants must be coached within the period of the phase.

Participants must book their own 1:1 coaching sessions with faculty.

Participants are not reminded to book 1:1 sessions.

Rescheduling must be done 24 hours in advance of the scheduled session or is considered consumed.

No shows are considered consumed.

If the participant is late for a session, it still finishes at the scheduled end time.

No refunds, carry over or transfer of coaching time.

## 11. Updates and Modifications to the Participant, Faculty & Staff Handbook

The Coaching Academy for Leaders reserves the right to modify this handbook to clarify language or add descriptions to clauses to make them more easily understood. These modifications will not constitute a change to the participant, faculty or staff experience so participants will not be notified of the additional language.

Participants will be advised of changes that would affect the participant experience such as the addition or removal of clauses.



THE COACHING ACADEMY  
**FOR LEADERS**

1-514-220-2832 | [CorryRobertson.com](https://CorryRobertson.com)

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