



Institute for Life Coach Training [ILCT] Policies and Procedures

I. General Information

- A. Enrollment and Payment Policy
- B. Cancellation Policy
- C. Termination Policy
- D. ILCT Privacy and Confidentiality Policy
- E. Student Contract Hours
- F. ILCT Grievance Policy
- G. Observations

II. Course Completion Requirements

- A. Attendance
- B. Holiday Policy
- C. Self-Directed Courses
- D. Peer Coaching
- E. Evaluations
- F. Examinations & Final Projects
- G. Certificates

III. ILCT Credential Requirements

- A. Coaching Specialist Certifications
- B. ILCT Coach Referral Page

IV. ILCT ACTP Graduation Requirements

APPENDIX I Two-Part Written Assessment



ILCT Policies and Procedures

I. GENERAL INFORMATION

A. ENROLLMENT AND PAYMENT POLICIES

Enrolling in Courses

Prior to beginning any course, full payment or a payment plan must be in place. ILCT offers interest-free payment plans to its students for up to 1 year in length. Most payment plans are offered for the length of the course. Unless otherwise approved, 20% of tuition must be received before the student can begin the course.

Students who would like to establish a payment plan to cover the tuition other than the ones available on the website (Foundations, Coach Approach and a few electives), must contact Amy Jones, Manager, at amy@lifecoachtraining.com or 888.267.1206 Ext. 102 to establish the plan details.

Students who establish a payment plan and pay for their courses using a debit or credit card should anticipate that the payments will be automatically withdrawn on the same day each month, unless otherwise approved. VISA, MasterCard, and American Express credit or bank debit cards may be used for automatic payment plans.

Alternative payment arrangements may be made through PayPal. These payments will be subject to a 2.9% surcharge, plus any additional fees charged by PayPal.

Students who prefer to pay by check should make the check payable to the Institute for Life Coach Training and mail it to: P.O. Box 562 Hudson, OH 44236. Should a check be returned, we will assess a fee of \$25 for each occurrence.

Students may not have more than 2 payment plans, or payment plans for more than 2 courses, running concurrently without approval. Students whose payment plans are delinquent will not be able to establish a second payment plan until their first payment plan is brought up to date.

Delinquent Accounts

Should an account become delinquent, ILCT reserves the right to take any or all of the following actions:

1. Assess a monthly late fee of \$25.
2. Withhold the certificate of completion until all tuition and course costs are fully paid.
3. Withdraw the student from the training program with forfeiture of monies paid to date.
4. Submit the student's outstanding balance to an agency for collection after 6 months.

Payment plans must be completely satisfied before students will receive credit for their course, or the accompanying certificates of completion.



B. CANCELLATION POLICY

Students who have registered for an ILCT course may cancel their reservation without penalty 7 or more days before the course begins, with the option of either receiving a full refund or applying the credit paid to another course or subsequent session of the same course. Students wishing to receive a refund should email a request to ellen@lifecoachtraining.com. Refunds will be processed within 1 week of receipt of the written request.

If a student cancels within the time period of 1 week before the course begins through the first week after the course start date, ILCT will refund the tuition paid, minus an administrative fee of \$25.

Refunds are not available for books or course manuals which have been provided to the student.

ILCT will work with students dealing with unforeseen personal circumstances who would like to continue their training at a later date, allowing the student to transfer the registration to a later session of the course.

In the event that ILCT must cancel a course due to lack of enrollment, every effort will be made to place the student in a later offering of the course, work with the student to find an alternative course and transfer the funds to that course, or refund the student's money.

Self-Directed Courses

Students who have enrolled in ILCT's self-directed courses may withdrawal from the course without penalty within the first few days of being granted course access to the first lesson of the course. Students who have progressed beyond the first lesson will not be given a refund.

C. TERMINATION POLICY

ILCT reserves the right to terminate a student's participation in our program if certain behaviors are present such as:

1. Failure to adhere to these Policies and Procedures
2. An inability to demonstrate teamwork and respect for others in the class
3. Behavior which is deemed to be unethical, as defined by the [ICF Code of Ethics](#)
4. Non-payment of tuition
5. Inability to follow redirection
6. Disruptive influence, in the class or via email
7. Infractions of the ILCT Privacy and Confidentiality Policy
8. Subversive activities (triangulation, bullying, discrimination, or harassment)



D. PRIVACY AND CONFIDENTIALITY POLICY

When registering for an ILCT course, students must agree to the following:

1. I will interact with my classmates, ILCT staff, and instructors in a timely, professional, and responsible manner, and will avoid the use of abusive, discriminating language, sexually explicit or derogatory comments, or overly critical responses, appreciating that each of us has a right to our opinions, perceptions and to respect.
2. I agree to protect the privacy of other students, during classes, peer groups, online groups, or via e-mail, and will not discuss their behaviors, communications, opinions, beliefs, or contact information with anyone without permission.
3. I agree to protect the confidentiality of any and all materials supplied as part of ILCT's program and will not use any copyrighted materials provided without written permission from ILCT's administration and faculty, in compliance with U.S. Copyright laws.
4. I will not record any teleclass session without permission of ILCT, the instructor, and **all** course participants.
 - a) Instructors may record the course to enhance student learning, but only after receiving permission from all course participants. These recordings will only be for the use of participants and will be destroyed after the end of the course, unless otherwise discussed.
5. I will not give the ILCT teleclass bridge numbers, contact information of fellow students, or my Student Library access information to anyone not enrolled in the course.
6. I agree that faculty may, at their discretion, discuss students and their information confidentially with ILCT Administration.
7. **Limits of Confidentiality**, in accordance with the [ICF Code of Ethics](#)
 - a) I understand that confidentiality may not be maintained under certain conditions, including illegal activity, pursuant to valid court order, or subpoena; imminent or likely risk of danger to self or to others, etc. and acknowledge that, in such cases, ILCT may need to inform appropriate authorities.

E. STUDENT CONTACT RECORDS

In accordance with ILCT's commitment to maintain student's privacy, ILCT will not share personal information with any outside organization or individual without a student's permission.

Student's contact information (name, email address, phone number, city and state) is usually shared with fellow students as part of a class roster. If a student would prefer not to have their contact information included on the class roster, they will need to email Kelly Adams, the Director of Student Services at kelly@lifecoachtraining.com.



F. STUDENT GRIEVANCE PROCEDURE

The primary objectives of the Student Grievance Procedure are to ensure that students have the opportunity to present grievances and that the school has a consistent way of resolving those grievances in a fair and just manner. A student may pursue a grievance if he or she believes that a member of the ILCT community has violated his or her rights including: alleged discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, or disability; behaved unethically or in violation of the profession's Codes of Ethics; or from problems arising in the relationship between a student and ILCT that are not governed by other specific procedures outlined in the Policy and Procedures. Upon request from any student, the Dean of Students will provide guidance about the appropriate system for redress.

1. Informal Resolution

Prior to invoking the procedures described below, the student is strongly encouraged, but not required, to discuss his or her grievance with the person alleged to have caused the grievance. The discussion should be held as soon as the student first becomes aware of the act or condition that is the basis of the grievance. Additionally, or in the alternative, the student may wish to present the grievance in writing to the person alleged to have caused the grievance. In either case, the person alleged to have caused the grievance must respond to the student promptly, either orally or in writing within five (5) business days.

2. Initial Review

If a student decides not to present his or her grievance to the person alleged to have caused the grievance, or if the student is not satisfied with the response received, he or she may present the grievance to the Dean of Students. Any such written grievance must be received by the Dean not later than 30 calendar days after the student first became aware of the facts which gave rise to the grievance. (If the grievance is against the Dean, the student should address his or her grievance to the Director of Training). The Dean will conduct an informal investigation as warranted to resolve any factual disputes.

Upon the student's request, the Dean shall appoint an impartial fact-finding panel of no more than three people to conduct an investigation. The Dean must state the terms and conditions of the investigation in a memorandum appointing the fact-finding panel. A fact-finding panel appointed hereunder shall have no authority to impose final action, but may interview relevant parties, request answers to relevant questions, or other actions necessary to reach a conclusion. The panel's conclusions shall be limited to determining and presenting facts to the Dean in a written report. Based upon the report of the fact-finding panel, the Dean shall make a determination and submit his or her decision in writing to the student and to the person alleged to have caused the grievance within ten calendar days of receipt of the panel's report. The written determination shall include the reasons for the decision, and shall indicate the remedial action to be taken, if any.

In the event that the panel finds that there may be a violation of a Code of Ethics, the panel may direct the Dean to also submit their findings to the appropriate credentialing body's Ethics Committee.

3. Appeal Procedures

Within ten calendar days of receipt of the Dean's decision, a student who is not satisfied with the response of the initial review may seek further review by submitting the written grievance, together with the Dean's written decision to ILCT's Director of Training, whose action will be limited to a review of the basis for the administrator's decision and need not involve a de novo factual investigation. He or she may, but is not required to, direct that



THE INSTITUTE FOR
LIFE COACH TRAINING

further facts be gathered or additional remedial action be taken. Within 15 calendar days of receipt of the request for review, the Director shall submit his or her decision in writing to the Dean of Students, the student and to the person alleged to have caused the grievance. The written disposition shall include the reasons for the decision, and it shall direct a remedy for the aggrieved student.



G. OBSERVATIONS

ILCT Faculty and staff may occasionally observe and participate in ILCT courses. The purpose for these observations is for:

1. To give specific feedback to the ILCT instructor that will help them learn specific technical and teaching skills.
2. To allow the observer to learn specific technical and teaching skills.
3. To ensure and maintain the quality of ILCT's curriculum and its delivery.

II. COURSE COMPLETION REQUIREMENTS

A. ATTENDANCE

The attendance requirement for courses varies depending on the length of the course. In order to receive credit for any course, a student may not miss more than the number of hours stipulated below.

Course Credit Hours	Maximum Hours Permitted to be Missed
4 or less	None
5 - 8	One (1)
9 - 12	Two
13- 20	Three
21 - 39	Four
40 or above	Five

If you know that you are going to be absent from a class session, we encourage you to let your faculty member know, if possible.

In courses which have a required Peer Coaching component, students may not miss more than 15% of required Peer Coaching sessions.

In courses which have a Mentor Coaching component, students will only receive the stated number of Mentor Coaching hours if they participate in all scheduled mentor coaching sessions, with the number of hours given adjusted accordingly.

If, during your enrollment, you encounter a prolonged absence due to health or family issues, please reach out to your instructor and the Dean of Students as soon as possible so that we can work with you to determine the best alternative.



B. HOLIDAY POLICY

ILCT does not conduct classes on the following commonly observed U.S. holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

If the majority of students, and the instructor agree not to meet on a specific day, beyond those listed above, they may cancel the class meeting and the class will be extended accordingly.

Additionally, student's whose faith has required days of observation should inform their faculty member that they will not be attending on that day- those days will not be counted against attendance requirements if notification of observation is provided beforehand.

C. SELF-DIRECTED COURSES

Students who register for one of ILCT's Self-Directed courses will have one year to successfully complete all components of the course before receiving credit for the course. Those who are pursuing credentialing with professional credential should be aware of any restrictions in terms of self-study hours, etc.

D. PEER COACHING

Many courses within the ILCT program have a Peer Coaching requirement. This part of our training was designed to provide opportunities for all students to practice their coaching skills and reinforce the learning from the classes. As this is an essential component in our training, the Peer Coaching sessions are a required part of the class work. These hours will meet some of the experience requirements for those pursuing the BCC credential, and you will be able to use those hours for ICF credentialing as pro-bono or unpaid hours. A form is provided in your Library to track all coaching experience hours.

E. EVALUATIONS

We value the feedback of our students and evaluations of our courses are important to ensure continual improvement. Students will be sent a link for a final evaluation of each course and instructor. We encourage all students to complete this evaluation. Students' responses and comments are anonymous.

If you have any specific concerns which you would like to confidentially share with our Dean of Students, please contact her at ellen@lifecoachtraining.com or 888.267.1206, Ext. 101.



F. EXAMINATIONS and Final Projects

Students must complete all requirements for the course in order to receive credit and a certificate of completion.

Foundations and Coach Approach

A written exam is given after the completion of the Foundational and the Coach Approach courses. The exam consists of multiple-choice, fill-in-the blank, and definition questions. It is an open book exam, which means that you may use the manual and the required textbook.

After the last scheduled class, students will be sent a link to the exam via email. Once they click on the link, they are taken to the exam on SurveyMonkey. Each student receives an individual link, which may not be shared with anyone else. If a link is shared, a student's response may be overwritten and exams would have to be retaken. The responses should reflect a student's own best thinking. Consulting or discussing the exam with other students while taking the exam is considered unethical.

A student must pass at the 70% level. The student has 60 days from the date of their last class to take the exam. If they have not completed the final exam sixty days after the last class due to extenuating circumstances, they should contact Kelly Adams at exams@lifecoachtraining.com or 888.267.1206, Ext. 103. Students will be allowed to take the exam no more than three (3) times.

ICF Core Competencies

An oral exam is given at the end of this course which involves the student coaching one ILCT instructor while being observed by another instructor in order to determine the level of the students skills. To receive full credit for this course, a student must have demonstrated that they are coaching at the ACC level.

Should the student not pass the examination the first time, they will be allowed to take the exam one more time, although are encouraged to work with a mentor coach in the meantime.

G. CERTIFICATES

Certificates of Completion for all courses will be provided via email once the following items have been completed:

1. All payments for the course have been made
2. Attendance requirements are met
3. Peer Coaching requirements have been met (where applicable)
4. Satisfactory completion of the final exam (where applicable)
5. Course Evaluations

If you have questions about your certificates, please contact exams@lifecoachtraining.com.

Students who are pursuing credentialing through the ICF or CCE have the opportunity to receive credential specific certificates, as well as a CEU certificate from any organization which has approved ILCT as a training provider.

Students who would like to receive their official transcript of studies through ILCT, or help with their credentialing application, should contact ellen@lifecoachtraining.com.



ILCT COACHING CREDENTIALS

ILCT offers a number of its own internal certifications including a Certified Life Coach certificate program as well as Coaching Specialist certificate programs, reflecting the high professional standards which define our program.

A. COACH SPECIALIST CERTIFICATE PROGRAMS

To best meet the needs of our students, ILCT offers its own internal Coaching Specialist certificate programs. These programs are designed to recognize the efforts of those students who want to concentrate their training in a specific area of coaching. Reflecting the high professional standards which define our program, the minimum requirements are as follows:

1. Complete the 40-hour Foundational Course, including the examination
2. Complete an additional 40 hours of coach training from eligible courses within the specific area.

Please refer to the ILCT website for the current requirements, as ILCT reserves the right to modify their certifications periodically, in keeping with changes in the profession.

Once you have completed the coaching specialist requirements, you will receive a certificate, and will be eligible to list the specialist level within your credentials.

B. ILCT COACH REFERRAL PAGE

ILCT students who have achieved credentialing through the ICF or CCE, and those who have completed one of ILCT's Coaching Specialist certifications programs may be listed on ILCT's Coach Referral Page.

ILCT reserves the right to remove an individual's listing from its Coach Referral page for those who have let their ICF or BCC credential lapse, or who have lost their coaching credential or certification due to an ethical violation.



ACTP GRADUATION REQUIREMENTS

To meet the requirement for graduation from the ILCT's Accredited Coach Training Program and apply for credentials with the International Coach Federation (ICF), 130 hours of coach training must be successfully completed. The requirements are as follows:

1. Complete all requirements for the 40-hour Foundational Course including passing the written examination at 70% or above.
2. Complete the ICF Core Competency Class (20 hours)
3. Complete the Coaching Skills Practicum (20 hours)
4. Complete the Advanced Topics in Coaching (14 hours) *
5. Complete the Ethics class (8 hours)
6. Complete an additional 28 hours of electives from our various advanced offerings.

Students must also successfully complete:

1. A Reflective Essay and a Longitudinal Case Study - Please see Appendix I for detailed information.
2. The Final Oral Examination - a coaching demonstration with two ICF credentialed coaches, one who will be coached by you and the other an observer. Both will assess your coaching, and you must pass at the PCC level to graduate.

There is an administrative cost of \$250 for the ACTP exam, to be submitted along with the 2 required essays.

Once you have completed all of the above requirements, the educational and testing requirements of our Accredited Coach Training Program will have been met and you will be issued a Certificate of Graduation.

At this point, you may apply directly to the ICF for either the ACC or the PCC credential, depending on the coaching hours accumulated. Please visit the [ICF web site](#) at to download an application and determine what other requirements must be met.

* The Advanced Topics in Coaching course is not required for those who began their coach training before August 2009 but they will need to complete those 14 hours of training via electives.



APPENDIX I
Two-Part Written Assessment
ACTP Program *Only*

As a candidate for graduation from the ILCT's ACTP program, an essay containing two sections is required after completing all educational requirements. The first section is a Reflective Essay (no more than 1500 words) detailing the significant learning experiences during the ACTP program. It also demonstrates how this learning contributed to your development as a professional coach.

Reflective Essay

For the Reflective Essay, please respond to the following questions:

1. What awareness have I developed about professional coaching as a result of my learning and development?
2. In your own words, what is your philosophy of coaching?
3. At this point in time, what is your understanding of human development?

Longitudinal Case Study

The second section will be a Longitudinal Case Study (LCS), based on coaching with an individual client over 6-12 months or more. The assignment is an opportunity for students to demonstrate their coaching skills by documenting the flow of coaching with a client. Please assign the client an "alias" or simply use initials to preserve confidentiality.

Each LCS will examine the development of the coaching alliance and relationship, the relationship of the client's goals to the learning and actions taken, and elements which were effective and successful and those which were less effective and/or unsuccessful. The LCS also includes an assessment of the student's coaching skills.

The LCS will address the elements listed below. The length for this assignment is expected to be between 2500-3500 words. The LCS must be typed and submitted as a computer file. After the LCS has been successfully completed and assessed, the student will have an opportunity to present it as an alumni teleclass call if desired.

Elements to include in the LCS:

1. Illustrate a developmental view—how the coaching and the client progressed over the time period of 6-12 months or longer.
2. Define the beginning situation: the client's goals, their coachability, the coaching alliance you created, your initial perspective of their strengths, skills and assets.
3. Describe how the coaching alliance was created and how it developed.
4. Explore the middle period of the coaching: What key obstacles and snags showed up over the course of the coaching? How were they addressed? Be specific and give examples to illustrate. What new or changed goals emerged?
5. What other strengths emerged over the course of the coaching? Give examples
6. How did the client's work draw on strengths? Give examples.



7. What life coaching tools and strategies did you use? Give examples. What was the impact on the client?
8. What ethical issues came up, and how were they handled? Give examples
9. If therapy-oriented issues showed up, how did you and the client handle them? Give examples.
10. What breakthroughs and/or significant progress did the client make? Give specific examples. What value did the client receive from the coaching? Give examples.
11. What shifts or transformations in attitude, skills or behaviors did the client make?
12. How did you and the client reach closure on your work together? Describe that process.
13. Coaching is inter-developmental. What did you learn through the work with this client? Identify your personal and/or professional growth. Be specific.
14. Identify the positive elements from your viewpoint as coach? What might you have done more effectively or skillfully with this client?

Once you have completed this two part assessment, please forward it to ellen@lifecoachtraining.com for review by our assessors. The Final Oral exam can then be scheduled.