



# INSTITUTE FOR LIFE COACH TRAINING [ILCT] POLICIES & PROCEDURES

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## **I. GENERAL INFORMATION**

Since 1998, The Institute for Life Coach Training's mission has been to provide our students with the best coaching education in support of their dreams to become competent and confident coaches, to be a positive force in the world. We support the professionalism of coaching through our accreditations and are committed to staying current on trends and changes in the profession.

As an adult education program, ILCT is a collaborative, supportive program where students are encouraged to be active participants in their learning and growth. Our program is evidence-based, with strong roots in the behavioral and social sciences, with courses providing opportunities for both theoretical and experiential learning so students learn not only what coaches do, but how to do it, and how to apply it to their own lives and practices.

Ours is an equitable, diverse, and inclusive community where staff, faculty, and students, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, political affiliation, or disability, should feel valued and respected. We do not tolerate discrimination within our program and are committed to making reasonable efforts to work with students who request accommodations in order to participate in our classes, through the instructors or the Dean of Students.

### **A. ENROLLMENT POLICY**

Our program is taught via distance learning, with the majority of our classes held via video or teleconference. We keep our class enrollment small so students receive individualized attention and input from our expert faculty. Before enrolling in a course, students should be aware of prerequisites and completion

requirements, which can be found below and on the course pages on our website. We encourage you to reach out to our staff with any questions you have before enrolling.

ILCT does not offer credit for partial completion of a course. You must complete the entire course and its requirements to receive credit. Individuals with questions about this policy are encouraged to contact the Dean of Students.

Before enrolling in any class, students will receive and must first agree to abide by these Policies and Procedures, including 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 and anonymity of other students during classes, peer groups, online groups, on social media, or via e-mail, and will not discuss their behaviors, communications, opinions, or beliefs 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. In accordance with Federal and State laws (See more) and ILCT's policy, I will not record any teleclass or online video session without permission of ILCT, the instructor, and all 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 within 10 days after the course ends.
5. As an ICF Accredited provider, our program and its participants should adhere to the International Coaching Federation Code of Ethics, which describe the ethical principles and standards of behavior for all ICF professionals.
6. I will not give the ILCT teleclass, video conference, or online class connection information, or my Student Library access information, to anyone not enrolled in the course.

## **Tuition and Payment plans**

Prior to beginning any course, full payment or a payment plan must be in place and students should ensure that they have met the prerequisites, if any.

ILCT offers interest-free payment plans on all courses. Most payment plans are for the length of the course although ILCT may approve plans for up to 1 year in length. VISA, MasterCard, Discover, and American Express credit or bank debit cards may be used for payment plans.

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](mailto:amy@lifecoachtraining.com) or 888.267.1206 Ext. 102 to establish the plan details.

ILCT offers tuition discounts to those who work for federal, state, and local government entities, including veterans, active duty, and if you qualify for the U.S. Military's MyCAA program. Additionally, we offer discounts to those who run or work for non-profit organizations as well churches and other religious organizations. Please contact us for applicable coupon codes.



Alternative payment arrangements (through PayPal or by check) may be available for those paying in full. Surcharges for fees charged by PayPal will be charged.

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 plan is brought up to date.

For ILCT payment plans, please be aware:

Your credit card will be charged on the same day of the month as you registered, for the length of the plan. If you need to change the date, or change information about your credit card, please reach out to Amy as she can make that change.

Additionally, if circumstances change and you need to adjust the amount paid each month, reach out to Amy and within our limits, we can work with you on that.

If your payment should fail, you will receive an automatic email from [billing@lifecoachtraining.com](mailto:billing@lifecoachtraining.com) on three consecutive days, while the system tries to charge your card. You will also receive reminders from [amy@lifecoachtraining.com](mailto:amy@lifecoachtraining.com) and we will call you that week to make arrangements. Please do not ignore these attempts to help your payment plan stay on track. Per our Delinquent Account Policy, ILCT reserves the right to withdraw you from your class after a week when we do not hear from you.

## **Delinquent Accounts**

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

1. Withhold the certificate of completion until all tuition and course costs are paid in full.
2. Restrict or refuse enrollment in additional classes until account is brought up to date.
3. Assess a monthly late fee of \$25.
4. Withdraw the student from the training program with forfeiture of monies paid to date.
5. 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, or apply for a coaching credential.

## B. REFUND POLICY

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

If a student decides to withdraw from a course after its start date, ILCT will offer a pro-rated refund based on the amount of attendance in the course, minus a \$25 administration fee.

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, including those who would like to continue their training later, allowing the student to transfer their registration to a later session of the course, or for longer courses, may offer a pro-rated refund. Please contact Dean of Students [ellen@lifecoachtraining.com](mailto:ellen@lifecoachtraining.com) to discuss possible alternatives.

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, or refund the student's money.

### Self-Directed Courses

Students who have enrolled in ILCT's self-directed courses may withdraw from the course without penalty within the first few days of registering for the course. Students who have accessed the first lesson or more will not be given a refund.

## C. 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](mailto:kelly@lifecoachtraining.com).

**Limits of Confidentiality**, in accordance with the [ICF Code of Ethics](#)

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.

## **D. 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 they believe that a member of the ILCT community has violated their 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 herein. 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, the grievance may be presented to the Dean of Students. Any such 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 after receiving the written complaint.

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. The 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 a 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. The Director may, but is not required to, direct that 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.

### **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, such as infractions of the ILCT Privacy and Confidentiality Policy, including failure to maintain anonymity of fellow students
2. Being a disruptive influence, in class, via email or other methods of communication; Subversive activities (triangulation, bullying, discrimination, or harassment); Monopolizing conversations or class time
3. An inability to demonstrate teamwork and respect for others in the class
4. Behavior which is deemed to be unethical, as defined by the [ICF Code of Ethics](#)
5. Inability to follow redirection
6. As a remedy for a case under ILCT's Grievance Procedure



## II. COURSE COMPLETION REQUIREMENTS

### A. ATTENDANCE

The attendance requirement for courses is correlated to the length of the course. In order to receive credit, 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

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

### Mentor and Observed Coaching

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 sessions, with the number of hours adjusted accordingly.

### Absences and Illnesses

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.

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 alternatives.

### Transfer Policy

Prospective students who have completed training through another ICF approved program may have the opportunity to transfer those hours towards one of ILCT's credentialing or certification programs. Transferring credits is handled on an individual basis, after providing the Dean of Students with documentation of previous work so those credits can be evaluated in terms of compliance with ILCT's courses.

All ILCT courses are approved by ICF and ideally should be able to be used towards all ICF credentialing and ideally should be able to transfer to other ICF programs, although this depends upon each program's policies and procedures.

## **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 Week
- Last 2 weeks of December, including 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. If you are unable to complete the requirements for the course within the year, you may be given an extension after contacting the Dean or Instructor. Those who are pursuing professional credentialing should be aware of any restrictions in terms of self-study hours, etc.

## **D. PEER COACHING**

Many ILCT courses have a Peer Coaching requirement designed to provide opportunities for students to practice their coaching skills and reinforce the class learning. 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, provided a coaching agreement is in place.

## E. EVALUATIONS

We value the feedback of our students and their evaluations of our courses and instructors are important to ensure the continual improvement of our program. Students will be sent a link for a final evaluation for 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 share in confidence with our Dean of Students, please contact her at [ellen@lifecoachtraining.com](mailto:ellen@lifecoachtraining.com) or 888.267.1206, Ext. 101.

### Observations

ILCT faculty and administration 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.

## F. EXAMINATIONS AND FINAL PROJECTS

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

### Foundations and Coach Approach Courses

A written exam is given after the completion of the Foundational and 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, the required textbook, and your notes.

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 the exam 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 during that time frame due to extenuating circumstances, contact Kelly Adams at [exams@lifecoachtraining.com](mailto:exams@lifecoachtraining.com) or 888.267.1206, Ext. 103 to be given an extension. Students will be allowed to take the exam no more than three (3) times.

## ICF Core Competencies Course

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 to determine the level of the students' skills. To receive full credit for this course, a student must demonstrate 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](mailto:exams@lifecoachtraining.com).

Students who are pursuing credentialing through the ICF or CCE can 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](mailto:ellen@lifecoachtraining.com).

### **III. ILCT COACHING CREDENTIALS**

#### **A. COACH SPECIALIST CERTIFICATE PROGRAMS**

ILCT's Coaching Specialist certificate 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
2. Complete an additional 40 hours of coach training from eligible courses within the specific area.

In order to best prepare our students to meet the changing dynamics of the coaching profession, ILCT also requires that students have at least completed the training requirements to qualify for either an ICF or CCE credential before being awarded a Specialty certification.

Please refer to the ILCT website for the current requirements, as ILCT reserves the right to modify its certifications, 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 certification within your credentials, and be listed on ILCT's Coach Referral page.

#### **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 or amend 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.

## IV. ACTP GRADUATION REQUIREMENTS

To meet the requirement for graduation from the ILCT's Level 2 / 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:

- Complete all requirements for the 40-hour Foundational Course including passing the written examination at 70% or above.

- Complete the ICF Core Competency Class (20 hours), including passing oral exam at the ACC level

- Complete the Coaching Skills Practicum (20 hours)

- Complete the Coaching Ethics class (8 hours)

- Complete 42 hours of electives from our various advanced offerings

Students must also successfully complete:

A Reflective Essay and a Longitudinal Case Study - Please see [this document](#) for detailed information.

### **The Final Oral Examination - a coaching demonstration**

Submit a MP3 or MP4 recording of your coaching an actual client for 30 - 45 minutes, as well as a time-stamped transcript to [ellen@lifecoachtraining.com](mailto:ellen@lifecoachtraining.com) . Please ensure that the submissions are easy to access and not stored in a platform that requires special passwords, etc. or it will delay your evaluation.

Your recording will be evaluated within two (2) weeks. You must demonstrate that you are coaching at the PCC level to graduate.

There is an administrative cost of \$350 for the graduation exercises, to be submitted along with the 2 required essays. Students who fail to pass either portion of the exam and must redo it will face additional costs.

Once you have completed the above requirements, the educational and testing requirements of our program will have been met and you will be issued a Level 2 Certificate of Completion. At this point, you may apply directly to the ICF for either the ACC or the PCC credential, depending on the coaching experience hours accumulated. Please visit the ICF web site to view the application and determine what other requirements must be met.