



THE COACHING
INSTITUTE

INTERNATIONAL RECOGNITION

STUDENT HANDBOOK

Live Your Dream

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Welcome to The Coaching Institute

Thank you for becoming a member of The Coaching Institute. You are joining a school that has assisted over 1,000's of people to improve the quality of their lives, and to learn skills that have benefitted them, their families, their communities and their careers.

The Coaching Institute offers national and international recognition through our various programs. We are also the only award-winning coaching school in Australasia, having won or been finalists in the prestigious Telstra Business Awards and Business Women's Awards a number of times.

Our purpose is to provide the most outstanding coaching training, materials and support for students looking to become professional life coaches.

I would like to take this opportunity to welcome you to The Coaching Institute and let you know we look forward to supporting you on your journey towards becoming a successful coach. On behalf of The Coaching Institute team, including our administrative support, WOW Team, our trainers, facilitators and mentors we look forward to sharing your successes.

This handbook is a guide to the programs, your assessment, our policies and general information on The Coaching Institute study options within the international recognition pathway of the International Coach Guild.

It is a preferred option for our many students who want to benefit from the training which has a blend of theory, practical based learning and who want the benefit of the international recognition and who see themselves coaching around the world.

Enjoy your exciting journey ahead!

Sharon Kana



INTERNATIONAL
COACH GUILD



BUSINESS
WOMEN'S AWARDS
2008 VICTORIAN AUSTRALIAN GOVERNMENT
BUSINESS INNOVATION AWARD FINALIST



BUSINESS
WOMEN'S AWARDS
2008 VICTORIAL FINALIST
YELLOW BUSINESS OWNER AWARD



BUSINESS
WOMEN'S AWARDS
2010 VICTORIAL WINNER



BUSINESS AWARDS
2010 VICTORIAL FINALIST



Life is short and it is not a dress rehearsal.

Do what you love and give it your best; see your every effort as your signature on this earth.

Share your passion, your joy and your kindness with people because they matter.

Life is about finding out what you're made of, so fulfil your promise.

Challenge the status quo often so we can fulfil our promise too.

Bring others with you and create something extraordinary together.

Value your imagination over your knowledge.

If you don't like something, change it; no excuses.

Keep your mind, your heart and your arms open to new experiences and welcome the adventure.

Value you. You're worth it. WOW matters.

Don't settle for mediocrity, there's plenty of that going around.

Make a difference. Live

Do the right thing, always.

Be humble when you shine and a champion for others. Live your life as if everyone is taking their cue from you.

Laugh often and loudly. your dream.



The Coaching Institute Manifesto 2012

Let outstanding
results
do the talking.

Be *passionate* and determined.

Deliver
WOW.

Take *responsibility.*

Create fun with a little bit of *quirk.*

Bring out of the box thinking
with a sense of *adventure.*

Model *excellence.*

Bring an insatiable
hunger to learn and

grow.

The Coaching Institute *Values 2012*

Build a positive
team spirit.

Embrace and drive
innovations & improvements.



The Programs

The Coaching Institute is internationally as a coach education provider through the International Coach Guild (ICG) and delivers 4 core courses Level 1 Credentialed Practitioner of Coaching, Level 2 Credentialed Advanced Practitioner of Coaching, Level 3 Credentialed Master Practitioner of Coaching and Level 4 Professional Coach programs.

International Coach Guild was founded in 2013 by a group of 143 professional and passionate coaches as a way to provide the highest standards of training and recognition for coaching students, and for coaching schools.

The Coaching Institute is Australia's most-awarded life coaching school with the recognition and high standards of the International Coach Guild. Our students love that they are assured of a phenomenal experience and the opportunity to be aligned with the best coaching training available.



Level I - Credentialed Practitioner of Coaching (ICGCCo114)

Your Course Recognition

- International Coach Guild (ICG) Recognition Level I Certified Coach
- Total of 25 points International Coach Guild Business Mentorship* Provider

Your Course Experience

- 70 hours in total of contact with trainers and facilitators (live and online)
- 1 on 1 mentoring through Coaching Triads
- Foundations of Coaching Success – 3 day event face-to-face or live streamed
- Meta Dynamics™ Foundations Training – 2 days face-to-face training or live streamed

Learning outcomes of this course:

Graduates at this level will have the theoretical knowledge and basic skills to work as a coach.

The course content will be delivered in modulated content via online portal for the period of your membership (12 months).

Online Learning Portal: <http://members.thecoachinginstitute.com.au/>

- Modules
- Live webinars (register via TCI members area)
- Recorded webinars in TCI members area
- Facebook Group to assist you with current coaching and marketing units
- Recommended reading list
- Access to 2 mentors to assist you to enhance your I-on-I coaching skills
TRIAD learning groups – via Facebook/Webinar

Your Assessment Overview:

This assessment will help you to build your abilities around three major areas:

- ✓ Your personal awareness
- ✓ Your coaching skills, knowledge and ability
- ✓ Your business, planning and marketing skills, knowledge and ability

All three pillars of skill and experience are considered vital to your coaching success.

In this assessment contained two sections:

SECTION I: Due within six months of your admission into your program

Part I: Coaching Skills

Part II: Business Skills

SECTION II: Due within eleven months of your admission into your program

Part I: Coaching Skills

Part II: Business Skills

Submissions are staggered throughout your training so that they can be broken down into smaller amounts, and so we can assess your progress partway through your training. Extensions are available, however please note if you require an extension, you will need to contact the Wow Team at wow@thecoachinginstitute.com.au to organize your membership into the Master's Academy.

Your Course Units of Competency:

- Prerequisites: none

COACHING SKILLS – ICG Core Competencies Level I

ICG1/ICC/01	Effective manages Self	ICG1/3CC/09	Demonstrates impactful and effective questioning and discussion
ICG1/ICC/02	Meets the ICG Code of Ethics and professional standards	ICG1/4CC/10	Expands client awareness
ICG1/ICC/03	Demonstrates commitment to ongoing professional development	ICG1/4CC/11	Moves client to cause
ICG1/2CC/04	Establishes the coaching agreement	ICG1/4CC/12	Inspires learning and growth
ICG1/2CC/05	Establishes and maintains trust and intimacy with client	ICG1/5CC/13	Provides direct communication
ICG1/2CC/06	Provides a coaching presence	ICG1/5CC/14	Develops goals and action plans
ICG1/3CC/07	Assesses the situation	ICG1/5CC/15	Manages accountability and advancement
ICG1/3CC/08	Demonstrates effective listening		

BUSINESS SKILLS – ICG Business Mentorship Provider Points System

L01C01	Mindset for Success	L01C06	Attracting Clients
L01C02	Vision, Values, Branding	L01C07	Networking
L01C03	Planning your Coaching Practice	L01C08	Point of Sale
L01C04	Ethics and Legalities of Coaching	L01C09	Client Experience
L01C05	Introduction to Marketing	L01C10	Being Paid for Your Services

Trainings	Level I Credentialed Practitioner of Coaching	Hours
Foundations of coaching Success (FOCS) (3 day)		24
Your Success Training (2 day)		16
Meta Dynamics™ Foundations Training (2 day)		16
Total face to face live training hours		56

Live Webinars	Level I Credentialed Practitioner of Coaching	Hours
Welcome to Your Coaching Journey		1
Preparation for your coaching training-Getting Started Orientation		1
Preparation for your coaching training-The Next steps Orientation		1
Preparation for your coaching training-How to Become recognised with ICG		1
Coaching Skills - Meta Dynamics™ Foundations - 4 Part Series		4
Coaching Skills – 6 Part Series		6
Live Coaching Demonstrations – 6 Part Series		6
Coaching Skills – Group Mentoring – 4 Part Series		4
Introduction to Business Skills – 3 Part Series		3
Business Skills – 12 Part Series		12
Business Skills – Group Mentoring 6 Part Series		6
Individual I on I Mentoring		6
Total Live Training Hours		51

TCI: Total of 107 hours of live training plus 95 hours recorded classes

(ICG requirement is 70 hours (including of 40 hours live and 30 hours recorded and 6 hours of I on I Mentoring)

Level II - Credentialed Advanced Practitioner of Coaching (ICGCACo214)

This is inclusive of the Level I Program, PLUS

Your Course Recognition

- International Coach Guild (ICG) Recognition Level II
- Total of 50 points ICG Business Mentorship* Provider – 25 points at CC level **plus** 25 points at this CAC level

Your Course Experience

- 150 hours in total of contact with trainers and facilitators (live and online)
- Group mentoring through Coaching Practicums
- NLP Practitioner Training – recorded training and modulised online
- Advanced Skills Training – 2½ day event face-to-face or live streamed
- Meta Dynamics™ Foundations Training – 2 days face-to-face training event
- Advanced Business Skills Training Level II (optional) 2 days face-to-face/live streamed

Learning outcomes of this course:

Graduates at this level will have the skills and knowledge for practical application in advanced coaching.

The course content will be delivered in modulised content via online portal_ for the period of your membership (18 months).

Online Learning Portal: <http://members.thecoachinginstitute.com.au/>

- Modules
- Live webinars (register via TCI members area)
- Recorded webinars in TCI members area
- Facebook group to assist you with current coaching and marketing units
- Recommended reading list
- Access a Mentor via the Practicums series to assist you to enhance your I-on-I coaching skills

Your Assessment Overview:

This assessment will help you to build your abilities around three major areas:

- ✓ Your personal awareness
- ✓ Your coaching skills, knowledge and ability
- ✓ Your business, planning and marketing skills, knowledge and ability

All three pillars of skill and experience are considered vital to your coaching success.

In this assessment contained one section:

SECTION I: Due within seventeen months of your admission into your program

Part I: Coaching Skills (Advanced Practitioner Level)

Part II: Business Skills (Advanced Practitioner Level)

Submissions are staggered throughout your training so that they can be broken down into smaller amounts, and so we can assess your progress partway through your training.

Extensions are available, however please note if you require an extension, you will need to contact the Wow Team at wow@thecoachinginstitute.com.au to organize your membership into the Master's Academy.

Your Course Units of Competency:

- Prerequisites: completion of all Credentialed Practitioner of Coaching units

COACHING SKILLS – ICG Core Competencies Level II

ICG2/ICC/01	Effective manages Self	ICG2/3CC/09	Demonstrates impactful and effective questioning and discussion
ICG2/ICC/02	Meets the ICG Code of Ethics and professional standards	ICG2/4CC/10	Expands client awareness
ICG2/ICC/03	Demonstrates commitment to ongoing professional development	ICG2/4CC/11	Moves client to cause
ICG2/2CC/04	Establishes the coaching agreement	ICG2/4CC/12	Inspires learning and growth
ICG2/2CC/05	Establishes and maintains trust and intimacy with client	ICG2/5CC/13	Provides direct communication
ICG2/2CC/06	Provides a coaching presence	ICG2/5CC/14	Develops goals and action plans
ICG2/3CC/07	Assesses the situation	ICG2/5CC/15	Manages accountability and advancement
ICG2/3CC/08	Demonstrates effective listening		

BUSINESS SKILLS – ICG Business Mentorship Provider Points System

L02C01	Business Planning	L02C05	Niches
L02C02	The Psychology of Marketing	L02C06	Becoming Known In Your Market
L02C03	Ascension Models	L02C07	Writing Your First Book
L02C04	Website Foundations		

Trainings	Level II	Credentialed Advanced Practitioner of Coaching	Hours
Foundations of coaching Success (FOCS) (3 day)			24
Your Success Training (2 day)			16
Meta Dynamics™ Foundations Training (2 day)			16
Advanced Skills training (2 ½ day)			20
Business Skills Training Level II (2day)			16
Total face to face live training hours			92

Live Webinars	Level II	Credentialed Advanced Practitioner of Coaching	Hours
Coaching Skills - Meta Dynamics™ Advanced - 6 Part Series			6
Coaching Skills – Advanced Practicums 8 Part Series			8
Live Coaching Demonstrations – 5 Part Series			5
Coaching Skills – Group Mentoring – 6 Part Series			6
Interview with successful coach – 3 Part Series			3
Business Skills – 5 Part Series			5
Business Skills – Group Mentoring 4 Part Series			4
Individual I on I Mentoring			6
Total Live Training Hours			43

TCI: Total of 135 hours of live training, *plus* 51 live webinar hours (level I), *plus* 156 hours recorded classes.

ICG requirement is 150 hours (including of 80 hours live and 70 hours recorded and 6 hours of I on I Mentoring)

Level III - Credentialed Master Practitioner of Coaching (ICGCMCo314)

This is inclusive of the Level I and Level II Programs, PLUS

Your Course Recognition

- International Coach Guild (ICG) Recognition Level III
- Total of 90 points ICG Business Mentorship* Provider – 25 points at CC level, 25 points at CAC level *plus* 40 points at this CMC level

Your Course Experience

- 250 hours in total of contact with trainers and facilitators (live and online)
- Advanced mentoring through Meta Dynamics™ Practicums
- Your Successful Seminar Training – recorded and modulised online
- Meta Dynamics™ Level I Practitioner Certification Training – 5 days face-to-face/live streaming
and an opportunity to attend Meta Dynamics™ Profiler Certification training (5 days face-to-face – at additional cost of \$1,500 for Master Practitioners Students)
- Master Business Skills Training Level III (optional) 2 days face-to-face/live streamed

Learning outcomes of this course:

Graduates at this level will have the skills and knowledge to facilitate coaching and in the arena of leadership and Meta Dynamics™ methodologies.

The course content will be delivered in modulised content via online portal for the period of your membership (24 months).

Online Learning Portal: <http://members.thecoachinginstitute.com.au/>

- Modules
- Live webinars (register via TCI members area)
- Recorded webinars in TCI members area
- Meta Dynamics™ Level I Practitioner Certification Training (online training – videos)
- Facebook group support to assist you with current coaching and marketing units
- Recommended reading list
- Access a Mentor via the Meta Dynamics™ Practicums series to assist you to enhance your 1-on-1 coaching skills

Your Assessment Overview:

This assessment will help you to build your abilities around three major areas:

- ✓ Your personal awareness (Master Practitioner Level)
- ✓ Your coaching skills, knowledge and ability (Master Practitioner Level)
- ✓ Your business, planning and marketing skills, knowledge and ability (Master Practitioner Level)

All three pillars of skill and experience are considered vital to your coaching success.

In this assessment contained one section:

SECTION I: Due within twenty three months of your admission into your program

Part I: Coaching Skills (Master Practitioner Level)

Part II: Business Skills (Master Practitioner Level)

Submissions are staggered throughout your training so that they can be broken down into smaller amounts, and so we can assess your progress partway through your training.

Extensions are available, however please note if you require an extension, you will need to contact the Wow Team at wow@thecoachinginstitute.com.au to organize your membership into the Master's Academy.

Your Course Units of Competency:

- Prerequisites: completion of all Credentialed Practitioner of Coaching units and all Credentialed Advanced Practitioner of Coaching units

COACHING SKILLS – ICG Core Competencies Level III

ICG3/ICC/01	Effective manages Self	ICG3/3CC/09	Demonstrates impactful and effective questioning and discussion
ICG3/ICC/02	Meets the ICG Code of Ethics and professional standards	ICG3/4CC/10	Expands client awareness
ICG3/ICC/03	Demonstrates commitment to ongoing professional development	ICG3/4CC/11	Moves client to cause
ICG3/2CC/04	Establishes the coaching agreement	ICG3/4CC/12	Inspires learning and growth
ICG3/2CC/05	Establishes and maintains trust and intimacy with client	ICG3/5CC/13	Provides direct communication
ICG3/2CC/06	Provides a coaching presence	ICG3/5CC/14	Develops goals and action plans
ICG3/3CC/07	Assesses the situation	ICG3/5CC/15	Manages accountability and advancement
ICG3/3CC/08	Demonstrates effective listening		

BUSINESS SKILLS – ICG Business Mentorship Provider Points System

L03C01	Developing Your Business	L03C05	Developing Your Tangible Niche
L03C02	Competitor Analysis	L03C06	Speaking Skills for Client Attraction
L03C03	Online Marketing	L03C07	Sales Funnels
L03C04	Developing Your Social Media Strategy		

Trainings	Level III	Credentialed Master Practitioner of Coaching	Hours
Foundations of coaching Success (FOCS) (3 day)			24
Your Success Training (2 day)			16
Meta Dynamics™ Foundations Training (2 day)			16
Advanced Skills training (2 ½ day)			20
Business Skills Training Level II (2day)			16
Meta Dynamics™ Level I Practitioner Certification training (5day)			42
Business Skills training Level III (2day)			16
Total Live Training Hours			150

Live Webinars	Level III	Credentialed Master Practitioner of Coaching	Hours
Coaching Skills - Meta Dynamics™ Level I Practitioner Certification - 6 Part Series			6
Coaching Skills – Meta Dynamics™ Practicums 8 Part Series			8
Coaching Skills – How to run a successful workshop – 5 Part Series			5
Business Skills – Marketing 4 Part Series			4
Business Skills – Developing Your leadership coaching 3 Part Series			3
Business Skills – Developing Your coaching product 3 Part Series			5
Business Skills – Group Mentoring 4 Part Series			4
Individual I on I Mentoring			6
Total Live Training Hours			41

TCI: Total of 193 hours of live training, **plus** 51 live webinars hours (level I), **plus** 43 live webinars hours (level II) (excluding bonus webinars) **plus** 321 hours recorded classes.

ICG requirement is 250 hours (including of 150 hours live and 100 hours recorded and 6 hours of I on I Mentoring)

Level IV – Credentialed Professional of Coach (ICGCPCo414)

This is inclusive of the Level I, Level II and Level III Programs, PLUS

Your Course Recognition

- International Coach Guild (ICG) Recognition Level IV
- Total of 150 points ICG Business Mentorship* Provider – 25 points at CC level, 25 points at CAC level, 40 points at CMC level **and** 60 points at this CPC level

Your Course Experience

The Professional Coach is the Application Only Program designed for experienced managers, leaders and professionals who want the best of business and leadership coaching training.

The program runs concurrently with all previous levels (yes, you can start at this level) over 36 months. Its focus is on the business, marketing, sales and leadership coaching skills utilised by top-level coaches, mentors and facilitators

- 400 hours in total of contact with trainers and facilitators (live and online)
- Group mentoring
- Meta Dynamics™ Level II Profiler Certification Training – 5 days face-to-face/live streamed
- Business Skills Mastery Roundtable Training Level IV - (optional) 2 days face-to-face/live streamed

Your Program Learning:

- Your Success
- Meta Dynamics™ Level II Profiler Certification Training
- Coaching the Team
- Facilitation Skills
- Technician to Entrepreneur
- What Creates a Great Culture
- Leading the Team
- Managing the Performance of the Team
- Marketing Principles
- Online Marketing II
- Offline Marketing II
- Launching a Product
- Sales Success

Learning outcomes of this course:

Graduates at this level will have the skills and knowledge to coaching, mentoring, facilitate, consult in the arena of leadership and business with Meta Dynamics™ methodologies.

The course content will be delivered in modularised content via online portal for the period of your membership (36 months).

Online Learning Portal: <http://members.thecoachinginstitute.com.au/>

- Modules
- Live webinars (register via TCI members area)
- Recorded webinars in TCI members area
- Facebook Group to assist you with current coaching and marketing units
- Recommended reading list
- Access a Mentor via the Group Mentoring sessions to assist you to enhance your mentoring and facilitation skills

Your Assessment Overview:

This assessment will help you to build your abilities around three major areas:

- ✓ Your personal awareness
- ✓ Your coaching skills, knowledge and ability
- ✓ Your business, planning and marketing skills, knowledge and ability

All three pillars of skill and experience are considered vital to your coaching success.

In this assessment contained two sections:

SECTION I: Due within twenty-nine months of your admission into your program

Part I: Coaching Skills (Professional Coach)

Part II: Business Skills (Professional Coach)

SECTION II: Due within thirty-five months of your admission into your program

Part I: Coaching Skills (Professional Coach)

Part II: Business Skills (Professional Coach)

Your Course Units of Competency

- Prerequisites – successful completion of all Credentialed Practitioner of Coaching, all Credentialed Advanced Practitioner of Coaching Advanced and all Credentialed Master Practitioner of Coaching units

COACHING SKILLS – ICG Core Competencies Level III

ICG4/1CC/01	Effective manages Self	ICG4/3CC/09	Demonstrates impactful and effective questioning and discussion
ICG4/1CC/02	Meets the ICG Code of Ethics and professional standards	ICG4/4CC/10	Expands client awareness
ICG4/1CC/03	Demonstrates commitment to ongoing professional development	ICG4/4CC/11	Moves client to cause
ICG4/2CC/04	Establishes the coaching agreement	ICG4/4CC/12	Inspires learning and growth
ICG4/2CC/05	Establishes and maintains trust and intimacy with client	ICG4/5CC/13	Provides direct communication
ICG4/2CC/06	Provides a coaching presence	ICG4/5CC/14	Develops goals and action plans
ICG4/3CC/07	Assesses the situation	ICG4/5CC/15	Manages accountability and advancement
ICG4/3CC/08	Demonstrates effective listening		

BUSINESS SKILLS – ICG Business Mentorship Provider Points System

L04C01	Benchmarking Excellence	L04C08	Culture in Business
L04C02	Strategic Thinking	L04C09	Managing the Performance of the Team
L04C03	Establishing the Business Coaching Initiative	L04C10	Marketing Essentials – Advanced
L04C04	Establishing the Leadership Coaching Initiative	L04C11	Sales
L04C05	Breakthrough to Business Success	L04C12	Selling from Stage
L04C06	Building Your Business (Technician to Entrepreneur)	L04C13	Client Retention
L04C07	Leadership in Business	L04C14	Succession Planning

Trainings Level IV Credentialed Professional of Coaching	Hours
Foundations of coaching Success (FOCS) (3 day)	24
Your Success Training (2 day)	16
Meta Dynamics™ Foundations Training (2 day)	16
Advanced Skills training (2 ½ day)	20
Business Skills Training Level II (2 day)	16
Meta Dynamics™ Level I Practitioner Certification training (5 day)	42
Business Skills training Level III (2 day)	16
Meta Dynamics™ Level II Profiler Certification training (5 day)	42
Business Skills training Level IV – Pro Coach Round table (2 day)	16
Total hours of training	208

Live Webinars Level IV Credentialed Professional Coach	Hours
Coaching Skills – Group Mentoring 6 Part Series	6
Business Skills – Millionaire Marketing 6 Part Series	6
Business Skills – Group Mentoring 14 Part Series	14
Individual I on I Mentoring	6
Total Live Training Hours	32

TCI: Total of 240 hours of live training, **plus** 51 live webinars hours (level I), **plus** 43 live webinars hours (level II), **plus** 41 live webinars hours (level III) (excluding bonus webinars)

Total of 321 hours recorded classes.

ICG requirement is 350 hours (including of 150 hours live and 200 hours recorded and 6 hours of I on I Mentoring)



Recognition Training Provider

Meta Dynamics™ Foundations Training

The Meta Dynamics™ Foundations you will learn how to be more effective, efficient and successful—in every situation, discover the deepest purpose and passion in your life. You will also embrace your emotions and discover new-found confidence and self-worth.

- Online modules
- Training Event face-to-face (2 day)

Meta Dynamics™ Level I – Practitioner Certification Training

The Meta Dynamics™ Level I will enable you to master every area of your life – from conquering fears, phobias and bad habits to being happy and successful at work and in relationships. The methodology revolutionises the next level of NLP, based on the original work of Richard Bandler and John Grinder.

- Online modules
- Training Event face-to-face (5 day)
- Meta Dynamics™ Assessments
- Available face-to-face once a year

Meta Dynamics™ Level II – Profiler Certification Training

The Meta Dynamics™ Level II Profiler Training incorporates the important 'Critical Alignment Model' methodology, the 'Four Dimensions' Profiling tool; training on how to think like an expert coach; access to the 'Four Dimensions' Profiling tool for your clients.

- Online modules
- Meta Dynamics™ Assessments
- Unique profiling tool using the Meta Dynamics™ Methodology
- Training event face-to-face (5 day)

Meta Dynamics™ Level III – Facilitator Certification Training

Meta Dynamics™ III is the ultimate in facilitation training and gives you the rarest of skills – the ability to facilitate change, rather than simply teach!

- Training Event face-to-face (5 day)
- Exclusive to The Coaching Institute

Other Training Event:

Level I - Extended DISC Accredited Practitioner & Trainer

- Training with Joe Pane (2 day)
- Ongoing support with Joe Pane
- Your Own Personal Analysis Report
- Extensive library of customisable PowerPoint presentations, webinars, monthly updates

Level II - Extended DISC Accredited Consultant & Trainer

- Training with Joe Pane (2 day)
- Goes beyond the I:I profiling
- Specialising in team analysis, leadership, sales and recruitment
- Extensive library of customisable PowerPoint presentations, webinars, monthly updates

Ultimate Influence

Ultimate Influence is the consultative sales program for marketers, coaches, consultants, presenters and trainers who generate leads and want higher conversions through their sales team. You will quickly discover how to:

- Become a Master Closer
- Get Prospects Convincing You
- Turn Objections into “Yes”

Disruptive Leadership

Disruptive Leadership is the program for creating the leaders of tomorrow. This is not a model for management. It is a model for shaking up the status quo and building incredible culture where results and passionate people can thrive.

- Build the Culture
- Set the Benchmarks
- Grow the Team



INTERNATIONAL
COACH GUILD

The International Coach Guild (ICG)

VISIT THE ICG AT WWW.INTERNATIONALCOACHGUILD.COM OR
EMAIL CONTACT@INTERNATIONALCOACHGUILD.COM

The International Coach Guild (ICG) was founded in 2013 by a group of coaches from The Coaching Institute. Its purpose is to provide the most outstanding coach support and recognition in the world.

Because it is reasonably new, we seek your participation in this Guild to make it a success.

Overview of the International Coach Guild:

1. Recognises the school, the course and certifies professional coaches
 - a. This is unique in the world
2. Requires the school to meet minimum standards in terms of student care and support
3. Requires a specific number of hours of coach training to be delivered, with a mix of live classes and recorded classes
4. Requires the program to deliver ICG Core Competencies throughout its classes as a way of affirming best practice coaching skills
5. Offers a range of standards members can attain, based on their experience and hours of study
6. Offers opportunities for organisations to seek the best coaches for their coaching panels and coaching initiatives
7. Came about because of the burden of assessments and the restrictions of the program at the national level – student feedback told us this was a necessary solution to a growing challenge in our community

Here are the benefits of joining an ICG recognised course with The Coaching Institute:

- International Recognition
- Be assessed on your Coaching Core Competencies and skills as an ICG Recognised Coach
- Associate Membership Fee of \$297 – 1 years subscription
- Your ICG recognised course has Only **ONE** Knowledge paper per course on what makes for an outstanding transformational coach and effective business owner
- Recognition of membership status, including an ICG badge for your marketing purposes

Membership Insurance

To improve our members' benefits, the International Coach Guild is in partnership with Aon Risk Services offering to protect coaches against a wide range of risks that coaches may face in the coaching industry. These risks include professional indemnity, product liability and public liability.

How can insurance help?

Consider the following scenarios:

- You provide a coaching service to a client then they claim you have not delivered the service as contracted and are therefore seeking financial compensation. What now?
Aon's policy protects you in the event of an alleged claim, covering both the legal costs of defending as well as any financial compensation sort.
- Are you required as part of a commercial contract to have 'public liability' cover in case a member of the public gets injured?
Aon include \$10m public liability insurance as part of their policy which can be increased to \$20m if required.

Minimum requirements for eligibility of Aon insurance:

1. You have to be either an Associate Member or a Recognised Member with the International Coach Guild
2. You must maintain 12 month membership currency at all times to maintain your insurance coverage
3. You must have completed at least 100 hours of coaching study

Most importantly separate yourself in the market and only be aligned with the BEST up and coming coaches World-Wide!

Who can join?

As students of an ICG Recognised Course, you are eligible to gain ICG Associate Membership. Join professional coaches and align yourself with the market leaders. If you want to be part of a collaborative community then the ICG can help you to establish your place in the market.

Completing an ICG recognised course is all about learning how to be an extraordinary coach and applying Core Competencies. It's about ensuring you learn everything you need to create incredible change for your clients and the success you desire for yourself.

Once you have successfully graduated from your ICG recognised course, you can start putting together your application portfolio, attach your ICG recognised course certificate and apply for the appropriate level of ICG recognised membership.

TOGETHER WE AIM TO LIFT THE STANDARDS OF COACHING GLOBALLY.

Membership fees

Types of Membership	Description	Fee
ASSOCIATE MEMBERSHIP	Current Students of an ICG recognised course Graduate of an ICG recognised course	\$297 (1 years)
Pathway Application Fees +	One of payment + ICG Recognised professional coach at level CC*, CAC*, CMC* or PC*	\$497 +

*Please contact your Student Support Team for more information on recognition fees for each level

Levels of ICG Recognised Coaches

ICG Coach Recognition Status	Description	
LEVEL I CERTIFIED COACH (CC)	Demonstrates theory and knowledge in ICG Core Competencies and Proficiencies in coaching Complete Level I ICG recognised training course** Deliver 500+ hours of coaching (350 of which must be paid hours)	From \$347*
LEVEL II CERTIFIED ADVANCED COACH (CAC)	Demonstrates experience in ICG Core Competencies and Proficiencies to coaches Complete Level II ICG recognised training course** Deliver 750+ hours of coaching (675 of which must be paid hours)	From \$397*
LEVEL III CERTIFIED MASTER COACH (CMC)	Experienced in coaching and demonstrating ICG Core Competencies consistently in coaching Complete Level III ICG recognised training course** Deliver 2500+ hours of coaching (2250 of which must be paid hours)	From \$447*
LEVEL IV CERTIFIED PROFESSIONAL COACH (CPC)	Model for excellence in coaching and demonstrating ICG Core Competencies consistently Complete Level IV ICG recognised training course** Deliver 3000+ hours of coaching (2500 of which must be paid hours)	From \$497*

**Portfolio pathways available

*One time Application Fee applicable

*One Year Minimum Subscription



'The training experience was the most powerful event of my life to date. Sharon, who lead the course, was beyond what I could have imagined for quality, standard and motivation – to live, breathe and serve beyond expectation. What a gift to have the leader of industry who connected so well to all. To the crew who made it all operate so seamlessly behind the scenes. I loved the training environment, the course and design. Loved it all.'

Foundations of Coaching Success September 2013
Jodi, QLD.

The Coaching Institute Culture

The Coaching Institute's culture is our greatest success! We are quirky, creative, have fun and expect to deliver great results. We play music at our events. There is sometimes dancing. We ring bells, play games and laugh often.

We are not a conservative organisation that is restricted by the 'status quo' or history. We prefer to focus on where we're heading, and making sure we are delivering great service to our many members throughout the world!

If you are looking for a conservative, quiet, introverted and reserved training experience, we are not for you. We don't believe coaches succeed by holding back or waiting to feel 'comfortable'. In fact, our experience has taught us that the best results come when there is an atmosphere of fun and experiential learning.

The training may raise emotional issues as part of the training and certification. It is not intended to provide a therapeutic environment or be a substitute for ongoing counselling or psychotherapy, and that any unresolved issues which may surface and which may warrant counselling will be at my expense.

There may be sexually explicit content and strong language used throughout the training. I understand that some discussions may be confronting and that I will participate only to the extent I feel comfortable. If I find a discussion too confronting I will notify a facilitator and leave the room if necessary.

We are driven by and love our ten values. We have these values on our walls, on our doors and in our manuals. We talk about them, relish them, and use them as a guide to how we're going. They can give you a valuable insight into how we do things and whether how we do our thing is how you like to do your thing!

How We Conduct Our Training Programs

As a student with The Coaching Institute you are able to complete your studies to suit your own lifestyle and learning needs. Our courses are conducted using a wide range of flexible delivery methods, including:

- Face-to-face or live streaming training with several successful coaches and trainers
- modules based on the level of training you have selected
- audio and video's
- Webinars with facilitators so you can attend classes from the comfort of your own home
- Live coaching demonstrations, giving you the opportunity to hear real coaching taking place
- Mentoring with trained mentors who have many hours coaching experience
- Member's Only Website with an extensive library of resources, including templates, videos, audio MP3's, and other downloads
- Coach and Connect networking events throughout Australia (check for availability in your capital city)

We also run free events periodically that, as a member of our school, you can attend.

We are definitely a unique school, providing fun and interactive classes, many opportunities to practice your new-found skills, and the opportunity to make lifelong friends.

PLEASE NOTE:

Training at The Coaching Institute is conducted throughout the year, and there are several opportunities to attend. Training may take the form of webinars, live coaching, and face-to-face or live streaming. It is the student's responsibility to ensure that they have studied the TCI events and webinar schedule and are able to attend the classes needed to complete their course and assessments.

The student is responsible to ensure their availability and eligibility for any leave required in order to attend courses and classes. All travel, accommodation and associated costs are the responsibility of the student.

Training Attendance for Successful Completion

Securing Your Spot in Your Training

To commence training, you must have made the minimum payment for that training. You may do this by a PayWay variation. Any student who has not finalised their payment method prior to the training event will be unable to attend the training. Cheques on the day are not accepted. Please check with WOW Team for minimum amounts.

This is because substantial Intellectual Property is being imparted by The Coaching Institute and must be fully recompensed.

We recommend for students enrolled in the Credentialed Advanced Practitioner of Coaching Course a minimum of 6 months participation in the course is required & a certain amount of fees need to have been paid for eligibility to attend the Advanced Skills training.

We recommend for students enrolled in the Credentialed Master Practitioner of Coaching Course a minimum of 9 months participation is required in the course & a certain amount of fees need to have been paid for eligibility to attend Meta Dynamics™ I & II trainings.

We recommend for students enrolled in the Professional Coach a minimum of 12 months participation is required in the course & a certain amount of fees need to have been paid for eligibility to attend Mastery Roundtable.

Change of Training Dates

If you are booked in to attend face-to-face in one of TCI trainings and are 60 days or more away from the booked date, you may request to move your training to the next available date without incurring a fee. If you are cancellation or rescheduling within 60 days of your booked training date, a \$500 (*) fee will apply. If your request to change your training is due to medical reasons a doctors certificate can be provided in order to have this fee waived.

If you are booked to live stream your TCI training, you may request to re-book your training to the next available date. If you are cancellation or rescheduling within 30 days of your booked training date, a \$250 (*) fee will apply.

Change from face-to-face training attendance to via live streaming made within one month (30 days) will incur a change fee of \$250 to cover administrative costs.

*Subject to change

For advice, contact the Wow Team at wow@thecoachinginstitute.com.au

Code of Conduct

The Coaching Institute is dedicated to excellence and to working with people who share the values of excellence, integrity and responsibility. We commit to:

- Our policies and general management practices which are created and adhered to as a path to the achievement and maintenance of high professional standards in both the marketing and the delivery of our courses and which will safeguard the welfare of all participants in our programs
- Professional and accurate marketing always carried out with integrity
- Recruiting students in an ethical and responsible manner
- Continually improving our standards of service to ensure our students' needs are consistently met in a timely and professional manner
- Conducting services in an honest, efficient, fair and transparent manner to our team, representatives and service providers
- Responding to our students queries and concerns in a timely manner
- Developing innovative ways to deliver coach training
- Responding to feedback provided by our students
- Ensuring facilitators are knowledgeable and well respected coaches
- Ensuring our students receive great value from our training programs
- Providing a dedicated support function to ensure students are well catered for and have an avenue for questions and queries



“This has been the most outstanding training I have ever attended, and cements Sharon Pearson as one of Australia’s best trainers, facilitators and speakers. What I’ve learnt will allow me to deliver the most incredible value to my clients on stage, in seminars and online and will allow my business to grow again. If you’re serious about delivering high quality training as part of your business you must do this training!”

Meta Dynamics™ Facilitation Training, September 2013,
Dean, QLD.

Your Responsibilities as a Student

We request that you conduct yourself in an ethical and responsible manner at all times when communicating with The Coaching Institute staff, facilitators, mentors and other students.

In your own study you are expected to:

- Take responsibility for your own study timetable
- Approach your chosen program with personal commitment and integrity
- Complete all required assignments honestly
- Submit work that is your own in its entirety and adopting an individual approach to assessment
- Not use the copyrighted materials of The Coaching Institute and claim it as your own
- Be respectful when contacting and communicating with other students and members of The Coaching Institute team

To join in and participate fully in what's going on – it's the only way to learn :)

Students who are found in breach of any of these obligations, or any other inappropriate actions will be advised verbally, in the first instance then in writing of their breach and to set our expected levels of behaviour and conduct in the future. If, after a verbal warning and a written warning of inappropriate conduct is given and the student chooses to continue to behave in a way that is still inappropriate, the student will be asked to leave either the training session, webinar or in serious misconduct situations the course in its entirety. If this occurs all fees for services rendered and material provided will immediately become due. Should the student wish to re-attend the training, webinars or be reinstated, that decision will be at the discretion of The Coaching Institute. Request for re-attendance or reinstatement will incur an application fee.

Academic Misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer or assessor about their knowledge, ability, or the amount of original work they have completed.

Where a staff member identifies or suspects academic misconduct, the assessment will not be accepted and the matter referred to the Operations Manager who will investigate the allegation and determine the course of action. Consequences may range from a verbal warning to removal from the course without refund. The Operations Manager's decision will be final.

Complaints, Grievances and Appeals

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by the team at The Coaching Institute in relation to the following processes:

- Student enrolment
- The quality of training delivery
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, student amenities, etc.

The Coaching Institute seeks to prevent grievances, appeals and complaints by adhering to The Coaching Institute's policies and procedures, relevant regulatory requirements and the Student Handbook. Complaints, grievances and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive
- The complaints process is free of charge
- Privacy and confidentiality will be maintained and anonymity where requested
- The resolution of a complaint/appeal is the responsibility of all parties concerned
- It is our policy to ensure that each:
 - Complaint, grievance appeal and its outcome is recorded in writing
- Appellant is given a written statement of the appeal outcomes, including reasons for this decision

Prior to submitting a complaint, students are to obtain a copy of our Complaints Resolution policy via the website at <https://www.thecoachinginstitute.com.au/policies-procedures> or available from the WOW Team.



“The training exceeded my expectations with an ACE!! I feel enriched. I feel empowered. It deserved a standing ovation. Well done Sharon; Joe and Johnnie and all the crew. I have reached new levels in my personal growth and am so ready for this journey’.

Foundations of Coaching Success, June 2013
Zelda, WA.

Receiving Support

You will need support from time to time that isn't covered in the curriculum. As a student with The Coaching Institute you have access to a dedicated support team (WOW Team) who will provide you with support and assistance throughout your program. Some of which are:

- **Frequently Asked Questions** available online provides information about your course and on how you can get the most out of your experience. This feature can be accessed on your online membership site (coaching.moodle.com.au) via 'ask the wow team' function.
- **Email Support** from the WOW Team available with a guaranteed 24 hour response time for questions that you may have. Contact us at wow@thecoachinginstitute.com.au.
- **Phone Support** available between 9am – 5:30pm EST with one of your WOW Team for direction and guidance on how to best succeed in your course.
- **Skype Support** available between 9am – 5:30pm EST for our overseas students. Contact us at wow@thecoachinginstitute.com.au and one of our WOW Team will connect with you to arrange support.
- **Mentoring** available for our Master Coach students. You can book your mentoring session by contacting the WOW Team via phone. Mentoring is available by appointment each Friday between 9am – 3pm and is for students wanting support in growing their coaching business. Please note that a cancellation fee of \$100 is applicable if you are to cancel your mentoring session 24 hours prior to the booked time.



Student Feedback

We love receiving feedback! Student feedback means we can improve and deliver even more outstanding training for you. Your feedback enhances student learning and support, and to identify where courses need improvement. Every training event you attend with us will include Student Feedback forms distributed at the training, with further opportunity throughout the course so that you can give us feedback about your learning experience. We value your comments and suggestions.

Getting You Started

It's simple. To enrol in The Coaching Institute's programs you must read our terms and conditions and our Student Handbook and complete a Student Acceptance Form which asks you to acknowledge having read and understood the terms and conditions and the Student Handbook. Terms and conditions apply to every enrolled student with The Coaching Institute. We recommend that you download the terms and conditions and Student Handbook and view our policies in full on The Coaching Institute's Policies and Procedures section of the website. We're pretty strict about this and enrolment will not be accepted unless you've signed and agreed to the Terms and Conditions and the instructions within the Student Handbook.

Once you've done that, and we've 'rung the bell' for you and sung a song (yes, really) to celebrate YOU getting started, you will be booked into your Personal Success Planning Session, where you will have the opportunity to share your goals and dreams, talk about what you expect from us, explore your beliefs about success and get to know the Wow Team.

Bring any questions you have to your 'PSPS' so we can start supporting you on your learning journey straight away.

Fees In Advance

The Coaching Institute accepts payment in full for the ICG recognised course.

For more information on payment options please see the Student Acceptance form and terms and conditions.

Your Fees and Financing

The Coaching Institute is a private training provider which provides its programs on a full fee paying basis. As part of our Fees Policy you must read the terms and conditions and Student Handbook carefully and understand your commitment in terms of non-refundable deposits and ongoing course fees that you will be responsible for, even if you chose to discontinue your course. There are no fee exemptions.

The Coaching Institute will not apply for Government grants, VET Fee Help or funding on behalf of a potential student. Grants and/or external funding are the sole responsibility of the student and The Coaching Institute's fee schedules apply regardless of how the student fees are raised.

The Coaching Institute accepts payments through PayWay. Direct debits are not accepted for ongoing payments. For enquiries, changes or details regarding your payment options, please contact admin@thecoachinginstitute.com.au.

Various services provided by The Coaching Institute attract fees. These are called Service Fees and are set out on page 29 of this handbook.

Refund of Fees

If you choose to withdraw from your course within 14 days of your enrolment, you will be refunded all fees paid to date based on table of value calculated. Notice of your application to withdraw must be received in writing by The Coaching Institute within 14 days of the date of your enrolment.

Outside of the 14 day period your eligibility for a refund and the amount of your refund (if any), will be determined according to the services rendered and materials provided as at the date of your written request to withdraw, as significant intellectual property is imparted upon enrolment.

Failure to Pay

If you have chosen to pay your course fees by instalment you, need to be aware that if those instalments are in default, your access will be suspended and the whole amount of the course fee becomes due and payable. For students with more than one credit account, default on one account may cause suspension of all accounts.

If this happens, The Coaching Institute has the right to begin proceedings to have the applicable fees recovered. Once debt collection has commenced, the student will be responsible for all costs or expenses incurred during the recovery of the debt, made payable direct to The Coaching Institute.

Withdrawing From Your Course/Premature Course Release

Throughout any of the programs a student can withdraw at any time, for any reason. However, fees are likely to be due to The Coaching Institute because the bulk of the intellectual property is imparted to you shortly after your enrolment into The Coaching Institute's programs.

Fees are calculated based on services made available to you up to the day written notice of withdrawal is received by the WOW Team. Please note, that fees are calculated based on provision of services as agreed, and not on whether a student has attended the webinar classes or training or accessed material and information made available to them.

As states in the terms and conditions a student may downgrade from a chosen program to a smaller program. However, the student needs to be aware that some fees may become due as a result of considerable Intellectual Property already having been provided, prior to the downgrade being possible.

Deferrals

We recognise there are situations when students may need to defer their studies for a short period of time. The Coaching Institute is able to defer your course for a period of up to three (3) months in situations such as the following:

- Unexpected international travel
- Illness or serious injury
- Death of an immediate family member
- Irreconcilable marital breakdown

To apply for a deferral of your course you must send written notification to The Coaching Institute advising the reason for your deferral request and the length of time (up to three (3) months) you will need. Verbal and email requests are not accepted. Evidence of your deferral reason may be requested at the discretion of the Coaching Institute Directors. For more details see Course Deferral Policy on the Coaching Institute Membership Only website. Please note: Payments are not deferred or their delegates

Payment Deferral

Should you experience hardship such as loss of income or illness, you may defer your PayWay payments. Payments can be deferred for one month only. To arrange a payment deferral contact wow@thecoachinginstitute.com.au at least seven (7) working days before your PayWay payment is due. See The Coaching Institute Membership Only website for more details.



“In preparation for this training, I had made a decision to play full out to honour the commitment I had made to myself when I invested in ME. I said that day 1 of training was ‘the first day of the rest of our lives’. I completely underestimated my accuracy of that statement. My life, thanks to this weekend, to this training, to TCI and Sharon Pearson will never be the same again. Thank you.”

Foundations of Coaching Success, September 2013
Jacqueline, VIC.

Service Fee Schedule

PACKAGE INCLUSION – DESCRIPTION OF SERVICE		
Course Choice	FEES Via Instalments	FEES Via Express
LEVEL I – CREDENTIALLED PRACTITIONER OF COACHING (ICGCC0114)	\$997 Deposit + \$87 Weekly For 12 Months (\$5,499 total)	\$4,997 (save \$502)
LEVEL II – CREDENTIALLED ADVANCED PRACTITIONER OF COACHING (ICGCAC0214)	\$997 Deposit + \$99 Weekly For 18 Months (\$8,749 total)	\$7,997 (save \$752)
LEVEL III – CREDENTIALLED MASTER PRACTITIONER OF COACHING (ICGCMC0314)	\$997 Deposit + \$135 Weekly For 24 Months (\$14,997 total)	\$13,997 (save \$932)
LEVEL IV - CREDENTIALLED PROFESSIONAL COACH (ICGPC0414)	\$2,997 Deposit + \$147 Weekly For 36 Months (\$25,997 total)	\$23,997 (save \$1,997)

Expired or Graduate Students -Master Academy (If applicable)

Expired or Graduate Students can transfer over to the Masters Academy. You can gain immediate access to all the resources of your previous level, which includes:

- Access to the WOW Team
- Access to the Members Only Website (at your level)
- Access to webinars – as well as all the new ones that we do
- Access to all Bonus trainings
- AND – you can re-attend your trainings at a 50% reduction in cost

ONGOING MONTHLY MEMBERSHIP (once original membership has expired)	
Credentialed Practitioner of Coaching	\$97
Credentialed Advanced Practitioner of Coaching	\$97
Credentialed Master Practitioner of Coaching	\$97
Credentialed Professional Coach	\$197

TABLE OF VALUES ON ENROLMENT AND PAYABLE

Level I Credentialed Practitioner of Coaching (ICGCC0114)		
	PAYABLE	VALUE
Starter Kit	On Enrolment	\$997
Foundations of Coaching Success Training	On Enrolment	\$2,997
Meta Dynamics™ Foundations	On Attending or Course expiry	\$997
Ongoing Learning & Support Over Course Period (For 12 Months)	Ongoing Monthly	\$42 (total \$504)
Level II Credentialed Advanced Practitioner of Coaching (ICGCAC0214)		
	PAYABLE	VALUE
Starter Kit	On Enrolment	\$997
Foundations of Coaching Success Training	On Enrolment	\$2,997
Meta Dynamics™ Foundations	On Attending or Course expiry	\$997
Advanced Skills	On Attending or Course expiry	\$2,997
Ongoing Learning & Support Over Course Period (For 18 Months)	Ongoing Monthly	\$42 (total \$756)
Level III Credentialed Master Practitioner of Coaching (ICGCMC0314)		
	PAYABLE	VALUE
Starter Kit	On Enrolment	\$997
Foundations of Coaching Success Training	On Enrolment	\$2,997
Online Resources Content	On Enrolment	\$1,704
Meta Dynamics™ I Pre-Learning	On Enrolment	\$1,997
Meta Dynamics™ Foundations	On Attending or Course expiry	\$997
Advanced Skills	On Attending or Course expiry	\$2,997
Meta Dynamics™ Level I	On Attending or Course expiry	\$2,300
Ongoing Learning & Support Over Course Period (For 24 Months)	Ongoing Monthly	\$42 (total \$1,008)
Level IV Credentialed Professional Coach (ICGCP0414)		
	PAYABLE	VALUE
Starter Kit	On Enrolment	\$997
Foundations of Coaching Success Training	On Enrolment	\$2,997
Online Resources Content	On Enrolment	\$1,704
Meta Dynamics™ I Pre-Learning	On Enrolment	\$1,997
Meta Dynamics™ II Pre-Learning	On Enrolment	\$1,997
Millionaire Marketing (Original Value \$9,997)	On Enrolment	\$5,163
Meta Dynamics™ Foundations	On Attending or Course expiry	\$997
Advanced Skills	On Attending or Course expiry	\$2,997
Meta Dynamics™ Level I	On Attending or Course expiry	\$2,300
Meta Dynamics™ Level II	On Attending or Course expiry	\$3,336
Ongoing Learning & Support Over Course Period (For 36 Months)	Ongoing Monthly	\$42 (total \$1,512)

APPLICATION FOR SPECIAL ASSISTANCE	FEES
Rescheduling of any face-to-face training (within 60 business days or less)	\$500
Rescheduling of any live streaming training (within 10 business days or less)	\$250
Change of Details	No fee
Course Deferral	No fee
Payment Deferral	No fee
Replacement of Certificate	\$100
Resubmit Assessment (2 nd resubmit to Assessor)	\$250 per assessment after first assessment
Cancellation of Mentoring session with less than 24 hours' notice	\$100
Debt Collection	At cost
Request for Credit Transfer	No fee
Request for Re-Attendance or Reinstatement	\$250
Withdrawal and re enrolment into	\$500 Administration Fee

Legislation and Standards That May Impact On Your Studies

For Australian Students, there is a range of government legislation and regulations that may impact on your learning with The Coaching Institute. The most relevant of these are listed below.

Copyright Act 1968 (Cth)

The Copyright Act provides legal protection for people who express ideas and information in certain forms, specifically, original literary, dramatic, musical and artistic works and subject matter other than works. Copyright protects the form or way an idea or information is expressed, not the idea or information itself. Copyright is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

Occupational Health and Safety

Students have obligations under the Occupational Health and Safety Act 2004 (VIC) and the Work Health and Safety Act 2011:

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course or session being run by The Coaching Institute
- Students **MUST** carry out safety directions given by members of The Coaching Institute
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at The Coaching Institute

NOTE: Students who do not comply with these legal requirements are in breach of the acts and can be fined under its legislative requirements.

Anti-Discrimination

It is the policy of The Coaching Institute to ensure that the Discrimination Acts of the State and Federal Governments are adhered to. These acts include, but are not limited to: Age Discrimination Act, Disability Discrimination Act, Racial Discrimination Act and Sex Discrimination Act.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

Sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

The Coaching Institute team must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

Further Information

Should you wish to explore any acts and standards in more detail you will find the links in our “new member” section of the website.

Our aim is to provide you with the very best learning environment possible, so we have in place articles (The Coaching Institute’s Policies and Procedures) which ensure this happens. These policies and procedures are discussed throughout this handbook but do not hesitate to contact Wow Team if you require more details. They can be reached on 03 9645 9945 during normal business hours or at wow@thecoachinginstitute.com.au

Transfers/Change of Name and Address

We are required to hold your full legal name in our records. If for any reason you change your name after you enrol with us, you need to provide us with details of your name change and a verified copy of the document to support the change. Complete the Change of Details form which can be downloaded from the Member’s Only website, in the The Coaching Institute Policies and Procedures section.

If you change your address or any contact details, you need to inform us in writing to ensure that all communication continues to reach you. In the case of TCI sending resources to the incorrect address as a result of not being informed of a change of address, the student will be billed for delivery costs.

Remember, the primary form of communication between The Coaching Institute and its students is via email. Email us at admin@thecoachinginstitute.com.au to communicate your change of details.

Where to Now...

You can send your acceptance form to us via fax to +603 9645 7002 or email the scanned form to: enrolments@thecoachinginstitute.com.au or mail your form to Suite 40, 37-39 Albert Rd, Melbourne, 3004, VIC.

Once we have received your forms and you've completed all payment details, you will receive a Welcome Email with login details to your online members' area. Your online members' area will provide you immediate access to a "Welcome to Your Coaching Journey" webinar, your pre-learning pack, including the manual, CD's and a DVD welcome from the Founder Sharon Pearson.

You will then be booked in for an interview with a Wow Team Member – this interview (PSPS) is to clarify your goals as a result of completing your chosen program and to ensure we know how you would like to be supported throughout your training at The Coaching Institute.

Privacy Statement

For students - I understand that:

The Coaching Institute may retain all information provided to it during the enrolment process and the student journey. Our website and data storage facilities uses physical, electronic and managerial procedures to protect information collected to protect the loss, misuse and alteration of the information under our control. The use of these security measures is not a guarantee that information will not be intercepted.

Demographic and profile data collected at our site may be added to a database maintained by The Coaching Institute to customise your website experience. It may be used to contact users of the web site for online surveys or advocacy purposes if the user has indicated an interest. No personal information is ever shared or sold to a third party.

Provision of Services

I fully understand the training and support services and the content as listed in the course outline that will be provided to me in my enrolled course with The Coaching Institute.

Acknowledgement

I have signed acknowledgement of my understanding of this privacy statement, provision of services and other content contained herein on the student acceptance form.

I am aware that:

The training may raise emotional issues as part of the training and certification. It is not intended to provide a therapeutic environment or be a substitute for ongoing counselling or psychotherapy, and that any unresolved issues which may surface and which may warrant counselling will be at my expense.

There may be sexually explicit content and strong language used throughout the training. I understand that some discussions may be confronting and that I will participate only to the extent I feel comfortable. If I find a discussion too confronting I will notify a facilitator and leave the room if necessary.

The training may be streamed live to other students participating from offsite locations and be recorded for training and marketing purposes.



"I loved the standard Sharon set for the room. To be a part of a community of absolute excellence and nothing less! I loved Sharon showing me my cognitive dissonance... And continued to do so until the very last second. Honestly it's difficult to put into words the amount of value received not only in the first ten days but the following four kick-ass days. I'm a very proud TCI Trainer and honoured to say I was part of such an amazing training. Forever grateful. Thank you!"

Meta Dynamics™ Facilitation Training, September 2013,
Lexi, QLD.



Disclaimer Notice

The Coaching Institute makes this material available on the understanding that users exercise their own skill and care with respect to its use. Before making any decisions based on the material contained within this Student Handbook, users should carefully evaluate the accuracy, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their particular circumstance.

The information & policies contained within this Student Handbook are current at the time of printing. The policies and information is subject to change. We recommend that students periodically refer to The Coaching Institute website for a current version of this handbook, or contact our head office on +603 9645 9945 for the latest version.



THE COACHING
INSTITUTE

Your coaching journey
starts here...

Inspire the Extraordinary

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