



Specific Policies

Thank you for joining this cohort. we look forward to helping you get the most from this course. This course requires a few hours a week, check your schedule today!

Certificates

Synchronous learning- The student is responsible to attend all virtual classes to receive their certificate. You may miss one hour in total.

Asynchronous work- The student is responsible to complete their asynchronous work and submit all assignments 28 days after the last day of the training to receive their certificate. Course requirements are listed within the online learning platform, Brightspace.

For Practicum and Mentor coaching, extensions of assignments may be considered for an extra charge. The new deadlines must be agreed upon with the instructor.

A student is considered a coach in training until he/she gets an ACC credential.

Missed days

Occasionally, students need to miss a portion of a training (more than 1 hour). Should this occur, arrangements can be made with any of the following options: these options will be determined by the Faculty member instructing the class the student is in:

The student may be given a makeup assignment.

The student may be asked to make up the time in class, at the next training, either with the same Facilitator or another one.

The student may schedule makeup time with a Faculty Member to ensure that they meet the ICF requirements for certified training hours, in which case the student will be charged for faculty time.

All makeup requests must be submitted in writing by email and in advance whenever possible outlining the day(s) or part day(s) you are not able to attend together. Email Support@coachproacademyus.com and your facilitator.

The student takes full responsibility to complete all assignments for missed work within 28 days, so they are eligible to receive their certificate.

Cancellations and Refunds

CoachPro Academy reserves the right to cancel or postpone courses at its discretion.

On such an occasion, each participant may either transfer his/her tuition fee to another course or program or request a full refund.

Once a student gives a deposit, he/she is considered enrolled and committed to all the parts of the program, (part 1, 2, and mentoring) this means that the student is responsible for payment of the full course that he/she enrolled in.



If an emergency arises, or a student is unable to join or complete any part of the course, the student will need to notify CoachPro Academy in writing by email. mindy@coachproacademyus.com In this case the deposit and any payments already charged can be used toward other programs for up to a year.

A student may transfer their slot to a replacement student. (to someone that is not yet enrolled) In this event, he/she needs to notify CoachPro Academy by email 21 days before the start of the course.

Each student agrees to have a credit card on file. If it was agreed that the student will pay using a different form of payment such as check or QuickPay, payment must be received before the outlined billing day. Otherwise, we will charge the card on file.

We will charge your credit card according to the payment plan outlined. If you have a specific request, please reach out to discuss. mindy@coachproacademyus.com we will send you the final decision in writing by email.

No refunds will be issued for any missed classes.

STUDENT BEHAVIOR

Students are expected to maintain a professional and respectful attitude.

We ask that you work on a laptop in a quiet space, free of distraction.

All students are requested to turn off cell phones during class and are restricted from using any audio or video recording devices without expressed permission of those being recorded and the facilitator.

All students are expected to arrive on time for classes.

Students are expected to abide by the coaching code of ethics in all interactions in and out of the classroom.

Dress code for classes is informal, yet students are expected to dress professionally and appropriately.

Referrals

Students who completed level 2 training may qualify to get onto our referral program. Reach out for exact criteria.

IMPORTANT CONTACT INFORMATION

CoachPro Academy Phone Number 718.797.2969

General Inquiries: info@coachproacademyus.com

Registration: Leah@coachproacademyus.com

Student support: mindy@coachproacademyus.com

Website coachproacademyus.com

Online Learning Platform

<https://uniquelyskilled.brightspace.com/d2l/login>