

COACHING **4**
Groups

Professional Coach Training

Student Guide

Welcome!



Welcome from Dr. J. Val Hastings, MCC, Founder & President

Thank you for enrolling in this intensive, hands-on, ICF-accredited training. The vision of Coaching4Groups is that every leader become a coach. Our mission is to educate and equip leaders with coaching skills, techniques, and a coaching mindset so that leaders can reach their highest potential. By enrolling in our coach training program, you are helping this vision and mission become a reality. My promise to you is that we will provide you with the best possible coach training and resources so that you can become a masterful coach.

This student guide is designed to provide you with valuable information as you begin our Professional Coach Training program. I encourage you to refer to this guide throughout your time as a Coaching4Groups student.

On behalf of everyone at Coaching4Groups, we look forward to our time with you.

Dr. J. Val Hastings, MCC

General Policies for All Coaching4Groups Programs

Participation Policy

Your participation is vital to your success as a student of Coaching4Groups Professional Coach Training program. By enrolling in this program, participants agree to fully participate in sessions, which include arriving on time, contributing to discussions, engaging in coaching demonstrations, and completing all assignments.

Attendance

In order to provide you with the minimum number of coach training hours for certification, it is important that you are present for all class sessions. If you are not able to attend due to unforeseen circumstances, contact your instructor through the learning portal as soon as possible.

- **Online Classes**
 - You are permitted to be absent from a total of four hours of the live, online coach training. To receive credit for the missed class time, you must view the class recording and submit a one-page summary of the class material to the instructor by the end of the semester.
 - Any class time beyond four hours that is missed will need to be rescheduled for a future offering of the class. Contact the office manager at wendy@coaching4groups.com for dates and times that the classes that you missed will be offered. A rescheduling fee will be required.
- **On-site Training Events:**
 - If you must be absent from less than 20% of the training event, you will be permitted to receive credit for the classes missed by viewing an online video of the material and submitting a one-page summary to the instructor within one month of the training event.
 - If you must be absent for more than 20% of the training event, the classes will need to be rescheduled for a later date at your expense.
- **Group Mentor-Coaching:**
 - If you miss more than one hour of group mentor-coaching sessions, you will be required to arrange and pay for individual mentor-coaching sessions to meet the required 10 hours.

Our Environment for Learning

We strive for a learning environment where everyone can be successful. We encourage participants to respect the learning styles of those around them. Discussions, questions,

and comments relevant to the topic at the time are welcomed and a vital part of the learning process. Your participation is essential to your overall experience.

Code of Conduct

Participants are expected to conduct themselves in a professional manner at all times, being respectful of the instructors and fellow students. This includes, but is not limited to, the following:

- Arrive on time for all sessions.
- Attend all live sessions and be prepared to engage in discussions and coaching demonstrations.
- Watch all videos and complete all assignments for asynchronous classes.
- Turn on camera for live online classes. Keep your microphone on mute except when you are speaking.
- Silence your cell phone and refrain from texting during class sessions.
- Be respectful of your fellow participants and refrain from judgments based on differences in culture, race, religion, gender identity, sexual orientation, etc.
- Maintain confidentiality. This includes, but is not limited to:
 - Reasonable actions to protect your course materials, notes, etc.
 - Reasonable actions to protect your account information including your username and password.
 - Do not share video or audio recordings of class sessions that are provided to supplement your learning.
 - Do not share personal information that is revealed during class sessions
- Please respect us by not giving, selling or transferring any of our training materials.
- Please show your respect for the Coaching4Groups community, including faculty, students, graduates, and the administrative support team, by not sending unsolicited or promotional emails.

Payment Policy

All registrations are secured on a first-come, first-served basis. Coaching4Groups offers both full payment and monthly payment plans. We accept payment by credit card through the payment links provided on our website. All payments will be in United States dollars (USD). Special arrangements can be made to pay by check, bank wire, or PayPal if necessary. To do so, contact the office manager at wendy@coaching4groups.com.

Refund/Cancellation Policy

Refund Policy for Online Semesters, On-Site Training Events, and Group Mentor Coaching:

- 61+ days before the start of the training - a full refund (minus textbook costs and credit card processing fees) will be offered.
- 31-60 days - a 50% refund will be offered (minus textbook costs and credit card processing fees).
- 30 days or less - no refund will be offered.
- **Cancellation Policy for Individual Mentor Coaching:**
 - 24-hour notice is required when canceling an individual mentor-coaching session. Those who do not give 24-hours' notice will be charged the full amount for the session.
- Coaching4Groups reserves the right to reschedule or cancel any scheduled training/class or replace personnel due to low enrollment or circumstances beyond our control. If a class is rescheduled or cancelled, participants will be given notice by Coaching4Groups at least five business days before the start of class. Students may then enroll in the next available offering of the course or choose another course.

Illness Policy

Attendance to all class and group mentor-coaching sessions is necessary in order to provide you with the required number of training hours for certification. If you have an emergency or become ill and cannot attend a session, contact your instructor through the learning portal as soon as possible. Please refer to the attendance and refund/cancellation policies outlined in the paragraphs above. Exceptions for serious illness may be made on a case-by-case basis. Contact the office manager at wendy@coaching4groups.com to make a request.

Non-Discrimination Policy

It is the policy of Coaching4Groups that:

- Recruitment and contracting of all personnel are conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any faculty or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.

- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All faculty, staff, students, and other participants should be able to enjoy an environment free of discrimination and harassment. Coaching4Groups will not tolerate discrimination or harassment based on race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, veteran status, or any other defining characteristic. Participants who wish to report discrimination or harassment are encouraged to follow the grievance policy outlined below. Coaching4Groups will promptly investigate all claims and reports of inappropriate conduct.

General Disability Policy

Coaching4Groups supports individuals with disabilities and is committed to providing individuals with disabilities or learning differences access to reasonable accommodations. In addition, our program prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. Coaching4Groups is committed to providing reasonable accommodations in compliance with all local, state, and federal laws. Our goal is to create a learning environment which meets the needs of each individual student. Please contact the office manager, Wendy Hastings, at wendy@coaching4groups.com for more information and to request any necessary accommodations.

Grievance Policy

Coaching4Groups seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation, content, or faculty behavior. All grievances will be addressed to the best of our ability to prevent further issues. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the instructor, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the office manager at wendy@coaching4groups.com within 10 business days. The office manager will share the grievance with the Director of Training who will review the issue and talk to the student within 10 business days of receiving the complaint. The Director of Training will work with all parties involved to resolve the issue.

Partial Completion Policy

Coaching4Groups will offer a certificate for partial completion of either Level One or Level Two of the Professional Coach Training program. The number of hours awarded will depend on the number of hours of training received. (Please note: These hours may not be used as ICF Continuing Coaching Education credits and cannot be transferred to another ICF-accredited program.) If you are interested in receiving a certificate for classes in which you are currently or were previously enrolled, please contact the office manager at wendy@coaching4groups.com no more than 60 days after the class has ended. Please include details about the course in which you were enrolled, the number of credit hours you are seeking, and any additional relevant information. If approved, you will receive a certificate from Coaching4Groups indicating the number of training hours completed.

Students who have partially completed the program can return to finish the program within two years of their initial enrollment at no cost. Students wishing to continue after two years will be required to purchase and successfully complete a 24-hour refresher course before enrolling in the remainder of the program.

Transfer of Credits

If you have completed a Level One program at another organization, we will apply your completed credit hours to your Level Two program. You must provide documentation of your Level One completion, including the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact the office manager at wendy@coaching4groups.com for more information. Training hours for partially completed programs will not be accepted.

What to Expect: Online Classes

Before registering for an online class or semester, we recommend you compare the class dates and times with your calendar. If a class is going to conflict with other obligations, please choose a different class/semester.

Approximately one week prior to the beginning of a new semester, you will receive a welcome message from your instructor. The message may include:

- Class expectations
- Outline of course materials
- Pre-class preparation

The Zoom virtual platform is used for all live online classes. The Zoom link is provided on the welcome page for each class in the learning portal.

Advice for your online class:

- Eliminate or at least reduce distractions as much as possible. Find a quiet location, do not multitask, and focus on the class.
- If you are using your computer for audio, you will need a headset. If using your phone, please use a phone with a good connection. Static and dropped calls are a disruption for everyone.
- Please sign into the class 5 to 10 minutes before the scheduled class start time.
- Put your microphone on mute when you are not talking. When it is your turn to speak, remember to unmute your microphone. Then begin with your name and proceed with your conversation. When you are finished speaking, mute your microphone.

Requirements to fulfill for credit for the class:

- Sign into the class 5 to 10 minutes before the class begins. Check-in with your instructor. If you sign into the class more than five minutes after the session starts you may be marked absent.
- Please remain in the class for the full duration of the session.
- Be prepared to share your takeaway for the class at the end of the session.

Please complete and submit a class evaluation. Your feedback and suggestions are very valuable to us!

What to Expect: On-Site Training

Be prepared with coaching topics to be coached on during the event so that you can practice your coaching skills.

Recommended dress code is Casual Friday attire; jeans and comfortable shoes are acceptable. Facility temperatures vary so consider bringing clothing you can layer to compensate for cool or warm temperatures.

Electronics:

- Laptops are permitted provided you are using them for training purposes, such as taking notes. Please do not use your laptop for tasks not related to training, such as checking email. It diverts you from your purpose and distracts others.

- Please be considerate to everyone and put phones and other devices in a silent mode. We kindly request that you refrain from texting during your training. Should an emergency require your attention, please leave the room and attend to the issue before returning to your session.
- Facilities vary. Therefore, we cannot guarantee internet access.
- Since facilities differ from location to location, we cannot estimate the number of electrical outlets. You may want to bring a power strip.

Meals are not provided unless your host or faculty member has communicated different arrangements.

Please bring several copies of “Practice Lab Coaching Evaluation Form” or have the form available on your laptop. To download and print the form, please sign into the Student Resource section in the learning portal.

Resources

- **The faculty:** They are happy to help you and can be a wealth of information.
- **The Professional Coach Training textbook.** The Resource section at the back of this textbook contains additional materials.
- **The Coaching4Groups Learning Portal.** The Student Resource area contains many valuable resources. The learning portal is the communication hub for connecting with your instructor and fellow students. Please be sure to sign in on a regular basis so that you can keep abreast of any important information about your classes.

Requirements for Graduation/Applying for Your Coaching Credential:

Achieving your first coaching credential: The Associate Certified Coach (ACC)

Step One: Complete the self-paced asynchronous classes, along with the LIVE classes of our Professional Coach Training Program.

- This provides the required training hours to apply for your ACC.
- The asynchronous classes may be completed before or at the same time as the semester classes.
- 7 hours of group mentor-coaching is included in our class training. Be sure to schedule your 3 hours of individual mentor coaching.

Step Two: Submit a recording of your coaching at the ACC level to Coaching4Groups and apply for graduation.

- Your mentor coach will provide guidance on your coaching recording.
- When applying for graduation there are a few additional requirements. Students will be asked to:
 - Read and agree to uphold the ICF Code of Ethics.
 - Pay in full all tuition fees prior to applying for graduation.
 - Submit the Coaching4Groups Coaching Performance Evaluation Report from your mentor-coach, which provides written feedback and specific evidence of your coaching ability. The evaluation must reflect coaching at the ACC level or higher. (A letter of recommendation from your mentor-coach does not meet this requirement.)
 - Submit a recording, along with a written transcript, of your coaching for review by Coaching4Groups. (The coachee may not be another coach or coaching student.) The recording must demonstrate coaching at the ACC level.
- Once you have successfully completed the above requirements, we will provide you with a graduation certificate. You will use this certificate to apply for your ACC credential from the ICF.

Step Three: Apply to the ICF for your ACC credential. When applying for your ACC, the ICF will require:

- A separate, additional application fee.
- A copy of your graduation certificate from Coaching4Groups.
- A coaching log detailing 100 hours of coaching beginning after the start of your coach-specific training. (Refer to the [ICF website](#) for details and a SAMPLE log)
- A one-time written exam, the Coach Knowledge Assessment. (Refer to the [ICF website](#) for details.)
 - We offer an ICF Test-Prep Class to help prepare you for this written exam.

Contacts

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