



## POLICIES HANDBOOK

Contents	Page #
Attendance Policy	Page 2-3
Dismissal Policy	Page 4
Dispute Resolution Policy	Page 5-6
Grade Appeal Policy	Page 7
Refund Policy	Page 8-10
Respectful & Fair Treatment Policy	Page 11
Sexual Misconduct Policy	Page 12-13



# ATTENDANCE POLICY

Accomplishment Coaching Canada

Institution Number: 4716

Policy Implemented: Dec 31, 2016

Last Revised: Aug 11, 2020

## **Attendance**

Attendance at all twelve program training weekends and forty-four weekly mentor coaching sessions is mandatory. We understand that from time-to-time conflicts may arise. The Attendance Agreement included in the Participant Application Package provides Participants with the opportunity to note in advance any scheduled training days/weekends that they cannot attend due to pre-existing conflicts which cannot be rescheduled.

## **Minimum Attendance Requirements**

### **Live Training Sessions**

In order to attain graduation from the Accomplishment Coaching, Coaches Training Program and to be eligible for Accomplishment Coaching Certification, participants must attend a minimum of twenty (20) of the twenty-four (24) required training days live (in-person). In other words, participants are permitted to miss up to four (4) days of in-person attendance at training days without affecting their ability to graduate. If days are missed, participants are responsible for the material covered and are required to view video footage of these training days. Links to the video footage of the missed training days will be provided to the participant in the calendar week following the missed session.

### **Weekly Mentor Coaching Sessions**

In order to attain graduation from the Accomplishment Coaching Coaches Training Program and to be eligible for Accomplishment Coaching Certification, participants must attend a minimum of forty (40) of the forty-four (44) required weekly mentor coaching sessions with their Mentor coach. In other words, participants are permitted to miss up to four (4) coaching sessions without affecting their ability to graduate.

## **Consequences**

Participants who do not meet the minimum attendance requirements outlined above will not be eligible for Accomplishment Coaching graduation or certification and will not be eligible to apply through the ACTP path for their ACC Credential from the ICF.

## **Reporting Absences**

Participants are required to report expected absences on the Attendance Agreement submitted with their Application package. Other absences that are not anticipated at the time of application should be reported to their Program Coach as early as possible in advance of the relevant training sessions. Absences from weekly sessions with their Program Coach should also be reported with as much notice as possible to permit rescheduling. Absences from weekly coaching sessions that are reported with less than 24-hours' notice will be forfeited, at the discretion of the Mentor coach.

Accomplishment Coaching Canada may dismiss a Participant from the Coaches Training Program on any of the following grounds:

- The Participant engages in a romantic or sexual relationship with another Participant in the Coaches Training Program and/or any person on the Participant's Coaches Training Program Leadership/Training team.
- The Participant breaches any of the duties of confidentiality outlined in Paragraph 17 of the Student Enrollment Agreement.
- A health care professional's diagnosis of a mental health condition of Participant that could expose the Participant, the Coaches Training Program's Leadership/Training Team, and/or any other Participants in the Coaches Training Program to risk of physical, emotional, or other harm.
- Participant's threat to inflict physical harm upon any Participant in the Coaches Training Program and/or the Coaches Training Program's Leadership/Training Team.
- Participant's arrest for the suspected commission of a crime.
- Participant is discovered to have or reveals that they have an active addiction.
- Participant's absence from more than six (6) Coaches Training Program training days or equivalent hours.

## DISMISSAL PROCESS

- Accomplishment Coaching becomes aware that a Participant is in potential violation of any of the conditions listed in this Dismissal Policy.
- Where the potential violation represents a safety concern for the Participant or others, the Participant's participation in the training (live training sessions and coaching sessions with their Mentor Coach) will be suspended while it is determined whether a violation has occurred.
- Within 2 business days of becoming aware of a potential violation (or immediately if there is a reasonable safety concern), Accomplishment Coaching will initiate a meeting with the Participant, the Participant's Mentor Coach and the Program Leaders to ascertain/confirm whether a violation has occurred. The meeting will be used to obtain the Participant's position and to determine if any further documentation is required to confirm or refute the potential violation (e.g. letter from health care professional, arrest report).
- Once any required documentation has been received, the Program Leaders will meet with the Accomplishment Coaching Steering Committee to determine if a violation has occurred, and the resultant course of action.
- If it is determined that a violation has occurred, the Participant will be advised of their Dismissal via a conversation with a Program Leader and in writing.



# DISMISSAL POLICY

---

Accomplishment Coaching Canada  
Institution Number: 4716  
Policy Implemented: Dec 31, 2016  
Last Revised: Aug 11, 2020

If a Participant is found to be in violation of any of the items listed in this Dismissal Policy, they:

- May be immediately removed from a current training session in progress
- Will not be permitted to attend any further training sessions
- Will not be permitted to attend any further sessions with their Mentor Coach
- Will be removed from access to online Resources and Materials
- Will be reported to any appropriate authorities, including local law enforcement and the ICF

A Participant who is terminated from the program will be required to deliver to Accomplishment Coaching (and shall not keep in their possession, recreate or deliver to anyone else) any and all Materials, records, data, notes, reports, proposals, lists, correspondence, specifications, equipment, other documents or property, or reproductions of any aforementioned items provided by Accomplishment Coaching to the Participant.



# DISPUTE RESOLUTION POLICY

Accomplishment Coaching Canada  
Institution Number: 4716  
Policy Implemented: Sept 15, 2016  
Last Revised: Dec 31, 2016

**Accomplishment Coaching Canada** provides an opportunity for all students and staff to resolve disputes in a fair and reasonable manner in accordance with our vision, mission and core values.

**Vision:** The Greatness of Human Beings Unleashed, Power and Possibility for All.

**Mission:** Setting the worldwide standard of excellence, we lead coach and train in the service of transforming lives.

## **Core Values:**

**Possibility** - Possibility is all that can be. There is possibility beyond what seems reasonable, predictable, comfortable, or attainable.

**Responsibility** - Being responsible leaves people at the source of their lives, at choice, and able to act effectively.

**Integrity & Well-Being** - Integrity and well-being are the foundation to having a life or business that works. Fundamental to integrity are completion and authenticity. Fundamental to well-being is self-care.

**Essence** - People have a pure, essential nature. Operating from this place, people create extraordinary relationships and unprecedented results in their lives.

**Love** - Love is what exists naturally within and between people. Removing the barriers to the experience of this love profoundly alters the quality of people's lives.

## **Objectives Upon Which the Process is Based:**

- The process will be voluntary, and confidentiality will always be ensured. The issues can include a range of difficult interpersonal situations ranging from interpersonal conflict to sexual discriminatory harassment and bullying.
- People involved will be treated with respect and dignity.
- The process will be accessible and easily used. Clear language will always be attempted.
- The timelines for preparation and meeting will be fair.
- Participants will be offered different ways to resolve a conflict, flexible enough to respond to different people's needs.
- The processes will be inclusive, that is, they will consider all participants and staff.
- Everyone needs to know that dispute resolution is available. There will be information about the process on the website and available in training rooms.
- The process will be monitored and assessed to determine if it has been implemented as designed, is fair, simple, and clear. Feedback from participants will be requested. Changes to improve the process will be considered and used if agreed upon by those involved and by Program Leaders, Steering Committee members and the CEO.



# DISPUTE RESOLUTION POLICY

---

## **Dispute Resolution Process:**

1. When a concern arises, the complainant should first attempt to address the concern with the individual most directly involved. If unsatisfied with the outcome, the complainant should submit a written complaint to their Program Leader, Liz Zdunich. Should the Program Leader be named in the complaint the complainant should submit the written complaint to the Chief Development Officer, Jodi Larson.
2. The Program Leader or Chief Development Officer will arrange to meet with the complainant to discuss the concern as soon as possible and within five days of receiving the written complaint.
3. Following the meeting with the complainant, the Program Leader or Chief Development Officer will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the written complaint.

## **Contact Information for Program Leader and Chief Development Officer:**

Jodi Larson, CDO  
[jodi.larson@accomplishmentcoaching.com](mailto:jodi.larson@accomplishmentcoaching.com)

Liz Zdunich, Program Leader  
[liz.zdunich@accomplishmentcoaching.com](mailto:liz.zdunich@accomplishmentcoaching.com)

## **Other Complainant Information:**

A complainant may be represented by an agent or a lawyer.

No complainant will be subject to any retaliation as a result of their complaint.

If a student files a complaint on the basis that Accomplishment Coaching Canada has misled said student regarding any significant aspect of the Coaches Training Program, and has exhausted the above dispute resolution process without a satisfactory resolution, a student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education ([www.privatetraininginstitutions.bc.ca](http://www.privatetraininginstitutions.bc.ca)).



# GRADE APPEAL POLICY

Accomplishment Coaching Canada

Institution Number: 4716

Policy Implemented: Dec 31, 2016

Last Revised: Dec 31, 2016

## **Grade Appeal Process:**

1. Seventy percent (70%) is considered a passing grade on all written tests and exams. Results will be issued to Participants as a "PASS" or "NO PASS". Students who do not achieve a PASS on a written test or exam will be permitted to rewrite the exam at a later date until a passing score is achieved.
2. Live and recorded coaching sessions performed by the Participant throughout the Program are evaluated using written and numeric feedback according to the ICF's Core Competencies to establish strengths, areas for growth and to highlight additional learning that needs to take place. The scores on these Practice coaching sessions are not used in determining the Participant's successful completion of the Program.
3. A minimum average score of 5.0 in the evaluation of the ICF's Core Competencies on an oral exam (live or recorded live performance of a 60-minute coaching session), is considered a "PASS" at Graduation level on the final oral exam. Participants who do not achieve an average score of 5.0 on this exam will be permitted to submit additional recordings for evaluation until a passing score is achieved.
4. If a Participant wishes to appeal a grade received on written midterm or final exam, or a final oral exam, the Participant should first bring their request to their Mentor Coach. Their Mentor Coach will review the test or coaching session evaluation and discuss with the Participant. If the Mentor Coach agrees with the grade as issued, they will discuss the results with the Participant in an attempt to resolve the concern and to reach an agreement about the necessity of a retake. If the Mentor Coach agrees that the original grade may be inaccurate, they will bring it to a Program Leader for further review and discussion.
5. If the Participant is unsatisfied with their Mentor Coach's assessment and the discussion, the Participant should submit a written Appeal explaining the reasons for the Appeal to their Program Leader(s). The Program Leader(s) will review the Appeal and exam results and arrange to meet with the Participant to discuss the concern within seven days of receiving the written Appeal.
6. If the Program Leader agrees with the original grade assessment, and the Participant is not satisfied with the outcome of their meeting and discussion, they may Appeal the grade to the Chief Development Officer (CDO) of the organization by submitting their Appeal to the CDO in writing. The Chief Development Officer will conduct an independent review of the grade that shall be considered final by all parties.



# TUITION REFUND POLICY

Accomplishment Coaching Canada  
Institution Number: 4716  
Policy Implemented: Feb 11, 2017  
Last Revised: Feb 11, 2017

## Assumptions & Conditions

- In the event of a Participant’s early withdrawal from the Coaches Training Program, they shall forfeit any and all discounts provided by Accomplishment Coaching, and the tuition used in the calculation of any refunds shall be prorated to sixteen hundred twenty-five dollars (\$1,625.00) per month.
- Accumulated hours of instruction are calculated as follows: 7 hours per live training day, 1 hour per weekly Mentor Coach session, 1 hour per completed co-coaching call review. Total hours of Instruction in the Program: 216 hours.
- The official Termination Date of the Participant will be considered the last day of recorded attendance:
  - o When Accomplishment Coaching receives a written Notice of Withdrawal; or,
  - o When a Participant receives a Notice of Termination for their violation of a published school policy providing for termination; or
  - o After the first 30% of the Hours of Instruction are provided when the Participant, without notice, fails to attend.
- All refunds must be paid within 30 calendar days of the Participant’s Termination Date.
- Effective Contract Date will be the latest date when both parties have signed the contract.

## Refunds & Retained Funds

The following table describes the funds that will be retained and/or funds that will be refunded to a Participant under various circumstances that result in their failure to complete the Program:

Circumstance	Funds Retained / Refunds Paid by Accomplishment Coaching Canada
If program is cancelled by Accomplishment Coaching Canada (AC Canada) (Note: AC Canada reserves the right to cancel a program if the number of students enrolled is insufficient)	Refund \$250 Application fee Refund 100% of any tuition paid
If Participant is admitted to the program, but does not meet the Admission Requirements and is subsequently issued a Notice of Dismissal, and did not misrepresent themselves in the Admission process	Refund \$250 Application fee Refund 100% of any tuition paid

(Table cont’d next page)



# TUITION REFUND POLICY

If Accomplishment Coaching receives a Notice of Withdrawal from a student or an International student delivers a refusal of study permit according to the following timing:	Funds Retained / Refunds Paid by Accomplishment Coaching Canada
Up to and including seven days after the Effective Contract Date and before the Program Start Date	Retain \$250 Application fee Refund 100% of any tuition paid
Between the Effective Contract Date and the Program Start Date, where that period is less than 7 days	Retain \$250 Application fee Refund 100% of any tuition paid
More than seven days after Effective Contract Date and 30 days or more before the Program Start Date	Retain \$250 Application fee Plus Retain \$1000 tuition (Total \$1250)
More than seven days after the Effective Contract Date and less than 30 days before the Program Start Date	Retain \$250 Application fee Plus \$1300 tuition (Total \$1550)
After the Program Start Date, and before 11% of the hours of instruction have been provided (i.e. up to/including 22 hrs of instruction have been provided)	Retain \$250 Application Fee 30% of the tuition / \$5850 payable by Participant
After the program start date, and after 10% but before 30% of the hours of instruction have been provided (from 23 hours to 64 hours of instruction)	Retain \$250 Application Fee 50% of the tuition / \$9750 payable by Participant
After 30% of the hours of instruction have been provided (65 hours or more)	Retain \$250 Application Fee plus Three additional months of tuition at a non- discounted rate (\$1625 per month) after the month the Notice of Withdrawal is provided are payable by the Participant  (E.g. if Participant provides a Notice of Withdrawal on Aug 25, they would be required to pay full tuition for the months of Sept, Oct and Nov with a termination date of November 30. Until the termination date, the Participant would be encouraged to participate fully in the Coach Training Program, including attending training weekends and Mentor Coaching sessions.)



# TUITION REFUND POLICY

If Accomplishment Coaching issues a Notice of Dismissal to a student in accordance with the published Dismissal Policy according to the following timing:	Funds Retained / Refunds Paid by Accomplishment Coaching Canada
After the Program Start Date, and before 11% of the hours of instruction have been provided (i.e. up to/including 22 hrs of instruction have been provided)	Retain \$250 Application Fee 30% of the tuition / \$5850 payable by Participant
After the program start date, and after 10% but before 30% of the hours of instruction have been provided (from 23 hours to 64 hours of instruction)	Retain \$250 Application Fee 50% of the tuition / \$9750 payable by Participant
After 30% of the hours of instruction have been provided (65 hours or more)	Retain \$250 Application Fee plus Three additional months of tuition at a non- discounted rate (\$1625 per month) after the month the Notice of Dismissal is provided are payable by the Participant  (E.g. if Notice of Dismissal is issued on Aug 25, the student would be required to pay full tuition for the months of Sept, Oct and Nov).



# RESPECTFUL & FAIR TREATMENT POLICY

Accomplishment Coaching Canada

Institution Number: 4716

Policy Implemented: Dec 31, 2016

Last Revised: Dec 31, 2016

Accomplishment Coaching Canada is committed to ensuring that its learning environment promotes the respectful and fair treatment of all participants and staff.

While participating in any course of activities or events hosted by Accomplishment Coaching Canada the following activities are prohibited:

- Bullying
- Harassment
- Discrimination
- Any activity considered illegal or unethical by any jurisdictions having authority, including any level of government and the International Coach Federation (ICF)

If under any circumstances, a prohibited activity occurs, the following courses of action will be taken to address the activity:

- A meeting with the party reporting the activity in question, the Program Leaders and another Senior Leader of the organization to determine the facts and position of the party in question with regard to the reported activity and to ascertain what actions may be necessary to facilitate the discontinuation.
- A meeting with party accused of committing the activity in question, the Program Leaders and another Senior Leader of the organization to determine the position of the party in question with regard to the reported activity, to facilitate the immediate discontinuation of the activity and to ascertain what other actions may be necessary to facilitate the discontinuation.

Depending upon the results of the above discussions, and if an acceptable resolution to the prohibited activity cannot be reached through these discussions, any of the following actions may be taken to ensure the discontinuation of the activity:

- Participants or staff may be removed from a current training session in progress
- Participants or staff may be removed / terminated from the current Training Program
- Staff may be terminated from their association with Accomplishment Coaching
- Participants or staff may be reported to an appropriate authority, including law enforcement and/or the ICF

A Participant or who is terminated from the program will not be permitted to attend any further live training sessions or one on one coaching sessions and will be removed from access to all online resources. They will be required to deliver to Accomplishment Coaching (and shall not keep in their possession, recreate or deliver to anyone else) any and all Materials, records, data, notes, reports, proposals, lists, correspondence, specifications, equipment, other documents or property, or reproductions of any aforementioned items provided by Accomplishment Coaching to the Participant.



# SEXUAL MISCONDUCT POLICY

---

Accomplishment Coaching Canada  
Institution Number: 4716  
Policy Implemented: August 31, 2021  
Last Revised: August 31, 2021

1. Accomplishment Coaching Canada is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:
  - sexual assault
  - sexual exploitation
  - sexual harassment
  - stalking
  - indecent exposure
  - voyeurism
  - Distribution of a sexually explicit photograph or video of a person to one or more persons (other than the person in the photograph or video) without the consent of the person in the photograph or video, and with clear intent to distress the person in the photograph or video
  - The attempt to commit an act of sexual misconduct
  - The threat to commit an act of sexual misconduct
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
  - If a concern arises, the complainant should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the complainant should then submit a written complaint to their Program Leader, Liz Zdunich, through email at [liz.zdunich@accomplishmentcoaching.com](mailto:liz.zdunich@accomplishmentcoaching.com).
  - Should the Program Leader be named in the complaint, the complainant should submit the written complaint to the Chief Development Officer, Jodi Larson, through email at [jodi.larson@accomplishmentcoaching.com](mailto:jodi.larson@accomplishmentcoaching.com).
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
  - The Program Leader or Chief Development Officer will arrange to meet with the complainant to discuss the concern as soon as possible and within five days of receiving the written complaint.

- Following the meeting with the complainant, the Program Leader or Chief Development Officer will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the written report.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
- The student should submit a written report of sexual misconduct to their Program Leader, Liz Zdunich, through email at [liz.zdunich@accomplishmentcoaching.com](mailto:liz.zdunich@accomplishmentcoaching.com). Should the Program Leader be named in the report the student should submit the written report of sexual misconduct to the Chief Development Officer, Jodi Larson, through email at [jodi.larson@accomplishmentcoaching.com](mailto:jodi.larson@accomplishmentcoaching.com).
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
- The Program Leader or Chief Development Officer will arrange to meet with the student who made the report to discuss the concern as soon as possible and within five days of receiving the written report.
  - Following the meeting with the student who made the report, the Program Leader or Chief Development Officer will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the written report.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals, or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.
  - If an individual is at imminent risk of harming another.
  - There are reasonable grounds to believe that others in the institutional community / program may be at significant risk of harm based on the information provided.
  - Where reporting is required by law.
  - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).