

Transformation. Really.

2023-2024 Canada Course Catalog

Courses Start April 15, 2023

Administration Office

1901 First Ave., Suite 220 ■ San Diego ■ CA 92101 ■ 619-238-3600



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ORGANIZATION

OWNER AND STAFF



Christopher McAuliffe, MCC
Founder & CEO

ADMINISTRATIVE STAFF

Lina Lampard
Nicole Gerstenslager
Alexandra Cohen
Vanessa Blanco
Clarice Connolly

FACULTY STAFF

Jodi Larson, MCC
Liz Zdunich, PCC



ACCREDITATION AND LICENSING

Accredited by the International Coaching Federation (ICF) located at 2365 Harrodsburg Rd., Suite A325, Lexington, KY 40504. They can be reached by phone at 1-888-423-3131. This accreditation is not approved by the Department of Education so federal financial aid is not available at this time.

Accomplishment Coaching is certified by the Private Training Institutions Branch (PTIB) in British Columbia, Canada. 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.

FACULTY STAFF

Each of our faculty are graduates of Accomplishment Coaching's Coaches' Training Program and have met or surpassed the minimum requirements for their position.

Christopher McAuliffe, MCC

A professional coach since 1996, Christopher has produced unprecedented breakthrough results with a wide spectrum of clients across the country. Christopher has a passionate commitment to the development of coaching as an honorable and honored profession.

Christopher holds a Master Certified Coach (MCC) credential and is twice Past-President of the San Diego Professional Coaches Alliance. Also, Christopher has worked with the International Coaching Federation-IRB for over eight years in the area of Coaching Ethics – investigating and adjudicating ethical and consumer complaints against coaches.

From over 24 years of experience, Christopher brings the knowledge and wisdom of a master coach. With over 500 coaches trained by him personally in small groups around the world, he brings the power and understanding of a master trainer, as well.

Christopher is the Founder and CEO of Accomplishment Coaching.

Jodi Larson, MCC

Jodi Jan Larson is known for her humble and egoless leadership that leaves deep and wide impact. She is an extraordinary Coach and Trainer with vast experience in the development and implementation of training curriculum. Her work has been foundational in generating the profession of Coaching as we know it today. Jodi has been coaching and training coaches and other leaders for over 19 years.

Jodi's passion is the support and development of coaches and leaders, which is evidenced by over 20,000 coaching hours and countless training seminars to her credit. She trains internationally, having trained coaches in over 12 countries. She was the co-founder of the first ICF chapter in Dallas, Texas, and was instrumental in creating the foundation for what is now the International Coaching Federation. Jodi has authored three textbooks on coaching and was a member of the Certification Team for the ICF for over a decade and is a recognized and sought-after trainer and leader for coach training seminars and events.

Jodi currently holds the title of Chief Development Officer as well as the position of Senior Leader at Accomplishment Coaching in our Chicago and Victoria, B.C. programs. Along with being accountable for the management and development of the leadership team, she is responsible for the integrity and



integration of the Accomplishment Coaching Coaches' Training Program, always seeking to not just maintain but enhance the standard of personal transformation.

Liz Zdunich, PCC

Liz Zdunich is a Leadership and Business Coach who has coached, trained and mentored leaders across Canada and the United States. Integrating her love for movement and self-expression, she is also a Master Trainer in THEGROOVE method, retreat leader, writer and presenter. Above all, she is a mum to two beautiful, bright lights. In her insatiable hunger for learning, Liz has accumulated an eclectic collection of certificates, a degree and some wisdom over the years. Liz has an absolute passion for supporting people in becoming aware of and leveraging their core strengths, and then transforming their deep soul desires into reality.

Liz currently holds the position of Senior Leader at Accomplishment Coaching's Victoria, B.C. program.

ADMINISTRATIVE OFFICE

ADDRESS: 1901 First Ave, Ste 220 San Diego, CA 92101 **PHONE:** +1 (619) 238-3600

STAFF

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Lina Lampard, Operations Manager
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Clarice Connolly, Affiliate Support Specialist
HelpDesk@AccomplishmentCoaching.com

Vanessa Blanco, Programs Administrator
Programs@AccomplishmentCoaching.com

PROGRAM LOCATIONS

Accomplishment Coaching's Coaches' Training Program (CTP) and Leadership Development Program (LDP) classes for 2022-2023 are currently held virtually due to the SARS-CoV-2 Virus.

Students are sent a welcome letter via email at least 7 days prior to the first virtual interactive training module (weekend 1). The welcome letter includes their Leaders' cell phone number, time and day of first module including the zoom link and passcode.

Our programs start in the summer or winter.

Maximum Class size is 24 students. 1:12 leader to student ratio at capacity.

STUDENT SERVICES

No formal Student Services are offered at this time.



LIBRARY AND LEARNING RESOURCES

Accomplishment Coaching gives students access to a virtual library that can be found by logging into Canvas, our training platform. Students are affiliated when they register for a program. Once affiliated, students are granted access to the site. Leaders will explain how to use the site and all its offerings during the first-class session.

Each program year consists of seven to twelve modules, and Canvas has all necessary resources broken up by module. Participants can click on “Module One” to view all the handouts, books, movies, and other resources they will need for that module. In addition to the required program materials, there is a community section on the affiliate site. The community section allows participants, and graduates who remain affiliated, to share any resources they feel will be helpful to the community. This section also includes links to many industry and International Coaching Federation resources, to support participants in building their coaching careers and businesses.



INTERNATIONAL STUDENTS

Accomplishment Coaching accepts international students however we do not provide visa services or vouch for student status.

Our programs are instructed in English therefore participants must be comfortable reading, writing, speaking, and comprehending conversational and academic English. This is equivalent of a test score of 61 on the Test of English as a Foreign language. We do not offer English language services at this time.

ADMISSION STANDARDS

- Minimum 21 years old. (Copy of Birth Certificate, Driver's License, Passport or equivalent required)
- High school graduate. (Or equivalent, or other post-secondary institution required; copy of diploma, or other proof of completion required).
- A successful written application and review by a leader of the program.
- A successful interview by a leader of the program.
- English proficiency: if English is not the first language, the applicant is required to either submit a transcript/certificate from an English post-secondary institution or complete an IELTS exam with a minimum score of 5.

It is Accomplishment Coaching's policy to not accept credits earned at other institutions or through challenge examinations and achievement tests.



PROGRAM DESCRIPTION

METHODOLOGY, APPROACH AND STRUCTURE

The Accomplishment Coaching Coaches' Training Program is a core-competency based coach training program that includes personal development and transformational leadership development. We believe that good coaches grow others and great coaches grow themselves and others. As coach, we act as a shiny surface for the reflection of our clients, and we must do our own work to provide a seamless reflection.

Ontology—the study of being—is our core methodology. We fondly refer to the Coaches' Training Program as a boot camp for love and being. We use over 300 tools and distinctions to support an individual's ability to distinguish between a default way of being and a way of being that is reflective of our highest and best self. Once we are actively aware of these distinctions, we can choose how we are being in any given situation. We believe choosing our state of being (not just what we are doing or not doing) is core to generating sustainable change. We marry both the ontological approach and the facilitative coaching approach (goal setting, accountability, and action) to create results beyond the limits of the past.

This program is appropriate for those who want to build a private coaching practice and business; those who want to work as an internal coach within an organization; and those who want to develop their leadership in whatever profession they pursue. Additionally, the program is a vehicle for personal development that optimizes a person's quality of life—living from purpose, generating a future from possibility (versus probability and circumstances).

Graduates of the CTP can continue their education by participating in our Leadership Development Program (LDP). The LDP is a four-year program designed for coaches who are willing to embrace and fully empower our approach to Leadership Development. Those coaches who will support the Accomplishment Coaching brand and represent that brand with professionalism and a commitment to excellence. We invite people who are willing to empower the approach and empower the curriculum, totally. Therefore, we expect that participants will continue to build and develop their coaching practice, as well as be open and welcome training in improving their coaching skills.

Students are also guided through the process for obtaining their Professional Certified Coach credential or Master Certified Coach credential through the International Coach Federation once the requirements have been met. Coaches who successfully complete the Leadership Development Program and obtain ICF credentials may apply to be a Program Leader if all the requirements for that position are met.

CONCEPTS BEHIND OUR COURSES—CORNERSTONES

Coaches lead, and leaders coach™. Leadership is a fundamental part of being a coach. Coaching is a fundamental part of effective leadership. Our coaches know that in coaching another, they are providing leadership and partnership, and are clear about the responsibility and humble service that must always be included in this collaborative relationship.

Being is as important as Doing. Action without clarity of purpose, intention, and awareness of one's Being is insufficient for lasting change. Any meaningful and lasting change incorporates mindfulness (awareness) of one's own Being and the Being of others, along with actions required to produce the desired results.

Working from the future, with awareness of one's habitual patterns, is effective in producing breakthrough results. We train our coaches to create awareness of past and present circumstances and beliefs. We do not hold the past and present as limiting what's possible in the future. By creating this awareness, we can distinguish and choose between past/present constructs or created/future



constructs, aware of the consequences of either choice.

Coaches must know how to be successful businesspeople and must develop effective methods of keeping their coaching skills healthy and growing.

Coaches must be responsible, caring professionals who are clear about their own boundaries, and the boundaries of the profession. Our coaches are trained in professional ethics and rules of conduct including the ICF Ethical Guidelines.

It's the coach's job to reveal the client's brilliance. We train our coaches to coach free from ego and personal agenda. By remaining outside the client's context, the coach can ask powerful questions that support the client to reveal any limits the present context has for the client on what is possible.

Any area where a coach has not addressed his/her challenges or issues in life becomes a blind spot for the coach and underserves the client. Our coaches know their strengths and their weaknesses. They have worked with their own blind spots to bring to light whatever they have been avoiding in life. While they are not perfect, our work encourages coaches to be in process in every area where there is a perceived challenge.

MISSION, VISION AND COURSE GOALS

Our **Mission**: Unleashing the Power and Possibility of humans.

Our **Vision**: The greatness of human beings unleashed – power and possibility for all.

Our goals for the CTP are to create the following with each participant:

- To have a thriving, successful coaching business or leadership initiative as defined by the participant.
- To have the knowledge and skills to maintain and grow his or her coaching practice or expand their leadership capabilities within their own environment.
- To be competent to coach individuals in any of the following areas or topics: Money, Time, Relationships, Career, Business, Creative Projects, Spirituality, Well Being, Making Choices, Dealing with Breakdowns, Commitment, and Creating a Life According to a Designed Future.
- To be proficient in all the ICF Core Competencies and to follow ICF Ethical Guidelines.
- To be a coaching professional—clear about the ethical, professional, emotional, and physical boundaries of the coaching profession; aware of the signs and indicators that a client is in need of a referral to another professional (e.g., human resources, therapist, medical doctor, etc.); able to make referrals when needed.
- To achieve major desired changes in his or her own life. It is a fundamental tenet of our program that the participant must have applied the power of coaching to his or her own life objectives as a foundation for being effective with clients.
- To use the tools and distinctions from the training to coach people during the course of the program. The participant values themselves and makes a profound difference with other people.

COURSE STRUCTURE

Participants attend 7 modules for the intensive program format or 12 modules for monthly program formats (over the course of a year) where they directly interact (through Zoom) with the program leaders. Between modules, participants have weekly one-to-one phone coaching (for one hour) with an



LDP program coach who also attends the modules. Participants work with their program coaches on a weekly basis to further hone their coaching skills and produce results in their goal areas. In addition, program coaches provide co-coaching. In co-coaching, the participant records coaching sessions and receives feedback and training.

The modules comprise of 168 hours of student contact learning. The weekly program coaching provides an additional 48 hours for a total of 212 participant contact learning hours over the course of the program.

We use a variety of methods for delivering material—didactic training/teaching; exploration and discussion of topics; practice coaching; experiential exercises; guest speakers; and an experiential field trip. Each module emphasizes practice coaching—formally, with evaluators providing verbal and written feedback; and informally, as the group works together to learn coaching skills.

Each module participants' pair up for practice, support, and accountability. We provide a course-specific blog and conference calls to fulfill coursework and client goals between in-person modules. Participants create both individual and group commitments to the monthly coursework, which becomes an important training tool in coaching groups and teams as well as developing leadership strengths.

In the event of absence, public emergency or disaster, Accomplishment Coaching offers distance education for the Coaches' Training Program and the Leadership Development Program where the instruction is not offered in real time. Accomplishment Coaching shall transmit the first lesson and any materials to any student within seven days after the institution accepts the student for admission.

For distance education, it is Accomplishment Coaching's standard practice to respond or evaluate student lessons, projects, or dissertations in 7 days of receipt of assignment. An assignment will never be returned longer than the next program module or 30 days from receipt of assignment.





PROGRESSION OF CLASSES

COACHES' TRAINING PROGRAM

The Coaches' Training Program is designed on a gradient so that the beginning of the program addresses basic coaching and leadership skills and concepts, the middle addresses more complex concepts and intensive practice coaching, and the end focuses on refining participants' coaching proficiency. Participants cannot take modules individually or start the program midway through. By the end of the program participants are trained to coach in a variety of coaching arrangements (individuals, teams, etc.). Each module is designed to address ICF core competencies, issues in coaching, the development of a coaching business (where appropriate), and the development and transformation of the coach and leader.

Over the course of the year the participant grows their speaking and listening skills. They start by being present to receive a person's communication. By the end of the program, they are using multi-dimensional speaking and listening, where they are speaking and listening on many levels at once (context, content, etc.).

Early on participants are trained to support clients in creating effective goals, to ask provocative coaching questions, and to track progress.

As the program progresses, the participants are expected to generate themselves as coaches and leaders more and more. At the beginning, the program leaders direct and guide the conversations and model coaching to a large degree. Towards the middle of the program, participants lead various group discussions and practice coaching their co-participants. Toward the end of the program, participants practice coaching one another to a much greater degree.

MODULE 1 *Coaching Defined*

Program leaders introduce foundational ontological coaching distinctions. Program coaches coach participants to discover what gets in the way of their being fully present with other people. We introduce beginning coaching skills including basic goal setting and establishing the coaching agreement.

MODULE 2 *Basic Coaching Concepts including Establishing Trust and Intimacy and Coaching Presence*

Participant's practice using the ICF core competencies and coach the demonstration client. We explore self-care, values, and priorities.

MODULE 3 *Context and Ethics of Coaching*

Participants practice coaching in context, as well as content, to provide lasting change. We address ethical issues in coaching including therapy vs. Coaching, mandated reporter requirements, mental health resources, and referring out clients. A guest psychologist teaches about making appropriate referrals. We explore service and acknowledgement as access to being.

MODULE 4 *Sales, Breakdowns and Action*

Participants develop skill with tools for dealing with breakdowns/problems. We discuss sales from an ontological perspective including pricing, valuing self as coach, and discovering clients. Other topics in this module are coaching on a gradient and coaching proficiencies.



MODULE 5 *Spirituality*

Participants explore their own spirituality and are trained in tools to do in-depth personal exploration. This work includes having the client explore larger issues of purpose, destiny, fate and hope. We discuss speaking and listening as a coach, making choices, and the nature of reality.

MODULE 6 *Money*

Participants distinguish their relationship to and patterns with money and we train them in numerous tools to work with clients in this area. We address accountability structures and project tracking. A guest bookkeeper teaches about keeping financial records for a coaching business. A guest attorney discusses the fundamentals of setting up a small business.

MODULE 7 *Time, Integrity, and ICF Core Competencies*

We train participants in reinvention and structures for success. They are expected to be very familiar with the core competencies at this point in the program and are working on expanding their skills where there are gaps in their proficiency.

MODULE 8 *Commitment*

Participants look at powerful modes of speaking and commitment issues. We address a variety of ways to market a coaching business as well as discussing what gets in the way of generating a full client practice. Participants coach guest clients to develop competency and prepare for an oral exam.

MODULE 9 *Relationship Coaching*

Participants develop skill in working with individuals and couples on their relationships and explore their own issues and patterns in relationship.

MODULE 10 *Group and Organizational Coaching*

We train participants to coach people within corporate settings, including marketing to businesses and coaching in a group.

MODULE 11 *Leadership*

Participants explore coaching individuals in leadership positions and being a leader as a coach. We also discuss managing client plateaus; resources for ongoing growth; and keeping inspired as a coach. Participants take a final written and oral exam to graduate the program.

MODULE 12 *Completion*

We train participants in completing projects and ending coaching with clients, including preparing them for what's next. We discuss professional coaching alliances—associates in coaching, co-coaching partners, and strategic alliances.



ACADEMIA CALENDAR

HOURS OF OPERATION

Administrative Office is **OPEN** Monday thru Friday 9 am – 5 pm PST and is **CLOSED** on Holidays.

Program Module Hours

Saturday @ 10 am - 6 pm PST

Sunday @ 9 am – 5 pm PST

HOLIDAYS

Accomplishment Coaching observes the following US Public Holidays for 2023-2024:

Memorial Day – Monday, May 27

Juneteenth – Wednesday, June 19

Independence Day (observed) – Thursday, July 4

Labor Day – Monday, September 4

Thanksgiving – Thursday, November 23

Day after Thanksgiving – Friday, November 24

Christmas – Monday December 25

New Years' Day – Monday, January 1

Martin Luther King, Jr. Day – Monday, January 15

Presidents Day – Monday, February 19





OBJECTIVES, PREREQUISITES, CREDENTIALS & STANDARDS

MEASURABLE OBJECTIVES FOR STUDENT SUCCESS

After completing the Coaches' Training Program, the participants will demonstrate their ability and facility with tools, concepts, and practices key to coaching by:

- Passing requires a score of 70% or greater on written exams and an average of 50% on oral exams.
- Achieving their goal of creating a coaching practice and/or fulfilling on their leadership objective.
- Maintaining their coaching business over time and/or expanding their leadership in their organization.
- Producing increased levels of competency throughout the program in their coaching as evaluated by program coaches and program leaders.
- Producing specific, measurable results with their own clients.
- Maintaining ethical boundaries.
- Producing a fundamental breakthrough in their own lives and their way of operating as a human being and a leader.

PREREQUISITES

The following prerequisites are required of students entering the CTP;

- The desire to commit to a year-long, challenging program of training and development.
- The willingness and ability to manage their own health and well-being throughout the program.
- The willingness to practice coachability (i.e., being willing to create a powerful partnership) with their program coach and program leaders in training modules.
- A successful review of the application by a leader of the program.
- A successful interview by a leader of the program.

CREDENTIALS AWARDED

Coaches' Training Program

At completion of the program, the participant will be awarded an Accomplishment Coaching Graduate certificate OR if additional requirements are met Certification through Accomplishment Coaching. These additional requirements can be met and Certification can be awarded at any time subsequent to the program completion. Certification through Accomplishment Coaching qualifies graduates for subsequent International Coaching Federation credentialing.





STANDARDS OF PROGRESS

GRADING SYSTEM

Each test or exam is graded by a LDP Participant then records are submitted to the Programs Administrator including the percentage correct as well as a pass/no pass. The results are shared with the CTP Participant after the Program Module. Oral exams and Practice Oral exams are also evaluated on the ICF Core Competencies Rating Sheet with written feedback. Each written Exam requires a passing requires a score of 70%. In case of failure, we support participants to retake exams for passing grades. Participants have up to one year after completion of their course work to complete all requirements and to pass all exams.

In addition to passing all exams, the following are requirements for CTP participants for graduation:

- Attend all in-person coach training modules.
- Participate in 44 weekly 1:1 coaching calls (generally one hour) with his or her program coach throughout the program.
- Take on and support the participant team in taking on completion of assigned monthly practice areas (coursework between sessions).
- Coach the program's demonstration client at a module training session (using the ICF Core Competencies Rating Form) and be reviewed by the rest of the participants and the leader team. Also, coach the demonstration client for the following month and receive feedback and support from their program coach.
- Complete and return the four ICF Core Competencies Evaluation Sheets for all CTP Participants also known as a "Co-Coaching Session". In a Co-Coaching session, the CTP Participant will provide a coaching session to a client and receives evaluation on each skill as identified in the ICF Core Competencies Rating Sheet. These sessions can be performed either live with the LDP Participant observing and providing notes or through a recorded coaching session sent by the CTP Participant to their LDP Program coach. Note: These clients must come from outside the program and the coaching sessions must be completed outside of the Program Module.

ATTENDANCE POLICY



Attendance at all twelve program training modules 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 modules they cannot attend due to pre-existing conflicts which cannot be rescheduled.

MINIMUM ATTENDANCE REQUIREMENTS

Live or Virtual 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 module training days. In other words, participants are permitted to miss up to four (4) module training days of attendance 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 module training days. Links to the video footage of the missed module training days will be provided to the participant in the calendar week following the missed session.



Weekly Program 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 Program 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 were not anticipated at the time of application should be reported to their Program Coach as early as possible in advance of the relevant module 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 Program coach.

Policy Implemented: Dec 31, 2016

Last Revised: Aug 11, 2020



DISMISSAL POLICY

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 of 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.

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.

Policy Implemented: Dec 31, 2016
Last Revised: Aug 11, 2020

POLICY REGARDING STUDENT GREIVENCES

Accomplishment Coaching welcomes feedback regarding our curriculum and staff. At the end of each module, participants are given a feedback form to fill out for the module completed. Any issues or concerns a participant may have can be addressed on those forms if they choose. The forms are collected and given to the Program Leader for review.

CTP participants can also address any issues they have with their Program Coach on an individual basis. The Program Coach will then take the concern to the Program Leader for discussion and resolution. If the concern cannot be resolved the Program Leader will take the issue to the Senior Leader Team and finally to the Executive Team if deemed necessary.

LDP participants can express their issues or concerns with the Program Leader. If the problem cannot be resolved with the Program Leader, the issue can be escalated in the same order as above.

Every effort will be made to resolve issues or concerns expressed by participants.

DISPUTE RESOLUTION POLICY

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 PROCESS

When 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 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.

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 complaint.

CONTACT INFORMATION FOR PROGRAM LEADER AND CHIEF DEVELOPMENT OFFICER:

Jodi Larson, CDO jodi.larson@accomplishmentcoaching.com

Liz Zdunich, Program Leader liz.zdunich@accomplishmentcoaching.com

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 has filed a complaint on the basis that Accomplishment Coaching Canada has misled the 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).

Policy Implemented: Sept 15, 2016
Last Revised: Dec 31, 2016



RESPECTFUL AND FAIR TREATMENT POLICY

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 Coaching 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.

Policy Implemented: Dec 31, 2016
Last Revised: Dec 31, 2016



SEXUAL MISCONDUCT POLICY

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;
 - The 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 the intent to distress the person in the photograph or video;
 - The attempt to commit an act of sexual misconduct; and
 - 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:
 - When 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 submit a written complaint to their Program Leader, Liz Zdunich, through email at 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.
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 complaint.
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. 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.

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. 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 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.

Policy Implemented: August 31, 2021
Last Revised: August 31, 2021

GRADE APPEAL POLICY

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 Program Coach. Their Program Coach will review the test or coaching session evaluation and discuss with the Participant. If the Program 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 Program 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 Program 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.

Policy Implemented: Dec 31, 2016

Last Revised: Dec 31, 2016



TRANSFERABILITY OF CREDITS AND RECORDS

TRANSFERABILITY OF CREDENTIALS & CREDITS

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at Accomplishment Coaching is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Accomplishment Coaching Graduate Certificate you earn in Accomplishment Coaching is also at the complete discretion of the institution to which you may seek to transfer. If the Accomplishment Coaching Graduate Certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Accomplishment Coaching to determine if your Accomplishment Coaching Graduate Certificate will transfer.

Accomplishment Coaching has not entered into an articulation or transfer agreement with any other college or university and does not award credit for prior experiential learning.

TRANSCRIPTS AND RECORDS

The Programs Department maintains records for each student who enrolls in a program whether they complete the program or not. Student files are kept in the state of California electronically, indefinitely, and safe from fire or flood. Student records are kept in a password protected, secure digital folder which can only be accessed by Programs Administrators, Operations Manager and the Business Operations Specialist.

Student files contain the following documents: Transcripts of any formal education, high-School diploma or GED or equivalent, students application containing personal information including student's age, gender and ethnicity if voluntarily supplied by student, copies of all documents signed by student including contracts and instruments of indebtedness and financial aid, enrollment agreement, withdrawal documents (if applicable), leaves of absence (if applicable) and graduation documents, transcripts to include courses completed, not completed and dates of completion or withdrawal, credit for courses earned at other institutions, the name, address, website address and phone number of the institution, student projects submitted by graduate students, a document showing the total amount of money received from or on behalf of the student and the dates which the money was received, an itemized document showing any refunds, dates of refunds, reason for refund and person or entity refund was sent to, copies of any advisory notices or warnings regarding the students' progress, and complaints from the student.

Currently we do not offer financial aid or prior education or testing or experience that are relevant to the student's qualification for admission other than a high school diploma or GED, nor do we accept the transfer of credits from other institutions therefore do not include these items in student files at this time.

Transcripts may be requested after the completion of the Coaches' Training Program by writing to the Programs Administrators at programs@accomplishmentcoaching.com.





PROGRAM COST AND PAYMENT PLANS

REGISTRATION FEE & DEPOSIT

For The Coaches' Training Program, the participant agrees to pay a one-time, non-refundable application fee of \$250 CAD at time of registration. In addition, the participant agrees to pay \$1050 CAD deposit. The deposit is applied toward their tuition of \$21,800 CAD and deducted from their first tuition payment unless the participant cancels. The total fees collected at time of registration is \$1300 CAD and is referred to as the registration fee.

REGISTRATION REQUIREMENT

21+ years old, proof of high school diploma, GED or graduation from another school of higher education.

TUITION

COACHES' TRAINING PROGRAM

The participant agrees to one of the following payment options:



STANDARD PRICING	TUITION PAYMENT PLANS (CAD)
Payment in Full/Advance	A one-time payment of \$21,660 received before the first day of program month 1. The \$1,300 registration fee and \$135 workshop fee will be applied to their month 1 payment (This amount reflects a discount for payment in full in advance).
Monthly Payment Plan	A monthly payment plan of \$22,800 total tuition A deposit of \$1,300, plus <ul style="list-style-type: none"> o A first payment of \$600, due on program month 1. o And 11 succeeding monthly payments of \$1,900 commencing program month 2, with the last payment of \$1,900 due on the 1st of program month 12. Coach In Training's workshop registration fee of \$135, if any, shall be credited towards their last tuition payment.
EARLY REGISTRATION	DISCOUNTED TUITION PAYMENT PLANS (CAD)
To qualify for the Early Registration Discounts:	Registrations must be submitted more than three months prior to the program start.
Payment in Full/Advance	A one-time payment of \$20,000 received before the first day of program month 1. The \$1,300 registration fee will be applied to their month 1 payment.
Monthly Payment Plan	A monthly payment plan of \$21,120 total tuition A registration fee of \$1,300, plus <ul style="list-style-type: none"> o A first payment of \$460, due on program month 1. o And 11 succeeding monthly payments of \$1,760 commencing program month 2, with the last payment of \$1,760 due on the 1st of program month 12. Coach In Training's workshop registration fee of \$135, if any, shall be credited towards their last tuition payment.
MILITARY DISCOUNT	DISCOUNTED TUITION PAYMENT PLANS (CAD)
MILITARY DISCOUNT	A monthly payment plan of \$21,120 total tuition A registration fee of \$1,300, plus <ul style="list-style-type: none"> o A first payment of \$460, due on program month 1. o And 11 succeeding monthly payments of \$1,760 commencing program month 2, with the last payment of \$1,760 due on the 1st of program month 12. Coach In Training's workshop registration fee of \$135, if any, shall be credited towards their last tuition payment.
Active, Veteran, and Retired Military	Entitled to a 10% discount off the total program price of \$22,800 for a program price of \$21,120. (This offer cannot be combined with any other discount offered.)
LATE REGISTRATION	TUITION PAYMENT PLANS (CAD)
Payment in Full/Advance	A one-time payment of \$21,660 commencing on or before the 1 st of program month 2. The \$1,300 registration fee will be applied to their one-time payment. (This amount reflects a discount for payment in full, in advance.)
Monthly Payment Plan	A monthly payment plan of \$22,800 total tuition <ul style="list-style-type: none"> o 11 monthly payments of \$2,073 commencing program month 2, with the last payment of \$2,073 due on the 1st of program month 12. The \$1,300 registration fee will be applied to their first monthly payment. Coach In Training's workshop registration fee of \$135, if any, shall be credited towards their last tuition payment.



OTHER POSSIBLE COSTS INCURRED DURING THE PROGRAM

All of the books and movies assigned are available via the library, bookstores, video stores or online. These items must be obtained independently and are NOT purchased from Accomplishment Coaching. The cost for the books and movies if ALL are purchased is estimated to be approximately \$250.00 (paper) or \$185.00 (Kindle). Students are also required to obtain Professional Liability Insurance as described in Paragraph 12 of this agreement. This insurance must be obtained by the Coach In Training independently and is NOT purchased from Accomplishment Coaching. The cost of this insurance for the entire year is estimated to be \$400.00 to \$600.00; discounts are available for ICF members from their partner organizations.

ITEM	COST (CAD)
Books & Movies	\$185 - \$250.00
Insurance	\$400.00 - \$600.00
CTP Total costs including tuition	\$20,585 - \$23,650



FINANCIAL AID, PLACEMENT ASSISTANCE

FINANCIAL AID AND JOB PLACEMENT ASSISTANCE

Financial aid and job placement assistance are not currently offered. However, if a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal financial aid funds.



TUITION REFUND POLICY

ASSUMPTIONS AND 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 Canada, 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 Program 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:

- When Accomplishment Coaching Canada receives a written Notice of Withdrawal; or,
- When a Participant receives a Notice of Termination for their violation of a published school policy providing for termination; or
- 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 AND RETAINED FUNDS

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 continued on next page.



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 (ie. 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 (Eg.. 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 Coaches' Training Program, including attending training modules and Coaching sessions.)

Table continued on next page.



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 (Eg. 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).

Policy Implemented: Dec 31, 2016
Last Revised: Dec 31, 2016

ACCOMPLISHMENT COACHING AFFILIATION PROGRAM

All participants in the Coaches' Training Program are given the benefit of our Affiliate Program and are considered Affiliates.

Affiliation in this program can continue upon completion of the CTP by an invitation and is completely optional.

All participants in the Leadership Development Program continue their Affiliation at the Standard level as a requirement for the program.

There are two levels to the Affiliate Program after graduation from the CTP.

The Standard Level provides back office support and allows a graduate to use Accomplishment Coaching's bookkeeping and office services. Participants pay either 10% of collected billings or \$1,200 annually, whichever is greater.

The Flat Level provides students or graduates the use of our marketing materials and logo in addition to the above benefits. The service costs \$1,200/annually.

Both levels include access to new tools as they become available. Students also receive the benefit of marketing themselves as an Affiliate Coach of Accomplishment Coaching, are considered and can apply for any corporate jobs that Accomplishment Coaching may be hired for and have access to our monthly one-hour ongoing education seminars.



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.