

# PARTICIPANT ENROLLMENT AGREEMENT AND PROGRAM POLICIES

- Business & Professional Coaching Certificate Program
- Coaching In Organization Certificate Program

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Transformation Edge Coaching & Consulting, LLC  
Transformation Edge Business Coach Institute

# Enrollment Agreement

This Student /Participant Enrollment agreement contains the policies governing our programs and certification requirements.

After reviewing this documentation, if in agreement, you are asked to sign and date the agreement. Your signature reflects your agreement to the policies and requirements upheld by Transformation Edge Coaching & Consulting and the Business Coach Institute, our subsidiary.

The terms that are contained within the enrollment agreement are outlined as follows:

- Program Requirements
- Your Responsibilities
  - Participation and Code of Conduct Policy
  - Partial Completion Policy
  - Transfer of Credit Policy
  - Illness Policy
- Payment, Refund Policy
- Intellectual Property Policy
- DEIJ Statement
- Discrimination & Disability Policy
- Ethics Statement
- Grievance Policy

# Enrollment Agreement (Continued)

## Program Requirements

Prior to earning certification, applicant understands and agrees to complete the course work, attend all hours of training and fully participate, complete research and presentation, peer practice, complete the coaching practicum, submit all logs and papers, and demonstrate the ICF Coaching Competencies. Participant has up to three months after program ends to complete practicum and/or mentor coaching. A certified professional coach certificate is issued upon completion of the program requirements. After successful oral examination demonstrating ICF coaching competencies at the ACC or PCC level, participant will receive a certificate with the programs approval for ICF Credential Application. Student/ Participant agrees and understands that any opportunity for make-up will incur additional fee, unless prior arrangement is made with program director, mentors or facilitators.

## Your Responsibilities

- Adhere to the terms and policies of this enrollment agreement
- Ask questions as they arise
- Ask for help and support when needed
- Commit to the time and energy necessary to complete the program and hold self accountable

I have read and understood the terms and policies of this agreement. My signature below reflects my agreement.

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

# Policies

## Participation

- Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in program activities. We value the diversity our participants and focus on creating a safe space to allow all of us to be and participate as our authentic selves.

## Attendance

- In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meeting. Because life happens, we have built in opportunities to make up 10% of missed sessions. If you have to miss a session, meet with the facilitator to discuss make-up opportunities.
- If you have an emergency or become ill and are not able to attend a coaching session, please see our illness policy

## Course Engagement

- Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor and peers, mock and peer and assigned coaching activities, and experiential learning exercises. We build our learning experience around the Kolb model of adult learning: Learning Experience, followed by reflection, discussion, experimentation, synthesis and integration planning.

## Code of Conduct

- Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to: co-creating and abiding by ground rules for the cohort; arriving on time and participating with peers, respecting cultural differences and honoring the safe space of confidentiality.

# Policies

## Participation

### Code of Conduct (continued)

- Having your camera on for virtual live sessions.
- Listening when others are speaking and engaging in nonjudgmental dialogue
- Participating fully in all supervision and mentor coaching sessions.
- Prepare for the session, which involves text book reading, and videos when appropriate
- Engaging in discussions with integrity and honesty.
- Being present (silencing phones, participating in our transition in & out activities)
- Demonstrating ethical and respectful behaviors and avoiding disruptive and discriminating behaviors.
- We have the right, at our sole discretion, to suspend or cancel your enrollment in a program at any time, should you demonstrate unethical (breaching the Code of Ethics as set forth by the International Coach Federation, or breach of our Code of Conduct), without a refund, if the refund deadline has passed.

## Partial Completion

We will offer credit for partial completion of a program based on:

- The number of hours of the training sessions attended. If you are unable to complete the program, you will receive a certificate reflecting the number of hours of core competencies earned. If this situation occurs, please contact our coordinator, at [admin@transformationedge.com](mailto:admin@transformationedge.com) to inform us of your situation. Please include details about the program in which you were enrolled, and any additional relevant information. We will work with you and issue a certificate indicating the number of training hours completed.

# Policies

## Transfer of Credit

We will accept partial credit from other organizations or programs towards completing our level 1 or level 2 programs, if:

- You have completed a Level 1 program at another organization, we will apply your completed credit hours to our Level 2 program. You must provide documentation of your Level 1 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 our coordinator, at [admin@transformationedge.com](mailto:admin@transformationedge.com) for more information.
- You have partially completed a level 1 program at another organization, we will review your course work for the completed credit hours and determine how it maps to our program curriculum to facilitate a smooth integration if possible.

## Illness

- In the case of illness or medical emergency that prevents you from attending a session or impedes your ability to contribute to group work, please contact your facilitator or our coordinator, at [admin@transformationedge.com](mailto:admin@transformationedge.com) as soon as possible. We work with you, to create the opportunity to participate, if possible, or to make up the missed session or work, when possible. If it is not possible to make up the work or if you have to cease participating due to the illness, we will provide a certificate with partial credit, and you will be able to join another cohort of the program at a later date.
- If you miss any of the 10 hours of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

# Policies

## Payment/ Fees

All registrations are secured on a first-come, first-served basis. A non-refundable deposit of \$500 is required at the time of registration to hold a seat. Full payment is due seven days prior to the start of the program to secure your seat. Payment plans are available upon request. To request a payment plan, contact our coordinator at [admin@transformationedge.com](mailto:admin@transformationedge.com).

All payment will be in USD. We accept payment by:

- Credit Card/PayPal
- Direct Bank transfer via Zelle
- Purchase Order/Invoice

## Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least seven days before the program date. Registrants may contact our coordinator, at [admin@transformationedge.com](mailto:admin@transformationedge.com) to modify their registration.

# Policies

## Refund

Cancellation of or withdrawal from a program must be made a minimum of 31 business days prior to the program start date, to be eligible for a full refund.

- Cancellations made 30 days or more prior to the program start date will incur a fee of \$500.
- Cancellations made 11 to 29 days prior to the program start date will receive a 75% refund.
- Cancellations made less than (10) days before the course are not eligible for a refund.

Written notice of cancellation shall be effective on the date the withdrawal is received by Transformation Edge at [admin@transformationedge.com](mailto:admin@transformationedge.com).

Refunds will be made within (7) days following receipt of cancellation or withdrawal requests.



# Policies

## Intellectual Property

Transformation Edge Coaching & Consulting, the Business Coach Institute, and our team of associates' copyrighted and original materials shall be provided to the student/ participant for his/her individual use only. Student/ Participant shall not be authorized to share, copy, distribute, or otherwise disseminate any materials from the program staff (faculty/facilitators/coaches/mentors/SME's), electronically or otherwise without the prior written consent of the staff. Any permission given to adapt coaching tools for your use will be on a tool-by-tool basis. All intellectual property, including our copyrighted course materials, shall remain the sole property of Transformation Edge coaching & Consulting, the Business Coach Institute, and our staff/ team of associates. No license to sell or distribute materials is granted or implied. Workshop sessions may be recorded by our staff. These recordings in whole or in part, or transcriptions of them, may be used to support participant learning, credentialing or accreditation audits, or as marketing material to promote or create future products and services. By participating in this program, student/participant is consenting to this recording and distribution of material and granting a worldwide license to use name and voice, for such purposes without future compensation. You have the right to make a written request for any recording you participated in; in such case viewing/listening access will be provided.

# Policies

## DEIJ Statement

The ICF Global Board of Directors approved the ICF Statement of Diversity, Inclusion, Belonging and Justice in July 2020. Staff and volunteer leaders from ICF's six family organizations subsequently cosigned the statement. This statement of principles reflects a position we subscribe to as an accredited provider. Additionally, we:

- We value, promote and appreciate diversity, equity, and inclusion in every aspect of our business, from our staff/ team to our participants. We define diversity to mean the unique combination of various dimensions that makes each of us different from and similar to others. Those dimensions can include, but are not be limited to, abilities, age, gender, ethnic heritage, culture, sexual orientation, values, religion, income, family status, education, and geographic location.
- We aim to create equity in our programs, by:
  - Creating access to our programs through flexible enrollment and orientation processes
  - Customizing design for closed-enrollment programs
  - Committing to modeling and developing culturally competent coaches
  - Facilitating learning that accommodates different learning styles
  - Giving participants a voice in sharing what is working and deltas to make the experience even better
- As members of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect.
- We also focus our efforts on inclusion and belonging
  - (in-person or virtual), with each other and with our staff. We encourage and foster opportunities for participants to interact with each other to know and be known
  - We model the 5 domains of psychological safety to create a safe space for participants to bring their fullest selves into the room. Through creating relatedness and fairness, our participants increase a sense of belonging that last even after they have graduated from our programs.

# Policies

## DEIJ Statement (continued)

### Non-Discrimination Policy

It is the policy of Transformation Edge Coaching & Consulting and Business Coach Institute to:

- Have representation in our staff/team/faculty/coaches/mentors
- Welcome participants regardless of ethnicity, age, religion, color, national origin, gender, sexual orientation, gender identity, marital status, ability, or veteran status
- Create a learning environment which is free of discrimination and harassment, and seeks meets the needs of each of our participants, to the best of our abilities.
- Not tolerate conduct by any team member, client, participant/student, volunteer, contractor, or vendor which unreasonably interferes with a participant/student's ability to learn in a welcoming environment
- Investigate and address any reported discrimination and support the reporter as outlined in the Grievance Policy pages.
- We are committed to supporting individuals with disabilities by providing access to reasonable accommodations within our abilities. Please contact our coordinator, at [admin@transformationedge.com](mailto:admin@transformationedge.com) before enrolling to determine if your needs can be met.

# Policies

## Statement on Ethics, Integrity and Transparency

- **Ethics:** As an ICF Accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies. Our staff aspires to model the professional and ethical standards as professional coaches.
- **Integrity:** Doing what we say we'll do. Our commitment is to having congruence in what we say and do. We will act with honesty and humility as we endeavor to model coaching behavior and honor the tenets, roots, frameworks and competencies of coaching.
- **Transparency:** We provide access and visibility along with rationale of the learning materials, methodology, design and completion expectations. We believe that visibility fosters trust and reduces psychological stress, facilitating an empowering learning and development space.

By honoring these principles, we create a culture of fairness that promotes quality in our adult learning education and increases trust and participation and healthy conflict; all necessary for creating a transformative experience.

# Policies

## Grievance

We seek 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 delivery of content, design of the learning experience, and/or faculty/staff behavior. All grievances will be investigated and addressed to the best of our ability. The process for bringing a grievance is:

- A participant should first attempt to resolve the issue directly with the faculty/staff/participant with whom they have an issue. If participants are not comfortable approaching the individual, they can put their grievance in writing to the program director.
- If the program director is involved to address a grievance, an investigation will take place, and the director will work with all parties to resolve the issue.

# Testimonials

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“I had already successfully coached individuals in organizations and had amassed over 1500 hours as a coach or the Center for Creative Leadership. I wondered what benefit I would derive from this program.

All that I can say is: “Wow”! I learned more about coaching theory competencies and practice that I ever thought possible. I have successfully completed the ICF certification process, for which this program prepared me. I learned more about myself and what I wanted to do and be as a person and as a coach. I have already received a high ROI from my investment in this program, and expect to quadruple my coaching practice within the next year.”



“

Expatriates from Germany, we lived in the States for 4 years and the Business & Professional Coaching program was on the gifts of our stay. It not only qualified me as an ICF Business coach – it also enabled me to make valuable decisions for personal career.



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# CONTACTUS

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[WWW.TRANSFORMATIONEDGE.COM/BUSINESS-COACH-INSTITUTE](http://WWW.TRANSFORMATIONEDGE.COM/BUSINESS-COACH-INSTITUTE)

TRANSFORM THE WAY YOU  
THINK, LEAD, WORK, & LIVE

We partner with you transform the quality of the experiences, performance and relationships in your leadership, life and workplace. Our goal is to give you the competitive edge by leveraging your potential.



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