



RIHEL Coaching Academy POLICIES AND AGREEMENTS

The following policies and agreements pertain only to participation in the RIHEL Coaching Academy.

Participant Responsibilities and Agreements

Participants in the Coaching Academy must commit the time required to complete assignments and participate in all training events. The Coaching Academy sessions will be delivered through a combination of in-person and video-conference sessions (e.g., Zoom). Between the sessions, the participants read materials on coaching, complete self-assessments, develop personal use coaching resources, participate in on-line discussions, and review recorded coaching sessions. Participants must have regular, reliable access to the internet, access to the hardware (including a webcam), and software, to participate in distance learning Program activities. The Program cannot assume any costs for the computer and communication systems used by the participants, or travel to and from in-person sessions. Participants are encouraged to have the active support of their employers for this time commitment in the form of time-off from work to participate in the program sessions. (Employers may also support the Academy tuition and associated expenses of the participants.)

Participants of the Coaching Academy make the following commitments and understand that if they do not fulfill these commitments, their continued participation will be reviewed by the Coaching Academy faculty and Institute staff.

1. Commit the time necessary to fully attend all Coaching Academy sessions and fulfill the Coaching Academy assignments.
2. Be an active and respectful contributor to the Coaching Academy and participate fully in all program sessions. This includes being prepared for the session, participating in discussions and activities, assuming responsibility for one's learning, contributing to the learning of others, and embracing diversity and inclusion while respecting the dignity and humanity of others.
3. Complete all assignments required during the Coaching Academy.
4. Have regular, reliable access to the Internet, and necessary hardware and software to participate in the activities of the Coaching Academy. This includes having the camera on for virtual sessions.
5. Participate in the evaluation activities of the Coaching Academy.
6. Have employer support to commit the time to and participate in the activities of the Coaching Academy.

In addition, participants:

1. Understand that a federal law known as "the Buckley amendment" imposes limitations on the release of student records without the consent of the student and authorize the Regional Institute for Health and Environmental Leadership to release any record relating to their participation in the Coaching Academy.
2. Authorize the use of their name as a participant in the Coaching Academy and in evaluations of the Coaching Academy.



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3. Understand that as part of this Coaching Academy, they may be included in the creation of web pages that may contain information about them and authorize the release of this information.

Media & Publicity Agreement

Participants consent to the photographing (video and/or still) of themselves and the recording of their voice, the use of these photographs and/or recordings singularly or in conjunction with other photographs and/or recordings by RIHEL (also doing business as the Regional Institute for Health and Environmental Leadership) and its representatives. Participants further authorize the use, reproduction, and/or publication of said photographs and/or video that may pertain to them — including their image, likeness and/or voice—without compensation, and without further notice to or permission from the participant. Participants understand that this material may be used in various publications, public affairs releases, recruitment materials, training and educational materials, or for other related endeavors, including that this material may also appear on the Internet website of RIHEL.

Participants also understand that any such materials will be used by RIHEL with the highest integrity and discretion, with the intent to communicate responsibly and ethically, the subject matter contained therein. Participants also recognize that the use and publication of this material may make it available to others over which RIHEL have no control.

Payment Policy

All registrations for the Coaching Academy are secured on a first-come, first-served basis. Participant registration is dependent upon receipt of full payment. In some cases, arrangements may be made for an individual payment schedule by contacting Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. RIHEL accepts payment by check, ACH, or credit card. All payments will be in U.S. dollars.

Cancellation and Refund Policy

Coaching Academy registration cancellations must be made a minimum of 15 business days prior to the first date of the program to be eligible for a full refund. Cancellations made less than 15 business days before the course are not eligible for a refund. Requests for cancellations should be directed to Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. Written notice of cancellation shall be effective on the date the withdrawal is received by RIHEL. Refunds will be made within 45 days following receipt of cancellation or withdrawal requests.

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least 10 business days before the first date of the program. Participants may contact RIHEL to modify their registration at leanne.jeffers@rihel.org. Program changes will be allowed as long as there are spots available.



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Transfer of Credit Policy

At this time, RIHEL is not able to accept partial course credit from other organizations or programs for the Coaching Academy. Individuals with questions about this process should contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org.

General Disability Policy

RIHEL may be able to accommodate some learning or physical disabilities. To inquire about the possibility of accommodations, please contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org. Individuals with questions about this policy should contact Arron Mansika, Executive Director, at arron.mansika@rihel.org.

Illness Policy

In order to provide participants with the minimum required training hours for certification, it is important that participants are present at all program sessions.

If participants have an emergency or become ill and are not able to attend a program session, they must contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org immediately. Participants will be expected to complete the session materials, review the session recording (or if a recording is not available, review the session content with program faculty), and complete any missed coaching practice to make up for the missed session.

If participants need to miss more than **16** hours of the program, they will have the option to work with the program director to cover the missed material at their own expense or register for another course. If participants miss more than **2** hours of mentor coaching, they 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.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org.

Partial Completion Policy

RIHEL will offer credit for partial completion of the Coaching Academy. The number of hours awarded will depend on the number of hours of curriculum received. If a participant is interested in receiving partial credit for a Coaching Academy in which they are currently or were previously enrolled, please contact Leanne Jeffers, Program Director, at leanne.jeffers@rihel.org no more than 90 days after the course has ended. Participants must include details about the course in which they were enrolled, the number of credit hours they are seeking, and any additional relevant information. If approved, the



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participant will receive a certificate of credit from RIHEL indicating the number of training hours completed.

Grievance Policy

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

1. A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
2. If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program director at leanne.jeffers@rihel.org within 30 days. The program director will review the issue and talk to the participant within 14 days of receiving the complaint. The program director will work with all parties involved to resolve the issue.
3. If a participant does not feel the issue is resolved, a written request for an appeal should be sent to the RIHEL Executive Director at arron.mansika@rihel.org for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 60 days. All appeal decisions are final.

Statement on Ethics, Integrity, Transparency

As an ICF Accredited provider, RIHEL 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. You can read more about the [ICF Code of Ethics here](#).

RIHEL commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.

RIHEL provides full disclosure in promotional material, in print and electronic format, about the services and resources accessible to program participants and the degree to which what is purchased is sufficient to achieve the learning outcomes declared by the program syllabi and curriculum descriptions. Information made available to participants addresses what is, and what is not incorporated in RIHEL



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programs based upon associated ICF program requirements, including the number of training hours, type of training hours, and available mentor coaching hours.

RIHEL offers accurate and congruent descriptions between the written word and live interactions with provider personnel with regard to program elements, benefits, expected outcomes, expenses and access to resources and personnel to successfully satisfy program requirements.

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