



ICF AGREEMENT

PAYMENT AND FEES POLICY

Course Fee

Unless otherwise agreed, the course fee must be paid no later than 1 week after the start of the course. Invoice for registration fee of 10% will be sent upon registration. The fees are invoiced with additional VAT (25%). The invoices must be paid within thirty days from the invoicing date. You can cancel a place at an open education free of charge up to 30 days before the education's first course day. If you cancel 29 to 14 days before the first day of the education, 50 percent of the fee will be charged. Thereafter, the full fee will be charged. The course fee includes coaching during your education, course materials, documentation, and diplomas with CCEU/ACSTH points. You need to complete all the elements that are part of your education, including your individual and group mentor coaching, within 12 months from the first day of the education. CoachMastery follows the coaching industry's custom that the client contacts / calls the coach for coaching and coaching by telephone. You are therefore expected to call your mentor coach for your coaching conversations / sessions. The cost of the certification is not included in the fee but is paid directly to the International Coaching Federation.

Course Start and Course Length

You will receive a welcome letter approximately 3 weeks before the start of the course. CoachMastery may be forced to cancel or postpone a course if, for example, the number of participants is too low. If this is the case, it will be announced no later than 2 weeks before the start of the course. You will then be offered a new course opportunity or the right to cancel and get the course fee back. At our Diploma Coach Trainings, we have 8-12 participants. From the start of the course, you have one year to complete the components (course days, assignments, coaching with your clients and with your mentor coach).

Sick Leave

If you are prevented from participating in any course, you have the opportunity to make up for this on future courses. This is done within one year from the start of your education and subject to availability. Someone else in your organisation can, if

the necessary qualifications are available, take your place on the course in its entirety.

Secrecy

We follow ICF:s ethical guidelines regarding confidentiality. If necessary, we, internally within CoachMastery, may need to discuss individual course participants in order for them to achieve their goals. This if special needs arise and / or for guidance and coaching supervision purposes. By accepting the conditions for registration, you also accept this.

Other

CoachMastery follows current rules for Sweden's Authorized Training Companies (SAUF) and handles personal data in accordance with the Personal Data Act (1998: 204) and the GDPR. By accepting the conditions for registration, you also agree that we register your information. Your information is used if we need to reach you before or during your training, when sending information and for invoicing. The information is only accessed by those working within CoachMastery and the accounting / auditing firm. We use Teams and Zoom for virtual meetings.

Questions?

All questions are welcome! Are you missing something? Do you have special needs? Contact us by phone 0708-451939 Ann Kellheim or via email info@coachmastery.se and we will help you.

ILLNESS POLICY

Our illness policy is to co-create with the participant on how we best can find a good way forward. We try to put educations on hold when the participant gets ill or sick or have any other situation in their lives that hinders them to complete their education now. We refund if you have a medical certificate from a doctor when you or someone in your family are on a sick leave and this means you can't take your education now, and you are not capable of complete it later either. If you have a sponsor, we don't refund until we have explored options for them to for instance let someone else take the training or give someone coaching or anything else we can offer.

DISABILITY/DISCRIMINATION & DEIJ (DIVERSITY, EQUITY, INCLUSION and JUSTICE) STATEMENT

Our philosophy and our cornerstones in our education and all our coaching has always been that everyone we meet is ok (ref, OK- corall, Eric Berne, TA), capable, healthy, resourceful AND everyone is equal. We always treat everyone we meet with highest respect. We happily refer to and get inspired from the Ethical Rules of ICF. As soon as we bump into a drama or a question concerning the above, we contact the ICF ethical council. If we have participants with any kind of special needs, we happily arrange so these needs are met. We always strive to be authentic, respectful, and compassionate.

DISABILITY POLICY

CoachMastery supports individuals with disabilities and is committed to giving disabled individuals access to the necessary adaptations. In addition, we prohibit discrimination based on disability and ensure equal opportunity for all qualified persons with disabilities. We are committed to providing reasonable accommodation in accordance with all current laws. Individuals with questions about this policy, or who wish to request residents should contact Ann Kellheim at + 46 708 451939 or at; ann@coachmastery.se.

MANAGING LEARNING DISABILITIES

Our goal is to create a learning environment that meets the needs of each individual student. We can accommodate a variety of learning disabilities to make our program more accessible. Please contact Ann Kellheim at + 46 708 451939 or at: ann@coachmastery.se before registering to determine how we can meet your needs.

With regard to race, age, religion, color, creed, national origin, sex, sexual orientation, gender identity, marital status, disability, or veteran status.

- All staff and associates will not discriminate against any employee or participant based on race, age, religion, color, creed, national origin, sex, sexual orientation, gender identity, marital status, disability, or status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, nationality, origin, gender, sexual orientation, gender identity, marital status, disability, or status.
- All employees, students and other participants must be able to feel that it is an environment free from discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, sex, sexual orientation, gender identity, marital status, disability, or status. Our organization does not and will not tolerate misconduct by any employee, student, volunteer, contractor, visitor, or vendor that interferes with an individual's opportunity to thrive in a welcoming environment. Entrants wishing to report discrimination are encouraged to follow the specified online complaint policy. CoachMastery will immediately investigate all claims and all reports of inappropriate behavior.

REFUND POLICY

Our policy is to co-create with the participant on how we best can find a good way forward. We try to put educations on hold if the participant gets ill or sick or have any other situation in their lives that hinders them to complete their education at the moment. We refund if you have a medical certificate from a doctor when you or someone in your family are on a sick leave and this means you can't take your education now, and you are not capable of complete it later either. If you have a sponsor, we don't refund until we have explored options for them to eg. let

someone else take the training or give someone coaching or anything else we can offer.

TRANSFER OF CREDIT POLICY

Our policy is to be open minded and to co-create with all our participants and customers in every issue. We will accept partial credit from other organizations or programs when relevant (when it serves the participants learning and growing), if the participant has completed another coach training accredited by the ICF. Our first approach is, that participants are welcome to join our training with a reduced fee - though - our intention is that we want our participants to take our whole program, due to our learning process and that we then can guarantee the best quality and learning for the participant. We see this as a win win and that we can assure highest quality. Of course, every situation is individual, and we always explore the best way forward for our students, together with them.

PARTIAL COMPLETION POLICY

Our Partial Completion policy is to, in the case of only part of the training is fulfilled, i.e., not completed training or a having a pause, from the training the participant receives CCEU/ACSTH points for the hours the participant has attended. The number of hours awarded is based on the number of completed hours from the curriculum and submitted mandatory assignments.

COMPLAINT/GRIEVANCE POLICY

If anyone, participant, customer, or client has any complaints or confusion we encourage them to include us and bring it to their educator or coach, asap. Our second step, if so, is to encourage them to talk to our Director of Training or our CEO. We also encourage the educator or coach to talk to us. If helpful we always contact the ICF ethical council and enlighten our participants, customers, or clients to do so as well. We always encourage the learning perspective and use continuously Coaching Supervision, for all our coaches and co-workers.

CONFIRMATION OF YOUR PLACE IN OUR COACH TRAINING

Thanks for your confidence. It is hereby confirmed that you have x places on our training in Certified Coach/Coaching Supervision/Transformative Coaching xx-xx 2022 in Malmo. Your places are definitive when we have received your registration fee of 10% of the total investment. Regular price/place is SEK x excluding VAT, on 25%. Total: SEK x. Registration fee: SEK x. The remaining amount is invoiced 30 days before the course. Your billing information... Most welcome – We look forward to teaching and learning with you!

Ann Kellheim & Britt Weide