

# Enrollment Agreement

Welcome to The Art and Science of Coaching: Enablers of Effective Change Program. We operate our business and programs with a commitment to the highest level of ethics and quality. Please review the following course description & requirements and enrollment agreement. If you have any questions, please feel free to contact anyone of us. Please indicate by your signature that you understand the policies and expectations and will comply with these agreement and protocol in all aspects of your engagement with AcComm and Image International (AcComm)

## PART 1: COURSE DESCRIPTION AND REQUIREMENTS

The Art and Science of Coaching Certificate Program is for individuals interested in entering the field of coaching and managers and leaders in organizations seeking to become better in effective coaching. The program also guides leaders and managers how to apply coaching to support your change and transformation initiatives and effectiveness.

**This 125 hours** coaching education will offer intensive learning, practices, and feedback in coach core competencies based on **8 ICF's professional core coaching competencies**.

### *The program is for:*

- Organizations who are creating coaching culture
- Organizations who want to support your people to embrace change, learning and personal & professional growth
- CEO, C-suite and Executives
- Leaders, Manager, Supervisors and People Managers at all levels
- HR as Coach
- Executives in Organization Development and Learning & Development who seek to apply coaching with leading change and transformation
- Internal Coach and Corporate Leaders

### ***Learning Goals:***

As the world is constantly evolving, change is inevitable. Organizations need to adapt to ever-changing dynamics. Organizations are made up of individuals with different behavioral styles, emotions, and responses to change. Today's diversity makes change management more complex and time-consuming.

This program aims to support your organizations to apply coaching skills in the areas of:

- 1) Recognizing the distinctions of "coaching" and other disciplines
- 2) Deepening understanding of the eight ICF Core Coaching Competencies
- 3) Demonstrating these Core Coaching Competencies through coaching practices
- 4) Participating in giving and receiving feedback after coaching practices according to these competencies
- 5) Strengthening your organizations' capacity to embrace change
- 6) addressing the human side of change effectively
- 7) fostering a culture of resilience, learning and growth
- 8) supporting leaders and manager to navigate transitions for themselves and for their teams smoothly and effectively

### **Program Structure:**

The program consists of 125 hours of interactive & transformative learning and a weekly practicum that will lead to a certificate of completion.

- Student Contact Hours: 86 Hours (Synchronized)
- Weekly Practicum: total 39 Hours of self-study and peer practices (Asynchronized)
- 10 Mentoring Sessions spacing out through the program (7 Hours of Group Mentoring with a maximum of 10 per group + 3 Hours of Individual Mentoring)

### **Dates and locations**

Class dates can be reserved in advance, and the venue is either at AcComm's training venue or the customers' designated venue.

### **Languages:**

Classes are delivered in the Thai language with English materials. Students are welcome to practice in either the English language or Thai language.

## Number of participants per class

Recommended for 6 – 10 per class for effectiveness

## Learning and Development Methodology

Our learning is carried out in an interactive environment which encourages students to practice the skills. We use experiential training methods, including *role-play*, *self-assessment*, *workshops*, and *group exercises* to enhance learning. The instructor also coach and give feedback to students during exercises and practices.

Each student will have at least six formal practices and verbal feedback throughout the learning. At least four written feedback will be provided to each student. Some practices can also be *recorded* (with students' permission) so that instructor can precisely review and provide written feedback to support participants' continuous learning and growth.

## Requirements students must meet to enter the program:

- At least three years' work experience in public, state-owned or private organizations
- Demonstrate passion in helping others grow and unleash people's potentials

## Program Requirements:

To complete the program, students or participants are required to:

- attend 85% of the total face-to-face time in the class.
- have at least six formal coaching practices & feedback sessions observed and assessed by the ICF accredited instructor.
- have at least four written feedback after the practice sessions assessed by the ICF accredited instructor.
- complete the 30 hours of self-study and weekly practicum.

Students' participation and contribution in learning, practices, and feedback are paramount to success.

## Course Descriptions

**Phase 1: Mindset, Skills Set, and Tools Set (Coaching tools for coaching within organization)**

**Duration: 60 Hours – spacing out in 2.5 months**

**Phase 1: Course Descriptions:**

### Part 1: Mindset of Coaching

Part 1 includes welcome and introduction to the program. This part also includes objectives of the program and establishment of our agreement. The instructor will also introduce the definition of coaching according ICF's.

### Part 2: Core Coaching Competencies

Firstly, this part starts with introducing 8 ICF Core Coaching Competencies - with descriptions of the 63 Behavior statements or performance criteria.

Next, this part will continue to provide the knowledge of each competency in depth. The instructor will give simple models to aid understanding and demonstrate each coaching skill. We will master each competency through practices, group activities, discussion, self-reflection, and feedback.

This part will continue with coaching practices & feedback spacing out once a week.

### Part 3: Coaching Tools

Part 3 contains the tools set for leaders and managers for coaching within organizations.

## Phase 2: Coaching at PCC Level, Coaching and Change and Performance Evaluation

Duration: 65 Hours, spacing out in 2.5 Months

### Phase 2: Course Descriptions

#### Part 1: Coaching at PCC Level

Part 1 covers the review of 8 core competencies and develops the coach' ability to differentiate the ACC Level and the PCC Level of coaching.

#### Part 2: Coaching and Change

This second part of Phase 2 will continue to support students to embody the coaching mindset and skills set through the practices & feedback at the PCC Level.

This part also guides the students to apply coaching with the five steps of driving successful change and transformation.

#### Part 3: Performance Evaluation

Part 3 puts focus on preparing students for performance evaluation. **Finally, this part** will provide valuable guidelines for participants' preparation for the PCC path.

## PART 2: ENROLLMENT AGREEMENT

### ACCREDITATIONS:

I understand that The Art and Science of Coaching: Enablers of Effective Change Program is a Coach Specific Training Program and is an intellectual property of AcComm & Image International Co., Ltd.. Accordingly, it will be following procedures, policies and guidelines stipulated by each for granting training credit.

This program satisfies up to 125 hours of Coach Specific Training. As such, should I desire to become a certified coach by ICF, I understand that:

It is MY responsibility to:

- attend and fully participate in the program to receive a certificate of completion for the stipulated number of training hours
- obtain and document in a log the relevant client coaching experience hours required for my desired certification level, which includes getting permission from my clients to include them in my log; applicable, to document the relevant mentor coaching information required for my desired certification level
- obtain permission from my clients to record live coaching sessions for purposes of the ICF's performance evaluation;
- submit my application(s) to the ICF and satisfactorily complete the examinations necessary to obtain my credentials

### SERVICES:

I understand that AcComm & Image International and its faculty are not licensed by or representing any medical or therapeutic model. I further understand that this program does not constitute any type of therapeutic intervention. I assume full responsibility for my participation and use of the training materials.

### COPYRIGHT:

AcComm & Image International designed and developed the delivery of training which includes proprietary models, publications, web-delivered materials, and other copyrighted materials. All such models and materials offered in its classes are the sole properties of

AcComm & Image International Co., Ltd., subject to existing copyrights for which permission for use has been granted to AcComm & Image International Co., Ltd. by other individuals or organizations. All rights are reserved.

- I understand that as a condition of my enrollment and participation in this educational program, all copyrighted materials are not to be reproduced or used without written permission from AcComm & Image International Co., Ltd. (AcComm).  
AcComm will pursue appropriate legal and professional action for infringements of any kind, including reporting any associated ethics violation to the ICF.

### **COACHING PRACTICE:**

I understand that this AcComm's program includes extensive practice coaching. Participants in the program as well as "volunteer clients" will serve in the role of client during virtual classroom sessions. At any time that I am serving in the role of CLIENT, I understand and agree to the following:

- I am fully responsible for my physical, mental, and emotional well-being during my coaching session, including my choices, decisions, and actions.
- I am aware that I can choose to discontinue coaching at any time. I understand coaching does not involve the diagnosis or treatment of mental disorders nor is it a substitute for professional advice by legal, medical, financial, business, spiritual, or other qualified professionals.
- I understand that I am free to reject any advice, suggestions, or requests made by my coach at any time.
- I understand that certain topics may be shared with other participants and faculty for training and coaching purposes.
- I further understand coaching exercises provided in a virtual classroom environment are not private or strictly confidential.
- I release AcComm and its participants and faculty from any liability for my coaching sessions.
- I commit to being authentic and real in offering legitimate topics to be coached on—I will not create a hypothetical or imaginary issue to present to my coach.

- At any time that I am serving in the role of COACH, I understand and agree to the following:
  - I am responsible for providing coaching according to the ethical guidelines and best practices of the coaching professional as delineated in the ICF Code of Ethics and Coaching Competencies.
  - These guidelines and practices are available at [www.coachfederation.org](http://www.coachfederation.org) and will be included in my class materials.
  - I also understand that my client, whether classmate or “volunteer”, has signed an agreement for coaching with the same conditions stated above. I will honor those conditions in all my interactions with Clients.
  - I commit to doing my very best to practice the skills presented in the class and to avoid taking on the personal responsibility for “fixing” my client’s issue

**CLASSROOM CONDUCT:**

All participants are required to behave in a professional, ethical, and respectful manner throughout all of AcComm’s events and within any classroom or subsequent communication among AcComm’s participants and faculty.

I understand and agree that if I violate this standard of professionalism and respectful behavior, I may be discharged from the program, will forfeit all fees paid.

**NON-DISCRIMINATION POLICY:**

I understand that AcComm welcomes participants of any race, color, sexual orientation, gender expression, age, religion, disability, national or ethnic origin and does not discriminate in the administration of or admission to its educational programs.

Any participant behavior that disrespects such diversity will not be tolerated and will incur the penalties described in the paragraph above.

**HARASSMENT POLICY:**

AcComm is committed to maintaining a training environment that is free of harassment. Harassment is defined as any behavior that is unwelcome, unwanted, and creates an uncomfortable or hostile environment. This behavior can be in the form of sexual



advances and/or requests, jokes, comments, offensive remarks, offensive pictures. Harassment can also be verbal abuse or bullying. These behaviors are completely unacceptable and will not be tolerated. If any harassing behavior is observed or experienced, I will notify an appropriate AcComm's faculty or staff member.

AcComm will thoroughly and promptly investigate any and all claims of harassing behavior and commits to protecting your privacy as much as possible in the course of the investigation.

Verified claims of harassment will result in immediate action. Confirmed harassing behavior by a participant will result in the penalties described in CLASSROOM CONDUCT above. Confirmed harassing behavior by an employee, instructor, mentor coach, or consultant will result in immediate disciplinary action, up to and including termination of the individual's employment, contract, or other services, as applicable. The verification process is at the sole discretion of AcComm.

#### **RELEASE OF LIABILITY:**

Participation in AcComm's programs is at the participants' risk. I understand and agree to waive and release any and all claims against AcComm, its agents, faculty, or employees of personal injury or loss of or damage to property damage arising from participation in AcComm's programs. I also understand and agree that either virtual or in person classes may be recorded for the purpose of learning and feedback.

I give AcComm my permission to share these recordings, in part or in full, with members of my cohort and faculty. For any segment that includes my identifiable participation, AcComm must seek my explicit approval to share with anyone outside this agreed upon group.

#### **PARTICIPANT COMPLAINTS/GRIEVANCES POLICY:**

**I understand that a process for filing grievances is:**

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 can submit a written grievance to the program director (Email: [ACSTHSupport@acdc-asia.com](mailto:ACSTHSupport@acdc-asia.com)) within 7 days. The program director will review the issue and talk to the participant within 7 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 a partial tuition refund for the module they are currently in – prorated to the number of hours that have not been provided.

Dispute resolutions are limited to the individual's ASCTH fee paid, not the whole program fee. All appeal decisions are final.

### **PARTIAL COMPLETION POLICY**

I understand that when I partially complete the program, AcComm will consider to offer credit for partial completion of this ACSTH program provided that:

- The participant attended the awarded hours in person.
- The participant fully participated in the awarded hours.
- The participant demonstrated an ability to explain the 8 core coaching competencies.
- The participant demonstrated an ability to describe the importance of each core coaching competencies.
- The participant is required to contact the program director no more than 15 days after the course has ended.

If approved, the participant will receive a certificate of credit from AcComm indicating the number of training hours completed.

### **TRANSFER OF CREDIT POLICY**

**I understand that a process for filing grievances is:**

Participants, who partially completed this AcComm's ACSTH program in the past and would like to transfer the previous credit hours to the current program, are required to demonstrate the understanding of 8 ICF core coaching competencies and a 45 minutes coaching conversation to the program director. The transfer is limited to 18 credit hours only regardless of the number of hours previously attended.

### **ILLNESS POLICY**

I understand that it is important that I should be present at all class sessions. This program requires that participants attend 80% of the total face-to-face time in the classes.

If I have an emergency or become ill and I am not able to attend any sessions, I will contact my instructor or the program director or [ACSTHSupport@aclc-asia.com](mailto:ACSTHSupport@aclc-asia.com) immediately.

I will need to complete the session materials, review the session recording (if any), and complete a coaching session outside the live session to make up for the missed session.

If I need to miss more than **15** hours of the course, I will have the option to move to a different cohort.

**CANCELLATION AND REFUND POLICY:**

I understand I may cancel my registration in this Coaching Program with written notification to AcComm subject to the following terms:

- up to 30 days before the class, deposits are non-refundable but can be transferred along with any tuition paid to another acceptable participant or applied to a future program without penalty
- within 30 days prior to the class, all fees paid are non-refundable but may be transferred to a future class or another participant acceptable to AcComm.

The option to transfer to a future class expires 12 months after the start date of the current class and is subject to available capacity and the prevailing tuition rate in the desired program. The transferring or substitute participant must pay any tuition differential before the transfer can be confirmed. This cancellation policy applies to all tuition paid or payable according to an installment agreement. Any default on an installment plan is subject to penalties and reimbursement of collection fees.

\*\*\*\*\* Please initial each previous page, print clearly, and sign and date below:

Name \_\_\_\_\_ Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this executed Letter of Agreement for Training to [sarun@aclc-asia.com](mailto:sarun@aclc-asia.com)