



THE COACHING  
INSTITUTE

# STUDENT HANDBOOK

*Live Your Dream*

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## Welcome to The Coaching Institute

Thank you for becoming a member of The Coaching Institute. The Coach Institute is Registered Training Organisation (RTO Code: 21564). You are joining a school that has assisted over 1,000's of people to improve the quality of their lives, and to learn skills that have benefitted them, their families, their communities and their careers.

The Coaching Institute offers national and the recognition through our various programs. We are also the only award-winning coaching school in Australasia, having won or been finalists in the prestigious Telstra Business Awards and Business Women's Awards a number of times.

Our purpose is to provide the most outstanding coaching training, materials and support for students looking to become professional life coaches.

I would like to take this opportunity to welcome you to The Coaching Institute and let you know we look forward to supporting you on your journey towards becoming a successful coach. On behalf of The Coaching Institute team, including our administrative support, WOW Team, our trainers, facilitators and mentors we look forward to sharing your successes.

This handbook is a guide to the programs, your assessment, our poles and general information on The Coaching Institute study options within the recognition pathway of the International Coach Guild.

It is a preferred option for our many students who want to benefit from the training which has a blend of theory, practical based learning and who want the benefit of the recognition and who see themselves coaching around the world.

*Enjoy your exciting journey ahead!*

*Sharada*



Life is and it is not a  
short dress rehearsal.

Do what you love and  
give it your best; see  
your every effort as your  
signature on this earth.

Share your passion, your joy and your  
Kindness with people because they matter.

Life is about finding out what you're made of, so fulfil your promise.

Challenge the status quo often so we can fulfil our promise too.

Bring others with you and create  
something extraordinary together.

Value your imagination over your knowledge.

If you don't like something, change it; no excuses.

Keep your mind, your heart and your arms open  
to new experiences and welcome the adventure.

Value you. You're worth it. WOW matters.

Don't settle for mediocrity, there's plenty of that going around.

Make a difference. Live

Do the right thing, always.

Be humble when you shine and a  
champion for others. Live your life as if  
everyone is taking their cue from you.

Laugh often and loudly. your  
dream.



The Coaching Institute Manifesto 2012



Let outstanding  
**results**  
do the talking.

Be *passionate* and determined.

**Deliver**  
**WOW.**

**Take** *responsibility.*

Create fun with a little bit of *quirk.*

Bring out of the box thinking  
with a sense of *adventure.*

**Model** *excellence.*

Bring an insatiable  
hunger to learn and

**grow.**

The Coaching Institute **Values 2012**

**Build a positive**  
*team spirit.*

**Embrace and drive**  
*innovations & improvements.*



## Adult learning

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It is expected that all students approach their studies as ‘adult learners’, which requires personal responsibility for the management of emotions during topics which may be challenging or unfamiliar. It is okay to be upset by hearing, for example, about a coaching session which was challenging for the client, but it doesn’t mean that the conversation won’t take place. We each have the right to experience anything however we choose. What we don’t have the right to do is stop the content because you’re ‘upset’ and don’t want to hear it. You can switch off listening, you can request a transcript, and you can get class notes from someone else.

There are no ‘safe spaces’ created at ICI where an upset student can go to be counselled. We provide coaching, mentoring, and will be a sounding board for any member in our school, but we won’t agree that content is ‘upsetting’. We agree, based on the principles of cognitive behaviour therapy, that we create our own meaning for experiences, and we react to the meaning we *attach to the experience*, and not the experience itself. We are ‘meaning making’ and will always decide what something means. What this doesn’t mean is that a student can decide what something means and then insist this meaning they’ve created is ‘factual’ and that everyone else must be equally upset or upset because they’re upset.

This extends to receiving feedback designed to help you improve your coaching, to live discussions, to Facebook groups, to interactions with all students and all faculty.

If you are upset, talk with the person you have decided is the ‘cause’, knowing that we create our own meaning, and one person’s upset and is someone else’s delight, particularly when it comes to feedback. We don’t encourage anonymous complaints or opportunities to tear someone down because we don’t agree with their views. We prefer we each learn how to have difficult conversations with people, and what it takes to negotiate through potential differences of opinion.

All approaches to people within our community must be respectful and seek to understand. No one will be belittled, called names, excluded, judged, or in any way emotionally blackmailed to comply with someone’s preferred construct of what ‘should’ happen. It’s okay to disagree. It’s okay to not be on the same page. It’s okay to learn to have differences. And it’s essential to learn all of this to be effective in change work.

There are no ‘trigger warnings’ or labels on anything taught at ICI. It is expected that adult learners appreciate the differences in views they will hear, and that these differences are not the ‘trigger’ to an upset, but caused, based on cognitive behavioural therapy, by our own internal emotional reactivity. Given this, we ask that all students respect that our facilitators are human, they make mistakes, they aren’t perfect, and their humanity is just as important to them as anyone else’s.

Mistakes happen during human interaction. How we respond to this... with respect, understanding, compassion and openness to our own humanity... are the qualities clients seek in coaches. Your clients will make mistakes. You will make mistakes. No one in our community will 'pile onto you' for doing this, or in any way do anything negative. You will only receive understanding and compassion.

Basically, we run ICI with the assumptions that we're all human, we all can get upset, that we can all figure it out, and that we can support each other. We encourage compassionate support, care, forgiveness, and dignity and respect. We don't welcome dogma, righteousness, or judgement when someone is being human. It seems to work. I trust it does for you, too. 😊





## Section I: The Programs

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The Coaching Institute is Australia's most-awarded life coaching school. Our students love that they are assured of a phenomenal experience and the opportunity to be aligned with the best coaching training available

### *Course Duration*

The course content will be delivered in modalized content via online portal for the period of your membership and your course

The time taken to complete your course can vary, depending on the course requirements.

More information for specific details about your course duration, time commitment, assessment processes, etc. Please make sure you access, read, and understand a copy of your Course Handbook.

### *Online Learning Portal:*

<http://members.thecoachinginstitute.com.au/>

- Coaching Skills Modules #
- Business Skills Modules #
- Live webinars (register via ICI members area)
- Recorded webinars in ICI members area
- Facebook Group to assist you with current coaching and marketing units
- Recommended reading list
- Access to mentors to assist you to enhance your 1-on-1 coaching skills
- Access to classes “How to Coach Online”
- Access to mentors to assist you group coaching ( Master level & Professional level)
- TRIAD learning groups – via Facebook/Webinar

### *Your Assessment Overview:*

This assessment will help you to build your abilities around three major areas:

- ✓ Your personal awareness
- ✓ Your coaching skills, knowledge and ability
- ✓ Your business, planning and marketing skills, knowledge and ability

All three pillars of skill and experience are considered vital to your coaching success.

## Assessment Methods:

Assessment is structured throughout the course. If students are unable to achieve competency, additional support is provided through mentoring and access to re-assessment as outlined in our poles and procedures.

Assessment requires achievement across all tasks to demonstrate competence and includes:

- ❖ Written Questions
- ❖ Projects
- ❖ Practical Demonstrations
- ❖ Case Studies

*Submissions are staggered throughout your training so that they can be broken down into smaller amounts, and so we can assess your progress partway through your training. Extensions are available, however please note if you require an extension, you will need to contact the Wow Team at [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au) to organize your membership into the Master's Academy.*

## Certificates

On the successful completion of your training and payment of all associated fees, we will issue you with a Qualification Certificate (testamur), Statement of Attainment or Certificate of Attendance, depending on the training you have completed. Where units of competency are involved, the certificate will list the competencies.

Please keep your certificate in a safe place. Remember to use photocopies to accompany your resumes. If you misplace your original certificate, we charge a replacement fee to provide a reprint.



INTERNATIONAL  
COACH GUILD

## Section II: The International Coach Guild (ICG)

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VISIT THE ICG AT [WWW.THECOACHGUILD.COM](http://WWW.THECOACHGUILD.COM) OR  
EMAIL [CONTACT@THECOACHGUILD.COM](mailto:CONTACT@THECOACHGUILD.COM)

The International Coach Guild (ICG) was founded in 2013 by a group of coaches. Its purpose is to provide the most outstanding coach support and recognition in the world.

### *Overview of the Coach Guild:*

1. Recognises the school, the course and certifies professional coaches
  - a. This is unique in the world
2. Requires the school to meet minimum standards in terms of student care and support
3. Requires a specific number of hours of coach training to be delivered, with a mix of live classes and recorded classes
4. Requires the program to deliver ICG Core Competencies throughout its classes as a way of affirming best practice coaching skills
5. Offers a range of standards members can attain, based on their experience and hours of study
6. Offers opportunities for organisations to seek the best coaches for their coaching panels and coaching initiatives

*Most importantly separate yourself in the market and only be aligned with the  
BEST up and coming coaches World-Wide!*



*“The best session I’ve ever done!!*

*The Foundations training truly has changed my life. I feel like the insights I have gained during these three days will be with me for life and I will be able to set up my successful coaching career based on this too. I have also connected with so many likeminded students and have no doubt they will stay with me throughout this journey! If you are interested in your own self development or growth or interested in becoming a coach. Sign up!!”*

Foundations of Coaching Success Training, May 2020  
Jess, VIC.



## Section III: The Coaching Institute Culture

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The Coaching Institute's culture is our greatest success! We are quirky, creative, have fun and expect to deliver great results. We play music at our events. There is sometimes dancing. We ring bells, play games and laugh often.

We are not a conservative organisation that is restricted by the 'status quo' or history. We prefer to focus on where we're heading, and making sure we are delivering excellent service to our many members throughout the world!

If you are looking for a conservative, quiet, introverted and reserved training experience, we are not for you. We don't believe coaches succeed by holding back or waiting to feel 'comfortable'. In fact, our experience has taught us that the best results come when there is an atmosphere of fun and experiential learning.

The training may raise emotional issues as part of the training and certification. It is not intended to provide a therapeutic environment or be a substitute for ongoing counselling or psychotherapy, and that any unresolved issues which may surface and which may warrant counselling will be at my expense.

There may be sexually explicit content and the strong language used throughout the training. I understand that some discussions may be confronting and that I will participate only to the extent I feel comfortable. If I find a discussion too confronting I will notify a facilitator and leave the room if necessary.

We are driven by and love our ten values. We have these values on our walls, on our doors and in our manuals. We talk about them, relish them, and use them as a guide to how we're going. They can give you valuable insight into how we do things and whether how we do our thing is how you like to do your thing!

## 3.1 - How We Conduct Our Training Programs

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As a student with The Coaching Institute, you can complete your studies to suit your lifestyle and learning needs. Our courses are conducted using a wide range of flexible delivery methods, including:

- Face-to-face or Virtual training with several successful coaches and trainers
- Modules based on the level of training you have selected
- Audio and video's
- Live classes via Zoom with facilitators so you can attend classes from the comfort of your own home
- Live coaching demonstrations, giving you the opportunity to hear real coaching taking place
- Mentoring with trained mentors who have many hours coaching experience
- Member's Only Website with an extensive library of resources, including templates, videos, audio MP3's, and other downloads
- Coach and Connect networking events throughout Australia (check for availability in your capital city)

We also run free events periodically that, as a member of our school, you can attend.

We are definitely a unique school, providing fun and interactive classes, many opportunities to practice your new-found skills, and the opportunity to make lifelong friends.

### **PLEASE NOTE:**

Training at The Coaching Institute is conducted throughout the year, and there are several opportunities to attend. Training may take the form of webinars, live coaching, and face-to-face or Virtual training. It is the student's responsibility to ensure that they have studied the ICI events and webinar schedule and can attend the classes needed to complete their course and assessments.

The student is responsible for ensuring their availability and eligibility for any leave required to attend courses and classes. All travel, accommodation and associated costs are the responsibility of the student.

## 3.2- Training Attendance for Successful Completion

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### *Securing Your Spot in Your Training*

To commence training, you must have made the minimum payment for that training. Any student who has not finalised their payment method prior to the training event will be unable to attend the training. Please check with WOW Team for minimum amounts.

In order to attend a training event, your course payments need to meet the minimum payment amount required for that event.

This is because substantial Intellectual Property is being imparted by The Coaching Institute and must be fully recompensed.

### *Change of Training Dates*

If you are booked in to attend face-to-face in one of ICI training and are 60 days or more away from the booked date, you may request to move your training to the next available date without incurring a fee. If you are cancellation or rescheduling within 60 days of your booked training date, a \$500 (\*) fee will apply. If your request to change your training is due to medical reasons, a doctors certificate required provided to have this fee waived.

If you are booked to Live/Virtual training event, you may request to re-book your training to the next available date. If you are cancellation or rescheduling within 30 days of your booked training date, a \$250 (\*) fee will apply.

Change from face-to-face training attendance to via virtual training made within one month (30 days) will incur a change fee of \$250 to cover administrative costs.

\*Subject to change

For advice, contact the Wow Team at [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au)

### *Participation*

All students must meet their attendance obligations, as set out in their training plans. If you find you are unable or unlikely to be able to do so, you must discuss this with your Trainer and Wow Team (student support), as soon as possible. Failure to attend classes on a regular basis without acceptable evidence of incapacity may result in not meeting the assessment requirements for a course or unit of study. In some circumstances, if you have not satisfied the assessment requirements and wish to satisfactorily complete the unit, you will be required to re-enrol.

## 3.3- Code of Conduct

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The Coaching Institute is dedicated to excellence and to working with people who share the values of excellence, integrity and responsibility. We commit to:

- Our poles and general management practices which are created and adhered to as a path to the achievement and maintenance of high professional standards in both the marketing and the delivery of our courses and which will safeguard the welfare of all participants in our programs
- Professional and accurate marketing always carried out with integrity
- Recruiting students in an ethical and responsible manner
- Continually improving our standards of service to ensure our students' needs are consistently met in a timely and professional manner
- Conducting services in an honest, efficient, fair and transparent manner to our team, representatives and service providers
- Responding to our students queries and concerns in a timely manner
- Developing innovative ways to deliver coach training
- Responding to feedback provided by our students
- Ensuring facilitators are knowledgeable and well respected coaches
- Ensuring our students receive great value from our training programs
- Providing a dedicated support function to ensure students are well catered for and have an avenue for questions and queries





*“As a Global Quest Coach member, I have found that despite my entry level membership, the value I have received through the course material, the support team and social media platforms has been PHENOMENAL. I know that I'm tapping in to just a little of what is on offer, and already I'm learning so much. I have such a high level of trust in the ICI team and learning platforms, that one of my goals is to get connected to higher level membership as soon as I am able to. No looking back for me! If you're interested in this profession, ICI will teach you the skills you need to step into this vocation with integrity and care. If you're on the fence, just jump in - it's incredible!”*

Global Quest Coach member, May 2020,  
Melisa W, Melbourne, VIC.

## Section IV: Your Responsibilities as a Student

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We request that you conduct yourself in an ethical and responsible manner at all times when communicating with The Coaching Institute staff, facilitators, mentors and other students.

In your own study you are expected to:

- Take responsibility for your own study timetable
- Approach your chosen program with personal commitment and integrity
- Complete all required assignments honestly
- Submit work that is your own in its entirety and adopting an individual approach to assessment
- Not use the copyrighted materials of The Coaching Institute and claim it as your own
- Be respectful when contacting and communicating with other students and members of The Coaching Institute team

To join in and parttake fully in what's going on – it's the only way to learn :)

Students who are found in breach of any of these obligations, or any other inappropriate actions will be advised verbally, in the first instance then in writing of their breach and to set our expected levels of behaviour and conduct in the future. If, after a verbal warning and a written warning of inappropriate conduct is given and the student chooses to continue to behave in a way that is still inappropriate, the student will be asked to leave either the training session, webinar or in serious misconduct situations the course in its entirety. If this occurs all fees for services rendered and material provided will immediately become due. Should the student wish to re-attend the training, webinars or be reinstated, that decision will be at the discretion of The Coaching Institute. Request for re-attendance or reinstatement will incur an application fee.

### 4.1 - Academic Misconduct

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All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer or assessor about their knowledge, ability, or the amount of original work they have completed.

Where a staff member identifies or suspects academic misconduct, the assessment will not be accepted and the matter referred to the General Manager who will investigate the allegation and determine the course of action. Consequences may range from a verbal warning to removal from the course without refund. The General Manager's decision will be final.

## 4.2 Complaints and Appeals

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A complaints and appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by the team at The Coaching Institute in relation to the following processes:

- Student enrolment
- The quality of training delivery
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, student amenities, etc.

The Coaching Institute seeks to prevent complaints and appeals by adhering to The Coaching Institute's poles and procedures, relevant regulatory requirements, and the Student Handbook. Complaints and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive
- The complaints process is free of charge
- Privacy and confidentiality will be maintained and anonymity where requested
- The resolution of a complaint/appeal is the responsibility of all parties concerned
- It is our policy to ensure that each:
  - Complaint and appeal and its outcome is recorded in writing
- Appellant is given a written statement of the appeal outcomes, including reasons for this decision

Prior to submitting a complaint, students are to obtain a copy of our Complaints Resolution policy via the website at <https://www.thecoachinginstitute.com.au/poles-procedures> or available from the WOW Team.

## 4.3: Transfers/Change of Name and Address

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We are required to hold your full legal name in our records. If for any reason you change your name after you enrol with us, you need to provide us with details of your name change and a verified copy of the document to support the change. Complete the Change of Details form which can be downloaded from the Member's Only website, in The Coaching Institute Poles and Procedures section.

If you change your address or any contact details, you need to inform us in writing to ensure that all communication continues to reach you. In the case of ICI sending resources to the incorrect address as a result of not being informed of a change of address, the student will be billed for delivery costs.



*“The Foundations training content allowed me to really focus on who I am being right now and how to reconnect with my core being and intention to serve others. It challenged me to say yes and then work out the how while knowing that ICI and my incredible fellow trainees will support me taking action. It won’t be easy or safe, but I can now begin doing what’s needed to authentically expand myself and give to those around me. I understand now that any uncertainty and obstacles I have perceived and will encounter ahead are there for me to embrace so that I can, one step at a time, let go of what is not useful and grow. I am enough right now to move forward on this journey, and I belong with this inspiring community of likeminded people!”*

Foundations of Coaching Success Training, May 2020  
Gina, Canberra 2600, Act.



## 4.3 - Receiving Support

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You will need support from time to time that isn't covered in the curriculum. As a student with The Coaching Institute you have access to a dedicated support team (WOW Team) who will provide you with support and assistance throughout your program. Some of which are:

- **Frequently Asked Questions** available online provides information about your course and on how you can get the most out of your experience. This feature can be accessed on your online membership site (<https://members.thecoachinginstitute.com.au/>) via 'contact the wow team' function.
- **Email Support** from the WOW Team available with a guaranteed 24 hour response time for questions that you may have. Contact us at [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au)
- **Phone Support** available between 9am – 5:30pm EST with one of your WOW Team for direction and guidance on how to best succeed in your course.
- **Facebook/Online Support** available between 9am – 5:30pm EST for our overseas students. Contact us at [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au) and one of our WOW Team will connect with you to arrange support.
- **Mentoring** available for our Coach students. You can book your mentoring session by contacting the WOW Team via phone.

## 4.4: Student Feedback

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We love receiving feedback! Student feedback means we can improve and deliver even more outstanding training for you. Your feedback enhances student learning and support, and to identify where courses need improvement. Every training event you attend with us will include Student Feedback forms distributed at the training, with further opportunity throughout the course so that you can give us feedback about your learning experience. We value your comments and suggestions.

## Section V: Your Fees and Financing

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The Coaching Institute is a private training provider which provides its programs on a full fee-paying basis. As part of our Fees Policy, you must read the terms and conditions and Student Handbook carefully and understand your commitment in terms of non-refundable deposits and ongoing course fees that you will be responsible for, even if you chose to discontinue your course. There are no fee exemptions.

The Coaching Institute will not apply for Government grants, VET Student Loan or funding on behalf of a potential student. Grants and/or external funding are the sole responsibility of the student and The Coaching Institute's fee schedules apply regardless of how the student fees are raised.

The Coaching Institute Policy is to accept payment of enrolment no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, we may require payment of additional fees from the student. The Coaching Institute accepts payments through PayWay. Direct debits are not accepted for ongoing payments. For enquiries, changes or details regarding your payment options, please contact [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au)

Various services provided by The Coaching Institute attract fees. These are called Service Fees and are set out on Service Fees Schedule (below in Section VI) of this handbook.

### 5.1: Refund of Fees

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If you choose to withdraw from your course within 14 days of your enrolment, you will be refunded all fees paid to date based on table of value calculated. Notice of your application to withdraw must be received in writing by The Coaching Institute within 14 days of the date of your enrolment.

Outside of the 14 day period your eligibility for a refund and the amount of your refund (if any), will be determined according to the services rendered and materials provided as at the date of your written request to withdraw, as significant intellectual property is imparted upon enrolment.

### 5.2 Failure to Pay

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If you have chosen to pay your course fees by instalment you, need to be aware that if those instalments are in default, your access will be suspended and the whole amount of the course fee becomes due and payable. For students with more than one credit account, default on one account may cause suspension of all accounts.

If this happens, The Coaching Institute has the right to begin proceedings to have the applicable fees recovered. Once debt collection has commenced, the student will be responsible for all costs or expenses incurred during the recovery of the debt, made payable direct to The Coaching Institute.

## 5.3: Withdrawing from Your Course/Premature Course Release

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Throughout any of the programs a student can withdraw at any time, for any reason. However, fees are likely to be due to The Coaching Institute because the bulk of the intellectual property is imparted to you shortly after your enrolment into The Coaching Institute's programs.

Fees are calculated based on services made available to you up to the day written notice of withdrawal is received by the WOW Team. Please note, that fees are calculated based on provision of services as agreed, and not on whether a student has attended the webinar classes or training or accessed material and information made available to them.

As states in the terms and conditions a student may downgrade from a chosen program to a smaller program. However, the student needs to be aware that some fees may become due as a result of considerable Intellectual Property already having been provided, prior to the downgrade being possible.

## 5.4: Deferrals

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We recognise there are situations when students may need to defer their studies for a short period of time. The Coaching Institute is able to defer your course for a period of up to three (3) months in situations such as the following:

- Unexpected The travel
- Illness or serious injury
- Death of an immediate family member
- Irreconcilable marital breakdown

To apply for a deferral of your course you must send written notification to The Coaching Institute advising the reason for your deferral request and the length of time (up to three (3) months) you will need. Verbal and email requests are not accepted. Evidence of your deferral reason may be requested at the discretion of The Coaching Institute Directors. For more details see Course Deferral Policy on The Coaching Institute Membership Only website. Please note: Payments are not deferred or their delegates



*“Phenomenal virtual training!!!*

*I absolutely loved the virtual training for Business Skills II! Being able to interact with and see other students AND the facilitator was such an incredibly valuable experience! Thank you!!!”*

Jeanelle. Perth WA.



## Section VI: Service Fees Schedule

### *Expired or Graduate Students -Master Academy (If applicable)*

Expired or Graduate Students can transfer over to the Masters Academy. You can gain immediate access to all the resources of your previous level, which includes:

- Access to the WOW Team for support
- Access to the Members Only Website (at your level)
- Access to webinars – as well as all the new ones that we do
- Access to all Bonus trainings
- AND – you can re-attend your trainings at a 50% reduction in cost

APPLICATION FOR SPECIAL ASSISTANCE	FEES
Rescheduling of any face-to-face training (within 60 business days or less)	\$500
Rescheduling of any live streaming training (within 10 business days or less)	\$250
Change of Details	No fee
Course Deferral	No fee
Payment Deferral	No fee
Replacement of Certificate	\$100
Resubmit Assessment (2 <sup>nd</sup> resubmit to Assessor)	\$250 per assessment after first assessment
Debt Collection	At cost
Request for Credit Transfer	No fee

## Section VII: Legislation and Standards That May Impact On Your Studies

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For Australian Students, there is a range of government legislation and regulations that may impact on your learning with The Coaching Institute. The most relevant of these are listed below.

Should Students wish to explore any acts and standards in more detail you will find the link below:

### 7.1: Copyright Act 1968 (Cth)

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The Copyright Act provides legal protection for people who express ideas and information in certain forms, specifically, original literary, dramatic, musical and artistic works and subject matter other than works. Copyright protects the form or way an idea or information is expressed, not the idea or information itself. Copyright is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

[Copyright Act 1968 \(Cth\)](#)

### 7.2: Occupational Health and Safety

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Students have obligations under the Occupational Health and Safety Act 2004 (VIC) and the Work Health and Safety Act 2011:

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course or session being run by The Coaching Institute
- Students **MUST** carry out safety directions given by members of The Coaching Institute
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at The Coaching Institute

<https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

*NOTE: Students who do not comply with these legal requirements are in breach of the acts and can be fined under its legislative requirements.*

## 7.3: Anti-Discrimination

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It is the policy of The Coaching Institute to ensure that the Discrimination Acts of the State and Federal Governments are adhered to. These acts include, but are not limited to: Age Discrimination Act, Disability Discrimination Act, Racial Discrimination Act and Sex Discrimination Act.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

[Age Discrimination Act 2004](#)

[Disability Discrimination Act 1992](#)

[Racial Discrimination Act 1975](#)

[Sex Discrimination Act 1984 \(Cth\)](#)

## 7.4: Sexual Harassment

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Sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

The Coaching Institute team must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

[Sex Discrimination Act 1984 \(Cth\)](#)

## 7.5: Further Information

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Our aim is to provide you with the very best learning environment possible, so we have in place articles (The Coaching Institute's Poles and Procedures) which ensure this happens. These poles and procedures are discussed throughout this handbook but do not hesitate to contact Wow Team if you require more details. They can be reached on 03 9645 9945 during normal business hours or at [wow@thecoachinginstitute.com.au](mailto:wow@thecoachinginstitute.com.au)

## Section VIII: Where to Now...

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Once we have received your forms and you've completed all payment details, you will receive a Welcome Email with login details to your online members' area. Your online members' area will provide you immediate access to a "Welcome to Your Coaching Journey" webinar, your pre-learning pack, including the manual, Starter Kit welcome from the Founder Remi (Sharon) Pearson.

You will then be booked in for an interview with a Wow Team Member – this interview (PSPS) is to clarify your goals as a result of completing your chosen program and to ensure we know how you would like to be supported throughout your training at The Coaching Institute.

### 8.1 Pre-Training Review

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Prior to your formal enrolment in a training program ICI will conduct a Pre-Training Review;

- Discusses your career aspirations and motivations,
- Ascertains the most suitable qualification for you to enroll in, based on your existing educational attainment, capabilities, aspirations and interests, and considering the likely job outcomes from the development of new competencies and skills
- Identifies any competencies previously acquired by you through a Credit Transfer application or refer you to a Recognition of Prior Learning process
- Conducts a Language, Literacy and Numeracy assessment (see below)
- Discusses with you the learning strategies and materials used in the course to check they are suitable for you.

#### Language, Literacy and Numeracy (LLN)

All our applicants are required to undertake a LLN assessment at enrolment. This is to ensure we can assist you if necessary, with sufficient support to achieve your qualifications, in line with the requirements of the training package and the needs of the workplace. If you feel you will need additional support, please bring this to our attention so we can be sure we are in a position to be able to provide it.

## 8.2: Getting You Started

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It's simple. To enrol in The Coaching Institute's programs, you must read our terms and conditions and our Student Handbook and complete a Student Acceptance Form which asks you to acknowledge having read and understood the terms and conditions and the Student Handbook. Terms and conditions apply to every enrolled student with The Coaching Institute. We recommend that you download the terms and conditions and Student Handbook and view our poles in full on The Coaching Institute's Poles and Procedures section of the website. We're pretty strict about this and enrolment will not be accepted unless you've signed and agreed to the Terms and Conditions and the instructions within the Student Handbook.

Once you've done that, and we've 'rung the bell' for you and dance (yes, really) to celebrate YOU getting started, you will be booked into your Personal Success Planning Session, where you will have the opportunity to share your goals and dreams, talk about what you expect from us, explore your beliefs about success and get to know the Wow Team.

Bring any questions you have to your Personal Success Planning Session 'PSPS' so we can start supporting you on your learning journey straight away.

## 8.3: Privacy Statement

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The Privacy Act 1998 essentially says that all personal information you provide to us will be secured and will not be shared or disclosed to anyone without your written consent. This also applies to you in terms of you not providing information about someone to a third party.

Video and still photographs may be taken for training and/or marketing purposes at face to face events and/or Virtual training event. By signing your Disclaimer and consent Form you give approval to be filmed and photographed unless you advise us otherwise by signing a waiver at the event.

The Coaching Institute may retain all information provided to it during the enrolment process and the student journey. Our website and data storage facilities uses physical, electronic and managerial procedures to protect information collected to protect the loss, misuse and alteration of the information under our control. The use of these security measures is not a guarantee that information will not be intercepted.

Demographic and profile data collected at our site may be added to a database maintained by The Coaching Institute to customise your website experience. It may be used to contact users of the web site for online surveys or advocacy purposes if the user has indicated an interest. No personal information is ever shared or sold to a third party.

Protecting our student's privacy is important to us.

## Privacy Statement & Student Declaration

### Privacy Notice

Under the *Data Provision Requirements 2012*, The Coaching Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by The Coaching Institute for statistical, administrative, regulatory and research purposes. The Coaching Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt-out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).



## 8.4: Provision of Services

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I fully understand the training and support services and the content as listed in the course outline that will be provided to me in my enrolled course with The Coaching Institute.

## 8.5: Acknowledgement

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I have signed acknowledgement of my understanding of this privacy statement, provision of services and other content contained herein on the student acceptance form.

I am aware that:

The training may raise emotional issues as part of the training and certification. It is not intended to provide a therapeutic environment or be a substitute for ongoing counselling or psychotherapy, and that any unresolved issues which may surface and which may warrant counselling will be at my expense.

There may be sexually explicit content and strong language used throughout the training. I understand that some discussions may be confronting and that I will participate only to the extent I feel comfortable. If I find a discussion too confronting I will notify a facilitator and leave the room if necessary.

The training may be streamed live to other students participating from offsite locations and be recorded for training and marketing purposes.



*"I loved the standard Sharon set for the room. To be a part of a community of absolute excellence and nothing less! I loved Sharon showing me my cognitive dissonance... And continued to do so until the very last second. Honestly it's difficult to put into words the amount of value received not only in the first ten days but the following four kick-ass days. I'm a very proud ICI Trainer and honoured to say I was part of such an amazing training. Forever grateful. Thank you!"*

Meta Dynamics™ Facilitation Training, September 2013,  
Lexi, QLD.



## *Disclaimer Notice*

The Coaching Institute makes this material available on the understanding that users exercise their own skill and care with respect to its use. Before making any decisions based on the material contained within this Student Handbook, users should carefully evaluate the accuracy, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their particular circumstance.

The information & poles contained within this Student Handbook are current at the time of printing. The poles and information is subject to change. We recommend that students periodically refer to The Coaching Institute website for a current version of this handbook, or contact our head office on +603 9645 9945 for the latest version.



**THE COACHING**  
**INSTITUTE**

**Your coaching journey starts  
here...**

**Inspire the Extraordinary**

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