



INTERNATIONAL

COACHING INSTITUTE

Live On Your Terms

STUDENT HANDBOOK

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Welcome to International Coaching Institute

Thank you for becoming a member of the International Coaching Institute. You are joining a school that has assisted over 1,000's of people to improve the quality of their lives and learn skills that have benefitted them, their families, their communities, and their careers.

International Coaching Institute offers national and international 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 International 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 policies and general information on International Coaching Institute study options within the international 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 international recognition and who see themselves coaching around the world.

Enjoy your exciting journey ahead!





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.*





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.

Build a positive
team spirit.

Embrace and drive
innovations & improvements.



Adult learning

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

International 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 modularised 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 Student Course Guide Handbook.

Online Learning Portal:

<http://members.internationalcoachinginstitute.com>

- 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)

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 policies 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@internationalcoachinginstitute.com 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 Certificate (testamur), 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.



Section II: The International Coach Guild (ICG)

VISIT THE ICG AT WWW.INTERNATIONALCOACHGUILD.COM OR
EMAIL CONTACT@INTERNATIONALCOACHGUILD.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 International 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!!”

Section III: International Coaching Institute Culture

International 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!

How We Conduct Our Training Programs

As a student with International 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:

- 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 of coaching experience
- Member's Only Website with an extensive library of resources, including templates, videos, 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 International Coaching Institute is conducted throughout the year, and there are several opportunities to attend. Training may take the form of webinars, live coaching, or Virtual training. The student's responsibility is 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.

Training Attendance for Successful Completion

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 International Coaching Institute and must be fully recompensed.

Change of Training Dates

If you are booked in to attend 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 30 days of your booked training date, a \$500 (*) fee will apply to cover administrative costs. .

*Subject to change

For advice, contact the Wow Team at wow@internationalcoachinginstitute.com

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.

Code of Conduct

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

- Our policies 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 TCI 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, TCI 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: Student Responsibilities

We request that you conduct yourself in an ethical and responsible manner at all times when communicating with International 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 International 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 participate 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 International Coaching Institute. Request for re-attendance or reinstatement will incur an application fee.

Academic Misconduct

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.

Transfers/Change of Name and Address

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,

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 TCI 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.

Section V - Receiving Support

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 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
- **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@internationalcoachinginstitute.com 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.

Student Feedback

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 VI: Your Fees and Financing

International 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.

International 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

International Coaching Institute makes every effort to ensure students are aware of course fees and the ongoing financial commitment required to ensure the successful completion of courses. On enrolment and prior to acceptance of course fees, a credit check is completed on all students.

Enrolment will only proceed on the return of a positive credit check. International Coaching Institute reserves the right to review enrolment and may advise the student to reconsider. If enrolment has proceeded at the student's request, then the decision's responsibility is solely with the student

Outstanding Student Fees

Failure to make payments as agreed will result in all recovery costs being the responsibility of the Student and become due to Builders Institute.

The Certificate will not be issued to any student that has not paid their fees in full

Description of Services	Fees
Change of Student details	No fee
Debt Collection	At cost
Replacement of Certificate / Record/Transcript	\$100
Request for Credit Transfer	No fee
Request for Recognition of Prior Learning	Per unit
Application for Exemption	\$500
Rescheduling of any training (within 30 business days or less)	\$500
Course Deferral	No fee
Payment Deferral	No fee
Cancellation of Mentoring session with less than 24 hours notice	At cost

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

Refund of Fees

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 International Coaching Institute within 14 days of the date of your enrolment.

Email: wow@internationalcoachinginstitute.com

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.

Description of Services	Refund
Enrolment Fees + resources fees cancellation within 14 days of enrolment /prior to the course commencing	Full refund
Enrolment Fees + resources fees cancellation after 14 days of enrolment & the course commenced	No refund
Failure to attend confirmed classes	No refund

Failure to Pay

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, International 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 International Coaching Institute.

Withdrawing from Your Course/Premature Course Release

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

Procedure

A student opting to withdraw from a training course will do so voluntarily by request or be identified as being in default and invoke the withdrawal process.

Student Initiated

A student opting to withdraw will do so voluntarily by request in writing to Student Support citing reasons for withdrawal from course.

On receipt of notification a Student Support team member is to make contact with the student to establish reasons for withdrawal and on completion forward form Application to Withdraw from Course to the student with instructions to complete and return.

The completed Application to Withdraw from Course is to be submitted to the Student Support Manager for determination.

Any fees deemed to be outstanding are to be calculated using the Table of Values.

On determination, the Student Support Manager is to inform the student of the outcome and advise Accounts and Administration of the determination.

Any refunds entitled to the student will take from 6-8 weeks to process

Default initiated

On default of payment the student will be notified and re-bill process activated.

If, on the expiry of 5 days the account remains outstanding the student will be advised in writing giving 7 days to pay. If, on the expiry of a further 13 days (18 days from re-billing) the account remains outstanding the student will be further advised in writing given 7 days to

pay. At this point the student will be further advised that his/her training has been suspended. Access to training resources will be denied.

If, on the expiry of a further 10 days (28 days from re-billing) the account remains outstanding the student will be notified in writing that debt collection will be initiated. At this point the student will be advised that their training has been cancelled. All costs incurred in the debt collection process will be borne by the student.

Deferrals

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 international 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 International 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 International Coaching Institute

Please note: Payments are not deferred or their delegates

Section VII - Complaints & Appeals

Definitions

A complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the International 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; and
- other issues such as discrimination, sexual harassment, student amenities, etc.

By following the steps listed International Coaching Institute will ensure that the complaint, or appeal shall be handled in a professional, timely and confidential manner

Complaints Procedure

1. The complaint or appeal is received in writing.

Position: Student Support

Email: wow@internationalcoachinginstitute.com

2. On receipt of the complaint, the recipient of the complaint is to forward the complaint to the Student Support Leader/Manager for investigation.
3. The Student Support Leader/Manager investigates the matter and responds to the complainant in writing within 5 working days of receipt of the complaint.
4. Where the Student Support Leader/Manager considers **more than 60 calendar days** are required to process and finalise the complaint, the Student Support Leader/Manager will:
 - a. Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b. Regularly update the complainant or appellant on the progress of the matter.
5. Where the complaint relates to assessment, once the assessment process has been followed as per the Student Assessment Tool, the complaint should be made in writing to the General Manager within 5 working days of receiving the assessor's determination of the outcome.

Appeal Procedure:

6. If the complainant remains unsatisfied with the outcome and wishes to pursue the matter further, a final appeal should be made within 3 days of receiving the outcome to The General Manager.
7. The General Manager will investigate and respond within 10 working days and the decision of the General Manager becomes final.
8. If the resolution is not reached and the complainant remains dissatisfied, the complainant *may* request ICI to provide for review by an appropriate party independent to ICI and to the complainant or appellant.
9. ICI will file the outcome report in the students file and ACT, complete details in the Complaints Register (electronic and hardcopy) and activate Continuous Improvement/Risk Management action if appropriate.



“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!!!”

Section VIII: Legislation and Standards That May Impact On Your Studies

For Australian Students, there is a range of government legislation and regulations that may impact on your learning with the International 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:

Copyright Act 1968 (Cth)

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 \(Cth\)](#)

Occupational Health and Safety

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 International 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.

Anti-Discrimination

It is the policy of International 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](#)

[Racial Discrimination Act 1975](#)

[Sex Discrimination Act 1984](#)

Sexual Harassment

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.

International 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 \(Cth\)](#)

Section VIII: Where to Now...

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 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.

Getting You Started

It's simple. To enrol in International 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 policies in full on International Coaching Institute's Policies 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.

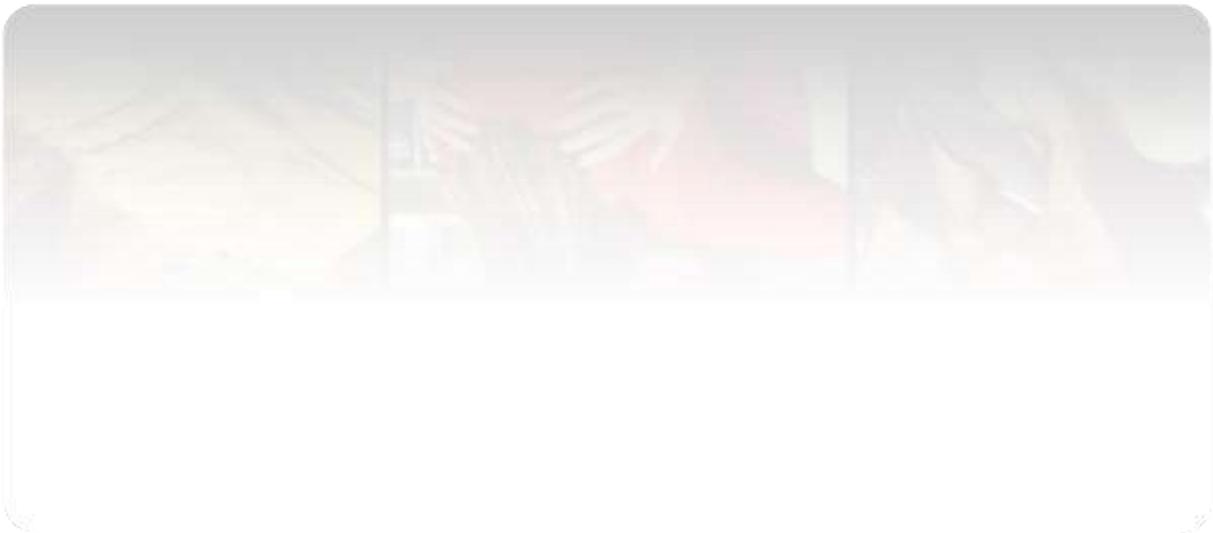
Once you've done that, and we've 'rung the bell' for you and dance (yes, really) to celebrate YOU getting started, you will be booked into your Personal Success Planning Session, where you will have the opportunity to share your goals and dreams, talk about what you expect from us, explore your beliefs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



“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 TCI 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

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



INTERNATIONAL
COACHING INSTITUTE

Your coaching journey starts
here...

Inspire the Extraordinary

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