



# AC POLICIES AND PROCEDURES

## **COACHES TRAINING PROGRAM**

### **Coaches' Training Program Registration Fee:**

The participant agrees to pay a one-time non-refundable registration fee of \$625.00. This amount is applied toward their (maximum) tuition of \$18,000.00.

### **Coaches' Training Program Tuition:**

The participant agrees to one of the tuition payment options offered in the Tuition Schedule by the enrolling coach and/or administrator at the time of enrollment.

\*Note that in the event of Coach In Training's early withdrawal from the Coaches Training Program as noted in the Enrollment Agreement, Coach In Training shall forfeit any and all discounts provided by Accomplishment Coaching, and their monthly tuition shall be prorated to fifteen hundred dollars (\$1,500.00) per month.

### **Withdrawal Requests from the Coaches' Training Program:**

Coach In Training may withdraw from the Coaches Training Program or otherwise terminate this Agreement before the scheduled end of the program by providing Accomplishment Coaching with **3 full months' written notice**. Upon Coach In Training's providing of such notice, the termination shall not be effective until the end of the third full month following the date that the notice is provided. For example, if Coach In Training were to provide such notice of termination on February 25, Coach In Training would be required to pay full tuition for the months of March, April and May with a termination date of May 31. And until the termination date, Coach In Training could, and would be encouraged to, still participate fully in the Coach Training Program, including attending training weekends and Mentor Coach coaching.

Upon Coach In Training's providing of notice of their intention to withdraw from the Coaches' Training Program or to otherwise terminate this Agreement before the scheduled end of the program, they shall forfeit any and all tuition discounts and the tuition due to Accomplishment Coaching for those months of the Coaches Training Program that Coach In Training has completed shall be prorated to fifteen hundred dollars (\$1,500.00) per month. Further, Coach In Training shall be required to fully pay all tuition owed to Accomplishment Coaching under the terms of the Coaches' Training Program Enrollment Agreement upon Coach In Training's providing of their notice of termination.

### **Student Conduct, including causes for dismissal and conditions for re-admission:**

Each of the following events shall give rise to Accomplishment Coaching's right to immediately terminate Coach In Training from the Coaches Training Program without any refund or reimbursement of the full tuition paid or required to be paid under the terms agreed upon within the Coaches' Training Program Enrollment Agreement:

No Dual Relationship policy: Coach In Training's engaging in a romantic or sexual relationship with another participant in the Coaches Training Program and/or any person on Coach In Training's Coaches Training Program Leadership/Training team. This means that during the course of the year-long program, participants are prohibited from beginning any new relationships with other participants, members of the leadership and support team, or other leaders in the company. This includes any businesses that they or their immediate family are a part of (outside of coaching) and any and all intimate relationships of a romantic and/or sexual nature.

Coach In Training's breach of any of the duties of confidentiality created by Paragraph 19 of the Coaches' Training Program Enrollment Agreement.

A health-care provider's opinion that Coach In Training's continued participation in the Coaches Training Program would expose Coach In Training, and/or the Coaches Training Program's Leadership/Training Team, and/or other participants in the Coaches Training Program to a substantial risk of physical, emotional, or other harm.

Coach In Training's threat to inflict physical harm upon any participant in the Coaches Training Program and/or the Coaches Training Program's Leadership/Training Team.

Coach In Training's arrest for the suspected commission of a crime.

Coach In Training's absence from more than six (6) Coaches' Training Program days or equivalent hours.

Any infraction can be cause for immediate expulsion from the program. Re-admission is at the discretion of the program leaders.

**Insurance requirement:**

All graduate Coaches and Coach-in-Training participants, as an Independent Contractor and not as an employee of Accomplishment Coaching, shall obtain and maintain at all times during the term of this Agreement, a Professional Liability insurance policy (the "Insurance Policy"), with a minimum per occurrence and aggregate limit of one million dollars (\$1,000,000.00). Coach in Training is to pay all taxes and fees for the Insurance Policy. The Insurance Policy shall meet the terms and conditions specified below.

Accomplishment Coaching shall have no liability except as specifically provided in this Agreement.

Any insurance or self-insurance available to Accomplishment Coaching shall be in excess of, and non-contributing with, the insurance provided under the Insurance Policy.

The Insurance Policy shall apply on a primary basis.

Coaches' and Coach In Training participants shall provide Accomplishment Coaching with evidence of insurance provided under the Insurance Policy no less than thirty (30) days after beginning the Coaches Training Program. The evidence of the insurance shall consist of: (a) Certificate of Insurance; (b) Additional Insured Endorsement, showing Accomplishment Coaching as an additional insured; and (c) If applicable (as in umbrella insurance policies) a Schedule of Underlying Insurance.

Additional Insured: By endorsement to the Insurance Policy, Accomplishment Coaching shall be named as an additional insured for all liability arising from Coach In Training's participation in the Coaches Training Program, including any and all coaching performed by Coach In Training.

Cross-Liability: The Insurance Policy shall provide cross-liability coverage as would be achieved under the standard ISO Separation of Insured clause.

Deductibles and Self-Insured Retentions: The Insurance Policy shall apply on a first dollar basis without application of a deductible or self-insured retention unless otherwise specifically agreed to by Accomplishment Coaching. Such approval shall not relieve Coach In Training from the obligation to pay any deductible or self-insured retention. Any deductible or self-insured retention shall not exceed ten thousand dollars (\$10,000.00) per occurrence, unless otherwise approved by Accomplishment Coaching.

Nothing shall relieve Coach In Training of their duty to obtain and maintain the Insurance Policy at all times during the term of this Agreement.

Liability: Coach In Training's obtaining and maintaining of the Insurance Policy shall not limit the liability of Coach In Training, or that of Coach In Training's clients, employees or agents to Accomplishment Coaching or others, and shall be in addition to and not in lieu of any other remedy available to Accomplishment Coaching under this Agreement or otherwise. Coach In Training shall provide Accomplishment Coaching with a copy of the Insurance Policy or its endorsement within 10 business days of written request so that Accomplishment Coaching may review the terms of the Insurance Policy to confirm their compliance with these requirements.

## **LEADERSHIP DEVELOPMENT PROGRAM (LDP)**

### **Participation requirements:**

Program Coaches shall be a graduate of the Accomplishment Coaching Coaches' Training Program.

Program Coaches will be a current Affiliate in Good Standing of Accomplishment Coaching.

Program Coaches will have current up-to-date Professional Liability Insurance in the amount of one million dollars (\$1,000,000.00).

### **Withdrawal Requests from the Leadership Development Program:**

Program Coaches will be responsible for payment of the entire program cost, whether it be monthly payments, or as a lump sum, regardless of withdrawal from the program.

Program Coaches understand that it is not policy for Accomplishment Coaching to issue refunds.

### **Leadership Development Program General Terms and Conditions:**

Program Coaches shall abide by all requirements and terms as laid out and agreed to within the LDP Application, LDP Agreement, and LDP Credit Card Forms.

## **SENIOR AND JUNIOR LEADERS**

Senior and Junior Leaders will maintain their private coaching practice and client load.

Senior and Junior Leaders will maintain their ICF PCC or MCC credential.

Senior and Junior Leaders will remain an Affiliate in Good Standing, working with an ontological coach, meeting four times per month.

## **BACK OFFICE CLIENT INFORMATION AND BILLING PROCESSES**

### **Client Paperwork / Billing & Payments:**

Client onboarding paperwork, agreements, invoicing and billing all happen through the AC Admin Hub ([www.acadmin.coach](http://www.acadmin.coach)), a custom web interface system for coaches to manage their business. All coaches that are in the Coaches' Training Program or affiliated with Accomplishment Coaching have access to the AC Admin Hub.

For details and additional information, review the Hub User Manual available on the Affiliate site, or by emailing [HubSupport@AccomplishmentCoaching.com](mailto:HubSupport@AccomplishmentCoaching.com)

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Currency options

Accomplishment Coaching accepts US Dollars and Canadian Dollars.

Receiving client payments

The finance department cuts checks on Mondays, Wednesdays, and Fridays each week and are mailed out the same day. Example: If your client paid on a Friday a check would be cut on the following Monday.

Direct Deposit

If you would like us to directly deposit the money into your account, send a voided check to Accomplishment Coaching by fax, mail, or scan and email it.

The funds take two business banking days to be deposited into your account. These funds are also processed on Mondays, Wednesdays, and Thursdays.

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**Equal Opportunity Statement:**

Accomplishment Coaching has, and implements, a policy of equal opportunity, and does not discriminate against any enrollees or potential enrollees in the Coaches Training Program on the basis of race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or other service animal by a person with a disability.

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