



Enrollment / participation agreement

Success in our program requires complete commitment from all students. By enrolling in any of our courses, you agree to be fully present in class and to participate to the best of your ability. This includes arriving on time, adhering to the code of conduct, and actively engaging in course activities.

Attendance

To ensure you meet the minimum required training hours for certification, it is essential that you attend all course sessions. If you are unable to attend a session, please inform your instructor(s) through your class channel on Slack. You will be expected to complete the session materials, watch the session recording, and email admin@coachingoutsidethebox.net with a summary of your learnings so that we can update your attendance for that session.

If you miss more than 20% of the sessions, we will invite you to join one of the following cohorts to deepen your learning at no additional cost. If you are participating in group mentor coaching and miss more than two sessions, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching according to the ICF requirements.

Petitions regarding this policy will be considered on a case-by-case basis and must be submitted in writing by emailing admin@coachingoutsidethebox.net.

Course engagement

Our courses are designed to be interactive and engaging for our students. Therefore, you are expected to participate in course activities, which include engaging in conversations with the course instructor(s) and your peers, actively taking part in coaching practice and experiential learning exercises. If you are occasionally unable to participate in any activity, please inform your instructor(s). For further details, please refer to the code of conduct.

Code of conduct

Students are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions
- Completing learning assignments
- Attending all live sessions
- Having your camera on for virtual live sessions
- Participating fully in all sessions - this includes being prepared for the session, engaging in all activities, taking responsibility for your learning, and contributing to the learning of others
- Engaging in discussions with integrity and honesty
- Being respectful of your fellow participants and instructor(s), including silencing your cell phone, not texting, and other disruptive behaviors
- Honoring confidentiality regarding the topics that your classmates bring for coaching.

Complaint/Grievance policy

If you are dissatisfied with a service that Coaching Outside the Box has provided or feel we have treated you unfairly with a decision taken, you may wish to make a complaint. More specifically you can raise a complaint:

- If you feel we have provided poor service or treated you unfairly in relation to one of our products or services, or that product or service has failed to meet your expectations
- If you wish to raise a concern or complaint about a member of our team
- If you wish to raise a concern around data privacy or protection in relation to information we hold about you (see [Privacy or Data Protection](#))
- If you disagree with a decision taken around a program we are responsible for delivering

Complaints can be submitted to us in writing or, depending on the nature of your grievance, verbally. We ask that you clearly outline the reasons for your dissatisfaction or concern, along with details of the individual you dealt with. Please provide copies of any relevant background information and suggest any actions you believe we could take to resolve the issue.

Complaints should be made within 20 working days of the incident that prompted your concern. We may, at our discretion, consider complaints raised after this period if there is a valid reason for the delay.

When making a complaint, we will request your name and contact details. This information will only be used for the purpose of addressing your complaint and will not be disclosed to anyone else without your consent. We will acknowledge your complaint within three working days and provide you with the contact details of the staff member investigating the matter. We aim to respond as quickly as possible, typically within 20 working days. If we require more time to consider your complaint, we will explain the reasons for the delay and inform you when you can expect a response.

If, at any stage, you are unclear about how to make a complaint or feel you need further advice, please email admin@coachingoutsidethebox.net with your question.

Payment/Fees policy

Coaching Outside the Box accepts PayPal, credit/debit cards, and bank transfers as payment options. Prices are non-negotiable. While occasional discounts may be offered, no discount is guaranteed.

You can pay in full for any training option to secure the best price. For training options priced over €1000, you can request a payment plan; in this case the full price of the training will be charged and the early bird price will not be applicable. Please note that we will not issue your certificate of completion if any of your invoices remains unpaid.

Refund and Cancellation Policy

While it is never our intention to cancel or reschedule training or events, unforeseen circumstances can arise from time to time.

You may cancel your registration up to one full week before the start date of the cohort at no additional cost. Unfortunately, no refunds will be issued in other cases.

We may reschedule a course if we do not have at least four registered students, as we believe this is the minimum number needed to ensure meaningful practice, sufficient contributions to discussions, and a positive learning experience for all participants. If we decide to reschedule a course, you will be notified by email one week before the advertised start date. If a course is rescheduled, you will have two options: 1) receive a full refund to your original method of payment, or 2) transfer your registration to one of the following cohorts. There will be no additional cost for either option.

Absence and illness policy

If you return after a prolonged absence, we offer the option to transfer your registration to a different cohort at no additional cost. If you have already completed 80% of the live training hours for the course, you will be allowed to complete the session materials, watch the session recordings, and email admin@coachingoutsidethebox.net with a summary of your learnings to compensate for the missed sessions. If you miss more than 20% of the sessions, we reserve the right to remove you from the current cohort and request that you join one of the following cohorts at no additional cost.

Partial Completion policy

Coaching Outside the Box will award credit for partial completion of a course. The number of hours granted will depend on the curriculum hours completed. If you are interested in receiving partial credit for a course you have completed, please email admin@coachingoutsidethebox.net within 30 days after the course has ended. Include details about the course, the number of credit hours you are requesting, and any additional relevant information. If approved, you will receive a certificate of partial completion indicating the number of training hours completed.