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1. Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

In order to provide you with the minimum training hours for certification, it is important that you are present at all course meetings.

If you have an emergency or become ill and are not able to attend a coach training session, please contact your instructor and Pamela Maxson, PhD, MCC, immediately. You will be expected to complete the session materials, review the session recording if available, and complete a make up training session outside the live session to make up for the missed session.

If you need to miss more than 10 hours of the course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than 1 hour of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and Pamela Maxson, PhD, MCC.

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor and peers, practice coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the Code of Conduct for additional details.



2. Code of Conduct

Participants 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.
- Attending all live sessions and mentor coaching sessions
- Having your camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming 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 instructors, including silencing your cell phone, not texting, and other disruptive behaviors.

3. Partial Completion Policy

At this time, we will offer credit for partial completion of the course if a participant completes the educational modules and does not participate in mentor coaching. These participants will not be eligible for graduation at the level of the International Coaching Federation requirements for ACC credentialing. There will be no partial credit beyond this stipulation. There will be no refund provided if the participant chooses not to participate in mentor coaching and the performance evaluation.

4. Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of full payment. We accept payment by Venmo, check or credit card. All payment will be in U.S. dollars.

5. Refund Policy

Cancellation of a course must be made a minimum of 1 month prior to the course to be eligible for a full refund, minus a \$250 administrative fee. Cancellations made less than 10 business days before the course are not eligible for a refund. Written notice of cancellation shall be effective on the date the withdrawal is received by Periscope Coaching, LLS. Refunds will be made with 7 business days following receipt of cancellation or withdrawal requests.

6. Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least seven days before the program date. Participants may contact Periscope Coaching, LLC to modify their registration at pamelamaxson@gmail.com. Course changes will be allowed as long as there are spots available and there is a minimum number of participants remaining in the original program.

7. Illness Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to

attend a coaching or training session, please contact your instructor and Pamela Maxson, PhD, MCC, immediately. You will be expected to complete the session materials, review the session recording if available, and complete a make-up training session outside the live session to make up for the missed session.

If you need to miss more than 10 hours of the course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than 1 hour of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and Pamela Maxson, PhD, MCC.

8. Statement on Ethics, Integrity, Transparency

As an ICF Accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of Ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies. You can read more about the ICF Code of Ethics [here](#).

Additionally, Periscope Coaching, LLC commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.

9. Non-Discrimination Policy

It is the policy of Periscope Coaching, LLC that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the grievance policy outlined on the website. Periscope Coaching, LLC, will promptly investigate all claims and reports of inappropriate conduct.

10. General Disability Policy

Periscope Coaching, LLC, supports individuals with disabilities and is committed to providing disabled individuals access with reasonable accommodations. In addition, Periscope Coaching, LLC, prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. Periscope Coaching, LLC, is committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodations should contact Pamela Maxson, PhD, MCC, at pamelamaxson@gmail.com.

Our goal is to create a learning environment which meets the needs of each individual student. We are able to accommodate a variety of learning disabilities to make our program more accessible. Please contact Pamela Maxson, PhD, MCC (pamelamaxson@gmail.com), before enrolling to determine if your needs can be met.

11. Grievance Policy

Periscope Coaching, LLC, seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program manager within 7 days. The program manager will review the issue and talk to the student within 7 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Periscope Coaching, LLC, Pamela Maxson, PhD, MCC, for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within (14) days. All appeal decisions are final.