



# SUMMIT COACH TRAINING

from Pinnacle

## PARTICIPANT ENROLLMENT AGREEMENT

### Part One: Understanding Summit Coach Training

#### Our Vision for Being a Coach Education Provider

**Summit Coach Training from Pinnacle** seeks to train coaches who practice the highest standards of professional coaching that is client-centered, faith-based, and growth-oriented.

- ***Client-centered:***

The coaching relationship exists solely to pursue the client's agenda. Although the coach is a thought partner with the client, the insights, learning, goals, and accomplishments are the product of the client's work and investment in the process. The coach's basic orientation must always be what best serves the client.

- ***Faith-based:***

Although our program is rooted in a Christian perspective, we believe that our approach to coaching can benefit all coaches and clients. Our faith-based orientation is meant to be inclusive rather than exclusive, welcoming all to our training. Our faith orientation is based on these principles:

- We embrace the potential within each individual to choose, plan, and act.
- We recognize the value of community for growth and accountability.
- We respect differences of opinion in matters of faith.
- We strive for the common good in society.
- We seek to understand the dynamics at work in a community.
- We encourage mutual responsibility in planning and implementation.
- We process past experiences for positive action in the present and future.
- We value the potential for change in individuals and communities.

- ***Growth-oriented:***

The only sure sign of life is growth. We join with both coaches and clients in a lifelong journey of discovery, choice, and action. In so doing, we embrace the potential within everyone to become happier, more productive, and more satisfied in their lives.

## **Our Basic Commitments**

- Recognizing that every person is a unique creation of God, we will encourage each student to live into their special calling with passion and intentionality.
- We adhere to and practice the International Coaching Federation Code of Ethics.
- We will use the ICF Core Competencies (updated October 2019) and the ICF Definition of Coaching as the basis of our teaching and training.
- We will adhere to the ICF Program Accreditation Code of Conduct.
- We will practice a coaching mindset in our teaching and training and seek to instill that perspective in our students.
- Although we will accept all qualified students, we are specifically interested in equipping leaders in churches, judicatories, and faith-based organizations to use coaching skills in their present and future settings.
- We will assist students to apply a coaching mindset in their present place of service.

## **Part Two: Understanding How We Relate to Our Students**

### ***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 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 session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than **one-third of the 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 any hours 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 Program Manager Ircel Harrison at [ircelharrison@gmail.com](mailto:ircelharrison@gmail.com).

### ***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.

### ***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 avoiding other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

### ***Grievance Policy***

**Summit Coach Training from Pinnacle** respects each student and 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 Ircel Harrison at [ircelharrison@gmail.com](mailto:ircelharrison@gmail.com) within **ten** days. The program manager will review the issue and talk to the student within **ten** 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 Director of Instruction Beth Kennett at [beth.kennett@healthychurch.org](mailto:beth.kennett@healthychurch.org) 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 **ten** days. All appeal decisions are final.
- If the grievance is with the Program Manager or the Director of Instruction, contact the Team Leader for Pinnacle Leadership Associates, Mark Tidsworth at [markt@pinnlead.com](mailto:markt@pinnlead.com). The Team Leader may designate another leader to facilitate the process as stated above.

### ***Partial Completion Policy***

At this time, we are not able to offer credit for partial completion of a course. You must complete the entire course to receive credit. Individuals with questions about this policy are encouraged to contact Ircel Harrison at [ircelharrison@gmail.com](mailto:ircelharrison@gmail.com).

### ***Transfer of Credit Policy***

We may accept partial credit from other organizations or programs accredited by the International Coaching Federation. You must provide documentation of your completion, including the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact Program Manager Ircel Harrison at [ircelharrison@gmail.com](mailto:ircelharrison@gmail.com) for more information.

### ***Payment of Fee Policy***

Fees for all courses are clearly provided on the Pinnacle Leadership Associates website. Students may pay the full fee when registering or pay a deposit. A deposit holds a student's place in a course--\$150 (16-hour course) or \$75 (eight-hour course). The balance may be paid monthly but must be paid before the conclusion of the course. Credit will not be offered, and certificate of completion will not be provided if student does not pay his/her fees within 30 days of end of course.

### ***Withdrawals and Refunds***

If a student withdraws prior to the first day of a class, all funds paid will be refunded. The student may choose to have any fees paid transferred to another course as a deposit or payment. If a student withdraws after class begins, fees will not be refunded, but the student may enroll in an equivalent class without cost.

### ***Illness Policy***

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 session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than **one-fourth of the 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 any hours 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, program manager, or director of instruction.