



# HOLISTIC COACH TRAINING INSTITUTE

**Holistic Coach Certification Program Advanced Level 2  
Outline & Agreement (Part 1 & Part 2)**

## **HCCP Advanced Level 2 Program Outline and Agreement - Part 1**

### **Weekly Requirements:**

1. **Study module materials** in the learning portal. Look over all assigned materials. Come to live-online sessions with questions or comments about each lesson. We enjoy being interactive with you and we all learn from one another. Please know your questions and thoughts are welcome. Learning portal login link: <https://members.holisticcoachtraininginstitute.com>. Should you have a challenge with log-in, contact: [help@support.sophistechatedacademy.app](mailto:help@support.sophistechatedacademy.app). Login usernames and passwords are provided to you at signup or within days of signing up for the program. Check spam folders if you haven't received them before reaching out to the support team. Content is also posted in the LinkedIn group for your convenience.
2. **Practice coaching** with your coaching partner for about 1-2 hours each week. You coach them for 30-45 minutes, and they coach you for 30-45 minutes. Please respect your partner's time and schedule sessions when convenient to both parties. We have provided a tracking sheet so that you can start to accumulate coach experience hours. You will need to log 6 hours of you coaching someone else by the end of the program. You will be paired with a coaching partner in the class but can coach with other people, if you like. Best practices are to respect confidentiality, be dependable and be coachable.
3. **Attend live-online sessions.** Be sure to be present and available to coach, share and interact. Our preference is that you are on camera. Class recordings will be posted within 48 hours of completion of the live-online session in the LinkedIn group. Recordings will be available to view for approximately 14 days before being taken down. These recordings are confidential. Do not download or share the recordings. If you miss a class, watch the replay and share your learnings in the LinkedIn group. If you miss a class and choose to not have a LinkedIn profile, email your learnings to: [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com).
4. **Engage LinkedIn group.** Posting in the LinkedIn group is optional, but recommended as it provides another place to be supported and accountable. You are not required to have a LinkedIn profile to participate in the program. The best use of the LinkedIn group is to share your biggest take-aways or learnings from each lesson so that you can deepen your awareness as we move through the modules. Post as much as you would like. This is your space to connect, share, and celebrate with your peers. Ensure that any feedback or comments are positive, supportive and coaching oriented. This is a great place to practice your coaching skills by asking each other powerful questions.

This program supports you to learn the ICF Core Competencies, Ethics and Standards while learning a holistic approach to coaching.

**Program contact information:**

Email - [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com)

Website - [www.holisticcoachtraininginstitute.com](http://www.holisticcoachtraininginstitute.com)

Phone - (904) 469-6009

**Title of the program:**

Holistic Coach Certification Program

**General program vision and goals:**

Empowering professionals to become credentialed Coaches using the ICF Core Competencies, Ethics and Standards. The goal of the program is to set you up to become a credentialed Coach through the ICF while learning and applying a holistic approach to your coaching.

**List of Classes/Modules:****Before We Begin:**

Review and agree to the Program Outline & Agreement

Print the Coaching Partner Tracking Sheet or create your own

**Session #1****Module 1: Coaching Definition & Holistic Coach Philosophy**

ICF definition of coaching, coaching philosophy and holistic coaching guiding principles

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 2: ICF Core Competency Model & 8 Core Competencies**

ICF Core Competencies and Session Outline

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

**Session #2****Module 3: Discovery Call & ICF Ethics**

Ethical considerations in a Discovery Call

Core Competency #1, Core Competency #2, Core Competency #3

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 4: Coach-ability**

How to assess Client coach-ability for best coaching results  
Core Competency #1, Core Competency #2, Core Competency #3  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #3**

#### **Module 5: Effective Partnership and Coaching Mindset**

How to create an effective partnership during the Initial Session with a Client  
Core Competency #1, Core Competency #2, Core Competency #3 and Core Competency #4  
Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 6: Check-in on Progress**

How to check progress at the beginning of a coaching session  
Core Competency #2, Core Competency #3, Core Competency #7 & Core Competency #8  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #4**

#### **Module 7: Clarifying the Agreement**

How to clarify the coaching agreement and measure of success  
Core Competency #3, Core Competency #4, Core Competency #5 & Core Competency #6  
Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 8: Cultivating Trust & Safety**

How to develop trust and safety in the coaching partnership  
Core Competency #4, Core Competency #5 & Core Competency #6  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #5**

#### **Module 9: Maintains Presence**

How to prepare for a coaching call for ultimate presence  
Core Competency #2, Core Competency #5 & Core Competency #6  
Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 10: Listens Actively**

How to develop listening for what is and is not being said  
Core Competency #4, Core Competency #5 & Core Competency #6  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

## **Session #6**

### **Module 11: Powerful Questions**

How to ask questions that evoke discovery, insights or expand perspective  
Core Competency #5, Core Competency #6, Core Competency #7 & Core Competency #8  
Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 12: Direct Communication**

How to provide direct communication to support evoking awareness  
Core Competency #4, Core Competency #5, Core Competency #6, Core Competency #7 & Core Competency #8  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

## **Session #7**

### **Module 13: Re-contracting Agreement**

How to re-contract when a Client changes direction in a call  
Core Competency #3, Core Competency #6 & Core Competency #7  
Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 14: Evoking Awareness**

How to increase awareness through a holistic approach  
Core Competency #6 & Core Competency #7  
Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #8**

#### **Module 15: Facilitates Client Growth**

How to help the Client turn insight into action

Core Competency #4, Core Competency #7 & Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 16: Designing Actions**

How to facilitate client growth through action steps

Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #9**

#### **Module 17: Planning and Goal Setting**

How to facilitate client growth through planning and goal setting

Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 18: Managing Accountability**

How to facilitate client growth through exploring accountability within the coaching partnership

Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #10**

#### **Module 19: In Between Sessions**

How to determine accountability in between sessions

Core Competency #4 & Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 20: Managing Progress**

How to check progress halfway through and wrap-up a coaching container

Core Competency #3 & Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #11**

#### **Module 21: ICF Mentorship Hours**

How to complete ICF required mentorship hours

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 22: ICF Level 1 Application Process**

How to apply for the ICF credential and study for the exam

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #12**

#### **Module 23: Level 1 Performance Evaluation**

Discuss performance evaluation expectations

Core Competency #1, Core Competency #2, Core Competency #3 & Core Competency #4

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 24: Graduation & Next Steps**

Closing process and next steps: mentoring, business set-up and continued coach education

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

#### **Number of student contact hours included in the program:**

12 Sessions x 3.5 hours = 42 hours + 10 mentor coaching hours = 52 hours

(Synchronous)

12 hours of materials in learning portal + 6 hours of practical application assignments =

18 hours (Asynchronous)

## **70 total coach education hours**

10 mentor coaching hours and Level 1 performance evaluation need to be completed within 12 months of program start date or additional fees may apply.

### **Learning Goals:**

Learn the ICF Core Competencies, Ethics and Standards so that you can:

- Increase your competency of the coaching process
- Increase confidence in your coaching skills
- Increase coaching effectiveness through the application of the ICF Core Competencies, Ethics and Standards to your coaching practice
- Add a holistic approach to coaching conversations

### **Coaching Philosophy:**

Holistic Coaching empowers "the whole person" to reach their full potential in all areas of their life encompassing the mental, emotional, physical, and spiritual levels. This philosophy applies to the Coach and Coachee.

### **List of Instructors:**

Lead Instructor: Beverly Sartain, PCC

Sub Instructor: Richard Sartain, PCC

Mentor Coach and Sub Instructor: Gage Bock, PCC

And any other current Sub Instructor assisting the Institute at time of cohort

### **Learning Philosophy:**

We use a 3-step approach that includes asynchronous and synchronous learning.

There are 3 steps implemented each week throughout the program to support learning and developing coaching skills.

Step 1: Each week there is a video lesson delivered in the Learning Portal. Each video lesson includes a printable worksheet to assist you with taking notes and brainstorming how you will apply the lesson to your own coaching. The learning portal is available 24/7 so the lessons can be viewed at your convenience. Each Module takes about 30 minutes to review. There are 3 additional practical application assignments due by the end of the program.

Step 2: Each week you will collaborate with a partner from the cohort to put the skills that you learned from the lesson into practice. You will meet with your partner over phone or video for 1-2 hours each week based on your individual schedules. Each partner practices being in the role of coach for 30-45 minutes then in the role of client for 30-45 minutes. You are encouraged to work with more than one person from the cohort, as well as work with people outside of the cohort.

Step 3: Each week we meet via ZOOM for a live-online 3.5 hour training where we review the weekly lesson, engage in a group discussion, answer questions, and listen to recorded coaching practice calls with live-online Instructor feedback. Listening to peers practice coaching and receiving constructive feedback from the Instructor will support you in having new awareness and developing your coaching skills.

Engaging the weekly video lessons with worksheets, coaching with a practice partner, and receiving live-online coach training is a comprehensive approach to learning and developing your coaching skills that will prepare you for greater long-term success with your coaching. There is also a private LinkedIn group created for each cohort where students can interact, network, share, receive course content, and get updates as a way to build community. LinkedIn groups are shut down approximately 12 months after the start of the cohort.

**Languages that the program is delivered in:**  
English

**Intended participants:**

Professionals who wish to become ICF (International Coaching Federation) credentialed coaches using a holistic approach to the ICF core competencies, ethics and standards. These professionals intend to use coaching as an additional skill in their career, business or organization. The program can also be used to support individuals with personal growth and development.

**Requirements that the student must agree to in order to enter the program:**

- Have 6 hours to devote to this training every week.
- Attend live-online sessions. You can miss no more than 3 live-online sessions (unless otherwise discussed with the Instructor).
- Turn in a copy of your Coach Partner Tracking Sheet (or another form of documentation) at the end of the program to verify 6 hours of coaching.
- Per the ICF, the program has to provide 5 observed coaching sessions to each student. Therefore, you will need to turn in at least 3 audio recordings for us to observe during class and participate in in-class exercises.
- Work with a practice partner from our group or outside of the group so that you try on the coaching skills you are learning for an experiential experience.
- Be open to receiving feedback on your coaching skills from the Instructor.

**Requirements for completion of the program:**

- Attend 9 out of 12 live-online class sessions (we keep attendance). If you miss a class, you need to watch the replay and leave 3 reflections from the class in the comments.
- Turn in at least 3 recordings (recordings depend on class size) and participate in class exercises (Due dates provided during program and posted in the LinkedIn group)
- Complete Test (Module 22)

- Turn in 3 practical application assignments
- Turn in the coaching log verifying that you coached someone else for 6 hours by the end of class.

To receive the Level 1 certificate for your ICF credential, you must complete all program requirements including 10 hours of mentor coaching and pass the Level 1 performance evaluation.

**Policies on payment of tuition:**

There is a pay in full option that provides a discount to students. And there are payment plan options for those who want to pay monthly. The standard cost of the Holistic Coach Certification Program is \$4,550, available with a 13 month payment plan of \$350 per month or \$3,850 if paid in full. There are no additional fees or interest added to the payment plans. We use Stripe and Square as our invoicing system. Payments are automatically debited each month. If you do not pay within 21 days and have not made arrangements with us around how payment will be made, your access to materials will be discontinued and you will be taken out of the group. Please know you can discuss your needs with us.

**Refund Policy:**

Full refunds are issued if a notice to cancel is received within 3 days after initial payment is made. There are no refunds after 3 days from the time of initial payment. In order to qualify for a refund within the 3 day period, an email must be sent to [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com) requesting cancellation. After the 3 day period, cancellations and withdrawals qualify for an "in house credit" that can be applied to future programs or individual coaching. If there is something that comes up and you are no longer able to continue in this cohort, we can discuss you attending another cohort. We are happy to work with you on ensuring you receive the value of your investment. And if you are not getting what you need from the program (for any reason), give us the courtesy of a conversation so we can work through it together. If you are needing different support, let's discuss your needs and course-correct, if needed. A student can leave the program at any time. If the student leaves the program, they will still be responsible to pay for services rendered.

**Unforeseen Circumstances Policy:**

In the event of a temporary power outage or internet service disruption during a live-online session, the Instructor will attempt to re-enter the live-online session as soon as possible. In the event that more than 10 minutes pass without the Instructor present, the class will be considered canceled. Students should exit the session and attend the next regularly scheduled live-online session. In the event of unforeseen circumstances including, but not limited to: natural disasters, acts of God, service disruptions, war, terrorism, state, national, and international emergencies, etc, where training is unable to be delivered or attended according to plan/schedule, students/customers will receive an "in house credit" for the total amount paid to date and will be given the option to select a future training cohort as available. Agreed payments will continue. No refunds are available after 3 days from initial payment in accordance with the refund policy.

**Organization's Illness Policy:**

Students who are absent from class or any required class-related activity because of illness should contact their Instructor, if feasible, as early as possible prior to the missed class. Students and Instructors can work together to see if materials can be made up in a reasonable time. If a student is going to miss more than 4 of the live-online sessions due to the illness, an alternative option for completion of the program will be provided. Holistic Coach Training Institute allows students who need to drop out of a cohort due to illness to participate in another cohort within 12 months of the initial cohort's start date without additional fees. Future payments can be halted, but no money is refunded for an illness.

**Limited Liability Policy:**

Except as expressly provided in this Program Outline and Agreement, Sartain Soulutions, LLC DBA Holistic Coach Training Institute (Organization) makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the services negotiated, agreed upon and rendered. In no event shall the Organization be liable to the Client for any indirect, consequential or special damages. Notwithstanding any damages that the Client may incur, the Organization's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Organization under this Agreement for all services rendered.

**Confidentiality Policy:**

If you share a recording in class then you must have prior, written permission from the Coachee to share it. Anything shared in the live-online sessions must be kept confidential unless written permission is provided. We may ask if we can use your recording for ICF accreditation purposes. The ICF requires programs to provide student recordings as an example of work being completed in the program. We will ask your permission if we would like to use your recording. We will be housing our group calls for 2 weeks in our LinkedIn group so that people who may have missed class have an opportunity to view it. These recordings will be discarded.

If there is something you are curious about that is not included in this outline and agreement, feel free to ask. Remember that we are in a partnership together. Please communicate with us what is going on for you. We do not know what you do not communicate. Be sure to let us know what you need so we can work together to resolve your needs and make this the best experience possible.

The Holistic Coach Training Institute is honored to support you through this incredible journey!

Once you complete Part 1, you have up to an additional 18 months to complete Part 2.

## **HCCP Advanced Level 2 Program Outline and Agreement - Part 2**

### **Weekly Requirements:**

1. **Study module materials** in the learning portal. Look over all assigned materials. Come to live-online sessions with questions or comments about each lesson. We enjoy being interactive with you and we all learn from one another. Please know your questions and thoughts are welcome. Learning portal login link: <https://members.holisticcoachtraininginstitute.com>. Should you have a challenge with log-in, contact: [help@support.sophistechatedacademy.app](mailto:help@support.sophistechatedacademy.app). Login usernames and passwords are provided to you at signup or within days of signing up for the program. Check spam folders if you haven't received them before reaching out to the support team. Content is also posted in the LinkedIn group for your convenience.
2. **Practice coaching** with your coaching partner for about 1-2 hours each week. You coach them for 30-45 minutes, and they coach you for 30-45 minutes. Please respect your partner's time and schedule sessions when convenient to both parties. We have provided a tracking sheet so that you can start to accumulate coach experience hours. You will need to log 8 hours of you coaching someone else by the end of the program. You will be paired with a coaching partner in the class but can coach with other people, if you like. Best practices are to respect confidentiality, be dependable and be coachable.
3. **Attend live-online sessions.** Be sure to be present and available to coach, share and interact. Our preference is that you are on camera. Class recordings will be posted within 48 hours of completion of the live-online session in the LinkedIn group. Recordings will be available to view for approximately 14 days before being taken down. These recordings are confidential. Do not download or share the recordings. If you miss a class, watch the replay and share your learnings in the LinkedIn group. If you miss a class and choose to not have a LinkedIn profile, email your learnings to: [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com).

4. **Engage LinkedIn group.** Posting in the LinkedIn group is optional, but recommended as it provides another place to be supported and accountable. You are not required to have a LinkedIn profile to participate in the program. The best use of the LinkedIn group is to share your biggest take-aways or learnings from each lesson so that you can deepen your awareness as we move through the modules. Post as much as you would like. This is your space to connect, share, and celebrate with your peers. Ensure that any feedback or comments are positive, supportive and coaching oriented. This is a great place to practice your coaching skills by asking each other powerful questions.

**Program Contact Info:**

Email - [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com)

Website - [www.holisticcoachtraininginstitute.com](http://www.holisticcoachtraininginstitute.com)

Phone - (904) 469-6009

**Title of the program:**

Holistic Coach Certification Program Advanced

**General program vision and goals:**

Empowering professionals to become credentialed Coaches using the ICF Core Competencies, Ethics and Standards. The goal of the program is to support you in learning and applying the ICF PCC Markers to your coaching while deepening in a holistic approach.

**List of Classes/Modules:****Before We Begin:**

Review and agree to the Program Outline & Agreement

Print the ICF Tracking Sheet

**Session #1****Module 1: Who versus What**

How to include the “who” and “what” in your coaching to address the whole person

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 2: Session Outline Advanced**

Provide a session outline that includes the PCC markers

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

## **Session #2**

### **Module 3: ICF PCC Markers**

Provide the 37 ICF PCC markers to address in a coaching conversation

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 4: Session Outline - Master Copy**

Provide a master copy of PCC markers outlined on the Session Outline

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

## **Session #3**

### **Module 5: Demonstrates Ethical Practice**

Provide ways to demonstrate ethical practice in a PCC coaching conversation

Core Competency #1

Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 6: Embodies A Coaching Mindset**

Provide ways to embody a coaching mindset in a PCC coaching conversation

Core Competency #2

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

## **Session #4**

### **Module 7: Exercise**

How to set the tone through a holistic progress check-in

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 8: Establishes and Maintains Agreement**

Provide ways to establish and maintain agreements in a PCC coaching conversation

Core Competency #3

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #5**

#### **Module 9: Cultivates Trust & Safety**

Provide ways to cultivate trust and safety in a PCC coaching conversation

Core Competency #4

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 10: Maintains Presence**

Provide ways to maintain presence in a PCC coaching conversation

Core Competency #5

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #6**

#### **Module 11: Exercise**

How to address the agreement holistically through visualization of key components

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

#### **Module 12: Listens Actively**

Provide ways to listen actively in a PCC coaching conversation

Core Competency #6

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Session #7**

#### **Module 13: Evokes Awareness**

Provide ways to evoke awareness in a PCC coaching conversation

Core Competency #7

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 14: Exercise**

How to connect a Client to an ideal situation or experience to evoke awareness

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

**Session #8****Module 15: Facilitates Client's Growth**

Provide ways to facilitate client growth in a PCC coaching conversation

Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 16: Exercise**

How to facilitate client growth through the 4 levels of well-being

Core Competency #8

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

**Session #9****Module 17 - PCC Marker Review**

Assess your knowledge of the ICF PCC markers

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

**Module 18 - Test on PCC Markers**

Test your knowledge of the ICF PCC markers

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

**Session #10****Module 19 - Level 2 ICF Process**

Go over Level 2 ICF PCC requirements

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 20 - Performance Evaluation**

Go over performance evaluation requirements

All Core Competencies

Performance Evaluation completed with a PCC Coach

Total class time = 3.5 hours

### **Session #11**

### **Module 21 - Next Steps**

Go over next steps: mentoring, business set-up and continued coach education

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

### **Module 22 - Completion**

Closing process to bring coaching experience to completion in partnership

All Core Competencies

Delivered through training videos, handouts, coaching partner and in-class demonstration

Total class time = 3.5 hours

### **Number of student contact hours included in Part 2 of the program:**

11 Sessions x 3.5 hours = 38.5 hours (Synchronous)

11 hours of materials in learning portal and 5.5 hours of practical application assignments = 16.5 hours (Asynchronous)

### **55 total coach education hours**

### **Number of student contact hours included in Part 1 and Part 2 of the program combined (full Level 2 program):**

23 Sessions x 3.5 hours = 80.5 hours + 10 mentor coaching hours = 90.5 hours (Synchronous)

23 hours of materials in learning portal + 11.5 hours of practical application assignments = 34.5 hours (Asynchronous)

### **125 total coach education hours**

If you are in need of extra hours to get to the 125 hours needed for the PCC, we can discuss setting up a coaching log that can count for training purposes only. If not, coaching hours during this program will count toward ICF coaching experience hours.

**Learning Goals:**

Learn the ICF PCC Markers so that you are coaching towards the professional level:

- Learn the 37 PCC Markers
- Apply the 37 PCC Markers in your coaching conversations
- Practice coaching conversations that address all 37 PCC Markers

**Coaching Philosophy:**

Holistic Coaching empowers "the whole person" to reach their full potential in all areas of their life encompassing the mental, emotional, physical, and spiritual levels. This philosophy applies to the Coach and Coachee.

**List of Lead Instructors:**

Lead Instructor: Beverly Sartain, PCC

Sub Instructor: Richard Sartain, PCC

Sub Instructor: Gage Bock, PCC

And any other current Sub Instructor assisting the Institute at time of cohort

**Learning Philosophy:**

We use a 3-step approach that includes asynchronous and synchronous learning.

There are 3 steps implemented each week throughout the program to support learning and developing coaching skills.

Step 1: Each week there is a video lesson delivered in the Learning Portal. Each video lesson includes a printable worksheet to assist you with taking notes and brainstorming how you will apply the lesson to your own coaching. The learning portal is available 24/7 so the lessons can be viewed at your convenience. Each Module takes about 30 minutes to review. There are 3 additional practical application assignments due by the end of the program.

Step 2: Each week you will collaborate with a partner from the cohort to put the skills that you learned from the lesson into practice. You will meet with your partner over phone or video for 1-2 hours each week based on your individual schedules. Each partner practices being in the role of coach for 30-45 minutes then in the role of client for 30-45 minutes. You are encouraged to work with more than one person from the cohort, as well as work with people outside of the cohort.

Step 3: Each week we meet via ZOOM for a live-online 3.5 hour training where we review the weekly lesson, engage in a group discussion, answer questions, and listen to

recorded coaching practice calls with live-online Instructor feedback. Listening to peers practice coaching and receiving constructive feedback from the Instructor will support you in having new awareness and developing your coaching skills.

Engaging the weekly video lessons with worksheets, coaching with a practice partner, and receiving live-online coach training is a comprehensive approach to learning and developing your coaching skills that will prepare you for greater long-term success with your coaching. There is also a private LinkedIn group created for each cohort where students can interact, network, share, receive course content, and get updates as a way to build community. LinkedIn groups are shut down approximately 12 months after the start of the cohort.

**Languages that the program is delivered in:**  
English

**Intended participants:**

Coaching professionals who have participated in at least 60-hours of ICF coach education that wish to learn and develop towards the ICF (International Coaching Federation) PCC (Professional Certified Coach) level. The program can also be used to support individuals with personal growth and development.

**Requirements that the student must agree to in order to enter the program:**

- Have 6 hours to devote to this training every week.
- Attend live-online sessions. You can miss no more than 3 live-online sessions (unless otherwise discussed with the Instructor).
- Per the ICF, the program has to provide observed coaching sessions to each student. Therefore, you will be required to turn in audio recordings for us to observe during the class and participate in several in-class exercises. Per the ICF, we will provide written feedback on audio recordings.
- Work with a practice partner from our group or outside of the group so that you practice the coaching skills you are learning for an experiential experience.
- Be open to receiving feedback on your coaching skills from the Instructor.

**Requirements for completion of the program:**

- Attend 8 out of 11 live-online class sessions (We keep attendance). If you miss a class, you need to watch the replay and leave 3 reflections from the class in the comments.
- Turn in recordings and participate in class exercises (Due dates provided during program and posted in the LinkedIn group)
- Complete Test (Module 18)
- Turn in 3 practical application assignments
- Turn in a log verifying you coached someone else for 8 hours
- Turn in performance evaluation by end of class

You have 3 months from the end of coach education to pass your performance evaluation. See Performance Evaluation Overview Module. If you do not complete your performance evaluation in this time, there may be an additional cost of \$300.

**Transfer of credit policy:**

Holistic Coach Training Institute does accept transfers of credit for the Level 1 program. If another ICF accredited Level 1 program has been completed then 100% of those credits will be applied towards the requirements to complete the Level 2 program. You can email us at [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com) if you have special circumstances or questions regarding this policy. We may ask for additional documentation to verify your previous training.

**Policies on payment of tuition:**

There is a pay in full option that provides a discount to students. And there are payment plan options for those who want to pay monthly. The standard cost of the Holistic Coach Certification Program is \$4,550, available with a 13 month payment plan of \$350 per month or \$3,850 if paid in full. If participants elect to sign up for Part 1 and Part 2 together, otherwise known as the “Holistic Coach Certification Program Advanced” full Level 2 program then the standard cost is \$7,350 with a 21-month payment plan at \$350 per month or \$6,500 if paid in full. There are no additional fees or interest added to the payment plans. We use Stripe and Square as our invoicing system. Payments are automatically debited each month. If you do not pay within 21 days and have not made arrangements with us around how payment will be made, your access to materials will be discontinued and you will be taken out of the group. Please know you can discuss your needs with us.

**Refund Policy:**

Full refunds are issued if a notice to cancel is received within 3 days after initial payment is made. There are no refunds after 3 days from the time of initial payment. In order to qualify for a refund within the 3 day period, an email must be sent to [info@holisticcoachtraininginstitute.com](mailto:info@holisticcoachtraininginstitute.com) requesting cancellation. After the 3 day period, cancellations and withdrawals qualify for an “in house credit” that can be applied to future programs or individual coaching. If there is something that comes up and you are no longer able to continue in this cohort, we can discuss you attending another cohort. We are happy to work with you on ensuring you receive the value of your investment. And if you are not getting what you need from the program (for any reason), give us the courtesy of a conversation so we can work through it together. If you are needing different support, let’s discuss your needs and course-correct, if needed. A student can leave the program at any time. If the student leaves the program, they will still be responsible to pay for services rendered.

**Unforeseen Circumstances Policy:**

In the event of a temporary power outage or internet service disruption during a live-online session, the Instructor will attempt to re-enter the live-online session as soon as possible. In the event that more than 10 minutes pass without the Instructor present, the class will be considered canceled. Students should exit the session and attend the next regularly scheduled live-online session. In the event of unforeseen circumstances including, but not limited to: natural disasters, acts of God, service disruptions, war, terrorism, state, national, and international emergencies, etc, where training is unable to be delivered or attended according to plan/schedule, students/customers will receive an "in house credit" for the total amount paid to date and will be given the option to select a future training cohort as available. Agreed payments will continue. No refunds are available after 3 days from initial payment in accordance with the refund policy.

**Organization's Illness Policy:**

Students who are absent from class or any required class-related activity because of illness should contact their Instructor, if feasible, as early as possible prior to the missed class. Students and Instructors can work together to see if materials can be made up in a reasonable time. If a student is going to miss more than 4 of the live-online sessions due to the illness, an alternative option for completion of the program will be provided. Holistic Coach Training Institute allows students who need to drop out of a cohort due to illness to participate in another cohort within 12 months of the initial cohort's start date without additional fees. Future payments can be halted, but no money is refunded for an illness.

**Limited Liability Policy:**

Except as expressly provided in this Program Outline and Agreement, Sartain Soulutions, LLC DBA Holistic Coach Training Institute (Organization) makes no guarantees, representations or warranties of any kind or nature, express or implied with respect to the services negotiated, agreed upon and rendered. In no event shall the Organization be liable to the Client for any indirect, consequential or special damages. Notwithstanding any damages that the Client may incur, the Organization's entire liability under this Agreement, and the Client's exclusive remedy, shall be limited to the amount actually paid by the Client to the Organization under this Agreement for all services rendered.

**Confidentiality:**

If you share a recording in class then you must have prior, written permission from the Coachee to share it. Anything shared in the live-online sessions must be kept confidential unless written permission is provided. We may ask if we can use your recording for ICF accreditation purposes. The ICF requires programs to provide student recordings as an example of work being completed in the program. We will ask your permission if we would like to use your recording. We will be housing our group calls for 2 weeks in our LinkedIn group so that people who may have missed class have an opportunity to view it. These recordings will be discarded.

If there is something you are curious about that is not included in this outline and agreement, feel free to ask. Remember that we are in a partnership together. Please communicate with us what is going on for you. We do not know what you do not communicate. Be sure to let us know what you need so we can work together to resolve your needs and make this the best experience possible.

The Holistic Coach Training Institute is honored to support you through this incredible journey!