

**Catalog Information for California Students
(For insertion into Catalog, Vol. 3 and Certification Application Packet)
September 1, 2011 through September 1, 2012**

The Coaches Training Institute is a private institution and is approved with the Bureau for Private Post-Secondary Education, State of California.

THE COACHES TRAINING INSTITUTE

4000 Civic Center Drive, Suite 500, San Rafael, CA 94903
Toll-Free: 800-691-6008 Local: 415-451-6000 Fax: 415-472-1204
Website: www.thecoaches.com E-Mail: info@thecoaches.com

CO-ACTIVE COACHING

The Coaches Training Institute coaching curriculum is made up of two basic components – the Core Curriculum and the Certification Program. In order to become a Certified Professional Co-Active Coach (CPCC), you must complete both program components. The Core Curriculum and the Certification Program are accredited by the International Coach Federation (ICF) and satisfy the training requirements for ICF credentials.

CO-ACTIVE COACHING FUNDAMENTALS COURSE: THE FIRST STEP

This 2-1/2 day training program lays a strong foundation for the Co-Active Coaching model and is the prerequisite for the intermediate curriculum. 100% attendance is required for course completion.
20 Total Course Hours: Day 1 hours are 1 pm to 5 pm; Day 2, 9 am to 5 pm; Day 3, 8:30am to 4:30 pm

CORE CURRICULUM INTERMEDIATE COURSES

Each of the four intermediate courses (Fulfillment, Balance, Process and Synergy) is comprised of 24 in-course hours and meets: Day 1 and 2 hours are 9 am to 5pm and Day 3, 8:30 am to 4:30 pm. Courses in the Core Curriculum must be taken in the order presented. 100% attendance is required for course completion.

THE CERTIFICATION PROGRAM

The Certification Program is a 25-week program consisting of 92 hours. The course takes place entirely via telephone and includes hands-on coaching, ongoing group work and one-on-one supervision of actual coaching sessions. A team of CTI-trained coaches is available throughout the program to provide assistance, and support participants in the process.

Certification Program Prerequisites:

- Completion of Co-Active Coaching Fundamentals, Fulfillment, Balance, and Process courses.
- A roster of five paying clients at the time of application.
- An established coaching relationship with a certified coach who meets the following criteria: Any coach who is certified through CTI (CPCC) or has a PCC or MCC designation through the *International Coach Federation* qualifies to coach you through CTI's Certification Program. *Your coach must be certified at the time of your application submission.*

Certification Program Requirements for Course Completion:

- Listen to a live or pre-recorded orientation call prior to the program start date.
- Attendance at 11 of the 13 group instruction calls.
- Attendance at 8 of the 9 triad calls.
- Attendance at 2 of the 3 group supervision calls.
- Complete 6 individual supervision coaching calls.
- Listen to the assigned module audios prior to the group instruction calls.
- Listen to at least 2 of the one-hour open topic calls.
- Complete the required reading and homework assignments.
- Maintain a roster of 5 individual paying clients.
- Complete 100 hours of paid Co-Active Coaching.
- All of the above must be completed before a student is eligible to take the written and oral exams.

CORE CURRICULUM FEES:

Core Curriculum Courses are offered either individually or as a package. Packages require a commitment prior to commencement of the courses as indicated in the following payment options. Payment of the deposit and installments for these courses is as follows:

Courses taken individually:

Co-Active Coaching Fundamentals Course Only	\$725
\$725 due in full at time of registration	
Fulfillment, Balance, Process and Synergy <u>each</u>	\$1,250
\$250 per course due at time of registration	
\$1,000 per course due 3 weeks before each weekend	

Package Option:

Co-Active Coaching Fundamentals and Intermediate Curriculum Package	\$4,665
\$985 deposit payable at time of registration	
\$920 due 3 weeks prior to each of the next 4 courses	

ADMISSIONS POLICY:

The Coaches Training Institute **does not** accept credits earned at other institutions, colleges, universities or through challenge examinations and achievements.

CERTIFICATION PROGRAM FEES:

The Certification Program enrollment fee is \$5,100, which is comprised of a deposit of \$1,200 due at the time of registration, and a balance of \$3,900. The balance is due as follows: the first of five automatic credit card charges or checks for the amount of \$780 will be due the 1st of the month following the start date of your program and approximately every 30 days thereafter. If paid by credit card these payments will be automatically charged on the first of the month to the credit card we have on file.

Your account must be current for you to register for your exam. CTI reserves the right to dismiss you from the program if your account is more than 30 days in arrears.

The cost of the Certification Program does not include:

- Required book: **Co-Active Coaching, 3rd Edition** \$39.95
- Your certified coach: price will vary, approximately \$300 per month
- Phone charges: price will vary, approximately \$62 per month
- Device or service to record phone calls: price will vary
- Missed supervisions: \$140 per incident

CERTIFICATION PAYMENT AND ENROLLMENT

You may pay by check, VISA, MasterCard, American Express or Discover. Your signature on the Registration Request Form authorizes CTI to automatically charge your credit card. Balances due: five automatic credit card charges of \$780 each will take place the 1st of the month following the start date of your program and approximately every 30 days thereafter.

All program enrollments are subject to availability. You will receive written notification of your enrollment status. If there is no space in the month you have selected, we will contact you about other options. Your enrollment in the Program is based on acceptance of your application and the receipt of funds for both the deposit and balance due. In the process of enrolling you in your requested program, CTI will notify you if there are questions about your application and/or if there are insufficient funds. If we do not hear from you within 48 hours of our notification, your requested space in the program will be released.

CERTIFICATION PROGRAM ENROLLMENT REQUIREMENT

In order to retain the Certification Program package discount, you must register for a specific start month and submit an application **within 180 days** of completing your Synergy course. You must start the Certification Program within twelve months of completing Synergy **or your Certification discount will be forfeited and will revert to a la carte pricing.**

CORE CURRICULUM PAYMENT AND ENROLLMENT

You may pay by check, VISA, MasterCard, American Express or Discover. Your signature on the Registration Request Form authorizes CTI to automatically charge your credit card. Balances due will be automatically charged 21 days prior to the course date. All course enrollments are subject to availability. If there is no space in your “First Choice” Course(s) you will be placed on a Waiting List for your “First Choice” and, subject to availability, enrolled in your “Second Choice.” You will receive written notification of your enrollment status. If neither course is available, we will contact you to discuss other options. Your enrollment in a course is based on the receipt of funds for both the deposit and balance due. Your balance is due 21 days prior to the start of your course. In the process of enrolling you in your requested course(s), CTI will notify you if there are insufficient funds. If we do not hear from you within 48 hours of our notification, your requested space in the course(s) may be released. If enrolled in the Discounted Package and payment has not been received by the start of the course, the discounted package price is forfeited and the full À la carte course price of \$1250 per intermediate course is due.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

FEDERAL AND STATE FINANCIAL AID PROGRAMS

The Coaches Training Institute does not currently participate in Federal or State Financial Aid Programs.

STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND (STRF) PROVISIONS

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by, or registered to offer Short-term Career Training with the Bureau for Private Postsecondary and Vocational Education (Bureau).

You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF fee, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. The school’s breach or anticipatory breach of the agreement for the course of instruction.
5. There was a decline in the quality of the course of instruction within 30 days before the school closed, or if the decline began earlier than 30 days prior to closure, a time period of decline determined by the Bureau.
6. The school committed fraud during the recruitment or enrollment or program participation of the student.

You may also be eligible for STRF if you were a student that was unable to collect a court judgment rendered against the school for violation of the Private Postsecondary and Vocational Education Reform Act of 1989. *California residents: please note that The Coaches Training Institute pays the California state mandated Student Tuition Refund Fund (STRF) charge of \$2.50 per \$1,000 of tuition paid on behalf of each student. The STRF states “You must pay the state-imposed fee for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. You are a student, who is a California resident a prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF fee if either of the*

following applies: 1. You are not a California resident, 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.”

FACULTY

CTI's Core Curriculum courses are always co-led by two leaders and conducted in-person, with class size limited to 26 students. The Certification program has one leader and a class size limited to 9 students. Candidates for CTI's coaching faculty positions must first become Certified Professional Co-Active Coaches. They must complete the Co-Active Leadership program which takes about 1 year. They also must meet and maintain a required number of coaching clients. Based on their application, a select number are then invited to participate in a rigorous hands-on “audition”. Those who pass the audition must still undergo intensive course-specific training to be ready to lead.

SCHOOL CALENDAR & ENROLLMENT

Course dates and locations are listed in our Course Schedule which is a supplement to our catalog, and is also available on our website. To enroll in CTI courses, please contact our Registration Department or visit our website for online registration. The Certification Program has monthly enrollment; once you are accepted into the program you will be offered a choice of start dates and times. The Coaches Training Institute does not provide English-as-a-second-language instruction.

ATTENDANCE POLICIES

At the discretion of the course leaders, if you miss more than 1 hour on any given day of an in-person course you may be required to retake the course. The fee for retaking a course is \$450 each.

The attendance policy for the Certification Program is that you participate in at least 21 of the 25 weekly group/triad skill drill calls; completion of nine supervised coaching calls; listen to the pre-recorded topic call of the week prior to your weekly group call; participate in two open topic calls. Completing these requirements is a prerequisite to completing the program and qualifying to take your exam.

STUDENT CONDUCT & CONDITIONS FOR DISMISSAL

Student participation and engagement in our programs is essential. Students missing more than one hour on any given day of a course may be asked to retake the course. Students not fulfilling the participation requirements of the Certification Program may be asked to withdraw from the program and/or reapply at a later date.

Students disrupting or inhibiting the learning of others in courses or the Certification Program will be asked by the leaders to leave or withdraw.

GRADING, CREDIT, ETC.

Upon completion of the Intermediate curriculum, you will receive a certificate of completion. The Coaches Training Institute does not give out grades for courses. The Coaches Training Institute courses are designed to be taken in the following sequence—Co-Active Coaching Fundamentals, Fulfillment, Balance, Process and Synergy. CTI does not accept life experience, prior education or courses taken at other schools to advance in our curriculum or skip a course. Completion of the Beginning and Intermediate curricula is required to begin the Certification Program.

During the Certification Program, the Certification Program Leader (CPL) and Supervisors provide narrative feedback on your coaching progress, peer feedback on a bi-weekly basis; specific feedback on the context and principles of Co-Active Coaching, as well as specific competencies, weekly homework assignments and an oral and written examination. Progress is also measured by a Mid-Program Review conducted by the CPL. The Mid-Program Review is scheduled individually with each student. The focus of the review is to 1) Evaluate the student's above the line coaching skills, which is measured and graded on a scale, from the Supervision Stat Sheets and 2) Prepare the student for the Certification Exam.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at The Coaches Training Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in Co-Active Coaching is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all

of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending The Coaches Training Institute to determine if your certificate will transfer.

STUDENT RECORDS

The Coaches Training Institute maintains student records for a minimum of 5 years pursuant to the requirements of the California Bureau for Private Postsecondary and Vocational Education.

CONCERNS & COMPLAINTS

Your feedback about our programs and instructors is encouraged and welcome. You will have a chance to evaluate courses on the final day of training. You will be offered an opportunity to evaluate the Certification Program upon completion of your formal learning and prior to your exam. If you have additional comments, concerns or a complaint, please contact our Registration Department by telephone, fax or write us at the address above. Your concerns will be investigated and addressed and you will receive a prompt reply.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Ste. 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA, 95798-0818, www.bppe.ca.gov, Ph: (916) 431-6959, Toll Free: (888) 370-7589, Main Fax: (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov.

BUYER'S RIGHT TO CANCEL AND REFUND POLICIES

You have a right to cancel this enrollment agreement and receive a refund by delivering a written notice to: The Coaches Training Institute, Attn: Certification Program Specialist, 4000 Civic Center Drive, Suite 500, San Rafael, CA 94903, USA. You do not have the right to cancel by telephoning or e-mailing the school, or by not attending the program you are registered for.

Refund Policy for Core Curriculum Courses:

- **General Information Regarding Pricing, Cancellations, Withdrawals, and Refunds:** If you choose to cancel your enrollment in a course, and if it is 21 or more days (60 days for Certification) prior to the start of the course, you will receive a full refund, excluding the \$50 non-refundable registration fee. Written notifications to cancel a course received must be postmarked 21 days (60 days for Certification) prior to the course start date. If you cancel less than 21 days (60 days for Certification) prior to the start of a course, you will receive a full refund minus a \$50 non-refundable registration fee.
- **Discounted Package Withdrawal:** If you withdraw from a discounted program package, you will be charged the full individual course fee for any completed courses. The \$50 non-refundable registration fee will be applied if written notice is received less than 21 days (60 days for Certification) prior to the next course date. The full individual course fee is \$725 for Fundamentals, and \$1250 each for Fulfillment, Balance, Process and Synergy. You will be refunded or charged based on these rates.
- **Individual Course Withdrawal:** If you withdraw from an individual course after the course has already begun, you will receive a prorated refund, minus the \$50 non-refundable registration fee, based on time completed in the course. For example, if you attend the Fundamentals Course and cancel 12 hours into the course: $\$725$ (Fundamentals Tuition) - $\$50$ (non-refundable Registration Fee) = $\$675$ (Course Fee less Registration Fee) $\$675$ divided by 18.75 (Total Fundamentals classroom hours) = $\$36.00$ (Amount per classroom hour) x 6.75 (Classroom hours not attended) = $\$243.00$ Student Refund Amount.
- **Notice of Cancellation/Withdrawal and Refunds:** Written notice of cancellation shall take place on the date the letter of cancellation/withdrawal is postmarked, or if hand-delivered, the date delivered to the school. Refunds will be made within 30 days following the receipt of written requests.

REFUND POLICIES FOR THE CERTIFICATION PROGRAM:

General Information Regarding Cancellations, Withdrawals, and Refunds: If you choose to cancel your enrollment before the beginning of the Program, you will receive a full refund minus a \$50 non-refundable registration fee. If

you cancel after the start of your Program, a refund will be pro-rated for the unused portion of the Program. If you withdraw from the Program, after the 5th business day of the start of the course, you will receive a pro-rated refund, minus the \$50 non-refundable registration fee, based on the time completed in the course. The refund is calculated from the postmarked date of the written notice. For example, if a student's cancellation is received after completing 50 Program hours and paid \$5,100, the refund would be calculated as follows: \$5,100 (Program Tuition) - \$50 (nonrefundable Registration Fee) = \$5,050 (Program Fee less Registration Fee). \$5,050 divided by 92 (Total Program hours) = \$54.89 (Amount per Program hour) x 42 (Program hours not attended) = \$2,305.43 (Student Refund Amount).

CORE CURRICULUM COURSE TRANSFER FEES

You may transfer from one course date to another two times without penalty, provided the request is made more than twenty-one (21) days (60 days for Certification once your application has been received and confirmed) before the course start date. Subsequent transfers, or transfers that occur within the 21 day window (60 days for Certification once your application has been received and confirmed), are assessed a **USD non-refundable \$175.00 fee**. Certification program transfers are not allowed once you are confirmed into a pod.

CERTIFICATION PROGRAM TRANSFER FEES

Students may transfer from one program start date to another two times without penalty, provided the request is made 60 days before the program start date. Subsequent transfers, as well as any transfer made within 60 days of the course start date, will be assessed a \$175 fee. Transfers are not allowed after we have confirmed you into a Pod.

CANCELLATION REQUESTS

You do not have the right to cancel by telephoning or e-mailing the school, or by not participating. Written notice of cancellation shall take place on the date the letter of cancellation/withdrawal is postmarked, or if hand-delivered, the date delivered to the school. Refunds will be made within 30 days following the receipt of written requests.