



Leadership & Coaching Chase Academy



Rileagh T. Chase
LIFE COACHING

General Statement

Chase Leadership and Coaching Academy (CLCA) - a subsidiary of Rileagh T Chase Coaching Corporation (RTCC), are both committed to maintaining the highest standards of excellence in its programs and materials. Subject to these standards, as a participant in the Program we ask that you comply with these terms ("RTCC and CLCA Terms of Participation"). These RTCC and CLCA Terms of Participation apply to any RTCC and CLCA programs, classes, courses, or other events that you may attend, including online or virtual classrooms and events ("CLCA programs").

By following the guidelines set forth here, we ask that you recognize and respect our years of development and excellence in this work, your investment in your own development as a coach or leader through this work, and your ability to serve you.

DEIJ Statement

The ICF Global Board of Directors approved the ICF Statement of Diversity, Inclusion, Belonging and Justice in July 2020. This statement of principles reflects a position we stand behind and invite every ICF Member, Credential-holder and accredited provider to subscribe to.





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Non-Discrimination Policy

The policy of Rileagh T Chase Coaching Corporation and its subsidiary Chase Leadership and Coaching Academy is as follows:

In recruiting and hiring personnel, there will be no discrimination based on race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status.

All Staff and Employees will not discriminate against any Employee or Participant based on race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability or veteran status.

Everyone is invited 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 enjoy an environment free from discrimination and harassment. This includes discrimination or harassment, but not limited too, regarding race, age, religion, color, creed, national origin, sexual orientation, gender identity, marital status, disability or veteran status. Our organization will not condone or condone behavior by any employee, student, volunteer, contractor, visitor, or supplier that unreasonably interferes with an individual's ability to learn in a welcoming environment.





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Participants wishing to report discrimination are encouraged to follow the grievance policy set out in the Grievance Policy. Rileagh T Chase Coaching and Chase Leadership and Coaching Academy will quickly investigate all claims and reports of inappropriate conduct.

Photography, Video, and Audio Recording

We may record coaching or training sessions on various media for educational or commercial purposes. Your REGISTERING AND PARTICIPATING IN THE RTCC and CLCA PROGRAMS INCLUDES YOUR IMPLIED AGREEMENT TO THE USE OF SUCH INFORMATION FOR THIS PURPOSE, UNLESS OTHERWISE STATED IN WRITING.

Feedback

By sharing with us any ideas, comments, suggestions, questions or other materials, you consent to us using, duplicating, displaying, producing, modifying, transmitting and distributing these materials in any way, including those related to CLCA's programs and activities. You also agree that we are free to use any ideas, knowledge or techniques you provide to us for any purpose.





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Designations Upon Completion of CLCA Programs

- Following completion of one or more CLCA Programs, you may state that you have been “trained by Chase Leadership and Coaching Academy Coaching.”
- Following successful completion of the Chase Leadership and Coaching Academy Coaching Course(s) and having received a CLCA Certification/Diploma, you may state that you are a “Certified Chase Leadership and Coaching Academy Coach.”

Coach Certification

We certify coaches for our coaching process and methodology. Certification details can be found elsewhere on our website. Please note that certification is granted upon successful completion of all required coursework, practicums and written exams. Registering and paying for a course does not guarantee certification.

Our training program is vetted and approved by the International Coach Federation (ICF) as a fully accredited coach training program. We can provide documentation and assist with the application process for your ICF certification. However, we (nor anyone one other than ICF) cannot issue ICF certificates directly.





Cancellations and Refunds

If you must cancel your participation in any coaching, seminars, webinars, virtual events or courses, all fees paid minus a cancellation fee and deposits will be refunded, as long as the below conditions are met. If those conditions are not met, no refunds will be provided.

Cancellation fees and Deposits are as follows:

- \$500 for Group Mentor Coaching, if cancellation is received seven or more days before the group mentoring session start date.
- \$500 for One to One Mentor Coaching package if cancellation is received seven or more days before the coaching start date.
- \$500 CLCA online course deposit is non-refundable. Once registered, if you must withdraw from CLCA before the course start, all moneys paid will be refunded, minus the \$500 non-refundable deposit and an additional \$500 that can be applied to the following year's CLCA course. If not used for the following year's CLCA, this additional \$500 will be treated as a cancellation penalty and forfeited. If you must withdraw from the course after it has begun, no money will be refunded, but we will do what seems reasonable to support your continuing your studies with us.





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- \$1000 CLCA in person live courses deposit is non-refundable. Once registered, if you must withdraw from CLCA before the course start, all moneys paid will be refunded, minus the \$1000 non-refundable deposit and an additional \$500 that can be applied to the following year's CLCA course. If not used for the following year's CLCA, this additional \$500 will be treated as a cancellation penalty and forfeited. If you must withdraw from the course after it has begun, no money will be refunded, but we will do what seems reasonable to support your continuing your studies with us.
- Virtual Seminar/Webinars/Events: \$50 cancellation fee, up to the day before course start.

Transfer of Credit Policy

At this time, we are not able to accept partial course credit from other organizations or programs.

If you have completed an ICF Level 1 program with another organization, your credits may transfer after a review of that course by one of Chase Leadership and Coaching Academy Faculty members. You will need to present the outline of the course, that course completion certificate and you will need to demonstrate the ICF Core Competencies that were learnt and their application (a coaching recording may be requested). If you can not present any of these items or if the pervious course doesn't align with





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our course methodology you must enroll for the entirety of a Level 2 program. Individuals with questions about this process should contact Rileagh Chase, Registrar at yourcoach@rileaghtchasecoaching.com.

Grievance Policy

Chase Leadership and Coaching Academy and Rileagh T Chase Coaching Corporation are committed to ensuring that everyone is treated fairly and will endeavor to resolve any grievances/complaints quickly and efficiently. Participants have the right to object and file their complaint to presentation or content, setup issues, or teacher/instructor behavior. All complaints will be handled to the best of our ability to avoid further issues. The procedure for filing a grievance is as follows:

- Step 1: 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.
- 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 14 business days. The program manager will review the issue and talk to the student within 14 business days





of receiving the complaint. The program manager will work with all parties involved to resolve the issue.

- Step 3: If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Rileagh Chase, Registrar 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 30 days. All appeal decisions are final.

General Disability Policy

The Chase Leadership And Coaching Academy and Rileagh T Chase Coaching Corporation support people with disabilities and are committed to providing reasonable accommodations for people with disabilities. In addition, Rileagh T Chase Coaching Corporation prohibits discrimination based on disability and ensures equal opportunity for all qualified individuals with disabilities. Rileagh T Chase Coaching Corporation is committed to providing reasonable accommodation in accordance with all local, state/provincial and federal laws. Anyone who has questions about this program or would like to request accommodation should contact Rileagh Chase, Registrar (yourcoach@rileaghtchasecoaching.com)





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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 Rileagh Chase, Registrar
(yourcoach@rileaghtchasecoaching.com) before enrolling to determine if your specific needs can be met in a way that works for you.

Participation Policy

You have invested in yourself by enrolling in our CLCA or other Rileagh T Chase training programs. The success of our program requires the full commitment of everyone involved. By enrolling in this course, participants agree to participate fully in all sessions and participate to the best of their abilities. This includes respecting a code of conduct, punctuality, and participate in course activities

Attendance

It is important that you attend all classes, including subsequent Zoom classroom sessions, to ensure the minimum training hours required for certification.

If you have an emergency or illness that prevents you from attending a class or any part of it, please contact your instructor and the Chase





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Leadership & Coaching Academy Registrar immediately. You must complete and turn in any assignments or meeting materials, see meeting recordings (if applicable), and complete any missed coaching practice sessions outside the live class to make up for the missed time.

If you need to miss or are unable to complete the course within the allotted time given to complete the course of the course, you will have the option to work with the an instructor or continue with the course to cover the missed material at your own expense or register for another course. If you miss more any of the mentor coaching classes, you can either arrange to attend another cohort class (if available) or 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 Rileagh T Chase Coaching Corporation.

Course Engagement

Our classes are designed to be interactive and fun for participants. As such, they are expected to participate in learning activities such as discussions with course instructors and peers, hands-on training activities, and experiential learning activities. If you are unable to participate in an





activity, please let the instructor know 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 required.
- Having your camera on for virtual live sessions unless directed to do otherwise by your instructor.
- 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, not reading and/or sending emails, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.





Illness Policy

It is important that you attend the minimum number of required course lessons/sessions to provide the the training hours needed for certification. If you are unable to attend a class or part of a course due to an emergency or illness, please contact your instructor and Rileagh Chase immediately. You must complete and submit all course assignments or materials, review session recordings (if applicable), and complete missed training exercises. You may be able to join another parallel classes to make up for the lost time.

For the CLCA self-paced courses, you must complete the courses within 3-6 months. If you need more time than allotted to complete the course, you have the option of continuing the course or enrolling in another course (it's up to you to extend the course for another 3 months). To extend a course for an additional 3 months you will need to invest a minimum of 450GBP, (price may vary by course). If you miss any of the mentor coaching classes, you can either arrange to attend another parallel class (if available) or 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 (organization).

Partial Completion Policy



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Currently, it is not possible to award credit for partially completed courses. All courses must be completed to receive credit. If you have any questions about this program, we encourage you to contact Rileagh Chase, Registrar at yourcoach@rileaghtchasecoaching.com.

Change of Terms

We may change these CLCA Term of Use for participants from time to time in the future. An up-to-date version of the CLCA Terms will be posted on the RTCC website and CLCA website page. It is your sole responsibility to check the CLCA website page from time to time for changes to these CLCA Terms of Use.

