

Catalog Information for Minnesota Students
(For insertion into Catalog, Vol. 4 and Certification Application Packet)

THE COACHES TRAINING INSTITUTE INFORMATION

CTI is located at: 2370 Kerner Blvd., Ste. 370, San Rafael, CA 94901.

Tel. 415-451-6000 Fax 415-472-1204

Website: www.coactive.com E-Mail Address: registration@coactive.com

OFFICIALS

Chairman of the Board: Henry Kimsey-House; CEO: Karen Kimsey-House; Co-President: John Vercelli

Board of Directors: Karen Kimsey-House and Henry Kimsey-House.

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 Customer Service Department or visit our website for on-line 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.

ATTENDANCE POLICIES

At the discretion of the course leaders, if you miss more than 1 hour on any given day of a course you may be required to retake the course. The 2016 fee for retaking a course is \$787.50 each. See reverse side for refund policies and additional information about cancellations and transfers.

The attendance policy for the Certification program is that you participate in at least 11 of the 13 pod calls; 8 of the 9 triad skill calls; 2 of the 3 supervision calls; complete 6 individual supervision coaching calls; listen to the assigned module audios prior to weekly group call; listen to at least two open topic calls; completing the required reading and homework assignments; maintain a roster of 5 individual paying clients and complete 100 hours of paid Co-Active Coaching. 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 courses 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.

CTI reserves the right to refuse a student participation in courses and/or programs. In addition, upon the recommendation of both CTI Course Leaders, CTI reserves the right to remove from a classroom a student who is negatively impacting other students and/or the learning environment.

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.

The Certification Program has narrative feedback on your coaching progress, peer feedback on a bi-weekly basis; and specific feedback on the context and principles of Co-Active Coaching, as well as specific competencies.

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. 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 complaints please contact CTI Customer Service by telephone or email. Your concerns will be investigated and addressed and you will receive a prompt reply.

BUYER'S RIGHT TO CANCEL & REFUND POLICIES

You have a right to cancel your enrollment and receive a refund by delivering a written notice to: The Coaches Training Institute, 2370 Kerner Blvd., Ste. 370, San Rafael, CA 94901. You do not have the right to cancel by telephoning or e-mailing the school, or by not attending a course you are registered for.

RIGHT OF REFUSAL: CTI reserves the right to refuse a student participation in courses and/or programs. In addition, upon the recommendation of both CTI Course Leaders, CTI reserves the right to remove from a classroom a student who is negatively impacting other students and/or the learning environment.

REFUND POLICY: Notwithstanding anything to the contrary, if a student gives written notice of cancellation within five business days of the execution of the contract (for schools using written contracts) or day on which the student is accepted (for schools not using written contracts), then a complete refund is given regardless of whether the program has started. If a student gives written notice of cancellation after five business days of the execution of the contract (for schools using written contracts) or day on which the student is accepted (for schools not using written contracts), but before the first lesson has been serviced by the school, then all tuition, fees and other charges, except 15 percent of the total cost of the program (15 percent not to exceed \$50.00) shall be refunded to the student. If a student gives written notice of cancellation after the first lesson is completed, but before completion of 75 percent of the period of instruction, then the student is assessed a pro rata portion of tuition, fees and all other charges based on the number of days in the term plus 25 percent of the total program cost (25 percent not to exceed \$75.00) Any notice of cancellation shall be acknowledged in writing within 10 business days of receipt of such notice and all refunds shall be forwarded to the student within 30 business days of receipt of such notice. This refund policy is not linked to any student conduct policy and any promissory instrument shall not be negotiated prior to the completion of 50 percent of the course.

Written notice of cancellation shall take place on the date the letter of cancellation is postmarked or, in the case where the notice is hand carried, it shall occur on the date the notice is delivered to the school. The date of execution of the enrollment agreement shall be presumed to be the date of delivery of the notice of acceptance; and if delivered by mail, the postmark date of the letter of acceptance.

TRANSFER FEES: You may transfer from one course date to another two times without penalty, provided the request is made more than sixty (60) days before the course start date. Subsequent transfers, or transfers that occur within the 60 day window, are assessed a USD \$175 fee. Certification program transfers are not allowed once you are confirmed into a pod.

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

The Coaches Training Institute is licensed as a Private Career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions. Any questions or problems concerning this school, which have not been satisfactorily answered or resolved by the school, should be directed to: Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, ST. Paul, MN 55108-5227.