



POSITIVE ACORN

Positive Psychology Coach Training
Enrollment Agreement



Participation Policy

Positive Acorn courses are designed to be interactive and engaging. We encourage you to participate in all course activities, including discussions, demonstrations, reflections, practice, and other experiential learning activities.

Positive Acorn also encourages all students to take personal responsibility for the social environment. To promote an atmosphere conducive to the learning of all course participants, we stress the importance of respect, courtesy, and friendliness. We expect all of our students to conduct themselves with a high degree of professionalism, including punctuality, preparedness, and participation. A professional attitude is critical where confidentiality is concerned. Because coach training often requires some self-disclosure, all interactions within class sessions or in coaching practice should be treated confidentially. By enrolling in this course, participants agree to abide by our code of conduct.

Code of Conduct

Participants are expected to conduct themselves professionally during all sessions.

This includes, but is not limited to:

- Arriving on time for all sessions.
- Attending live sessions and mentor coaching sessions (see attendance policy).
- Have your camera on for virtual live sessions whenever able.
- Being prepared for each session, materials completed in advance.
- Being respectful of your fellow participants and instructors, including silencing your cell phone, not texting, and other disruptive behaviors.
- Respecting the dignity and humanity of all other participants.
- Being sober during class sessions, partner practice, and related learning activities.
- Respecting the confidentiality of all participants as well as the intellectual property of the program.

If a student engages in behavior that might harm the profession, clients, or the learning environment, we will directly address the behavior with them. Depending on the behavior or the student's reaction to the conversation, we reserve the right to create a professional development plan to address problem behaviors. In the most severe circumstances, we



reserve the right to dismiss a participant from the program without a certificate of completion and deny registration for future Positive Acorn courses.

Attendance & Illness Policy

It is important to attend course meetings. We understand, however, that illness, work, and emergencies sometimes interfere with attendance. If you know you will miss a class session, we ask that you inform us as soon as possible so we can plan accordingly. We also ask that you watch the recording of the missed class session and complete any missed work as quickly as possible. If you cannot participate in a session but can attend, please let us know as soon as possible. It will help us to arrange breakout sessions appropriately.

For any courses in the Level 1 program, students are expected to attend at least 70% of all class sessions to receive credit for a course. If you miss more than 70% of the class sessions or do not complete course assignments, we will determine if make-up work is appropriate and possible to allow for full course credit. Please reach out if you are having difficulty with attendance.

If you receive mentor coaching through Positive Acorn, you must attend every scheduled meeting. We require 24 hours' notice for cancelations. If you are unable to attend, please get in touch with us as soon as possible. If you "no show" or cancel late (within 24 hours) for an individual mentor coaching session, you may be required to pay for an additional session to reschedule.

Positive Acorn courses that are outside the Level 1 program have differing levels of attendance requirements. Please reach out with questions regarding your particular course. We strive to work with students who have special circumstances.

Diversity & Inclusion Policy

At Positive Acorn, it is important to us that you feel safe and welcome. We serve people regardless of religious background, ethnicity, national origin, gender identity, sexual orientation, age, physical ability, or family/relationship status. We celebrate diversity and recognize each community member as an essential contributor with a right to feel safe and included. If, at any time, staff or fellow students act in ways that are offensive or invalidating, please let us know so that we can address the issue. Please see the Grievance Policy. Our staff will prioritize all communications and address them promptly. Finally, if



you have physical or other issues that might need an accommodation to improve your learning experience, please let us know, and we will create such accommodations to the best of our abilities.

Grievance Policy

Positive Acorn seeks to ensure equitable treatment of every person and to attempt to solve any grievances promptly and fairly. Participants have the right to file a grievance regarding offensive course content, instructor/staff behavior, or the behavior of other students. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

1. A course participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have a problem. This reinforces the ethic of collective and personal responsibility to the social environment.
2. If participants are not comfortable approaching the individual with whom they have a grievance or cannot resolve the issue directly, they should submit a written grievance to the program manager within seven days. The program manager will review the case and schedule an appointment to learn more. The program manager will then work with all parties to resolve the issue.

Statement on Ethics, Integrity, Transparency

As an ICF-accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of Ethics describes the ICF's core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies.

You can read more about the [ICF Code of Ethics here](#).

We hold ourselves and our participants to the highest level of integrity. We promote transparency in our decisions and processes, will not use dishonest sales tactics, and never sell your information. We believe in disseminating education as widely as possible. Equity



issues are essential to us. To support this, we provide materials without additional fees and rely heavily on open-source materials. We seek to provide pricing that will ensure access to a wide range of people interested in receiving a coaching education.

Recordkeeping policy:

Students are responsible for recordkeeping and saving their training hours, client contact hours, and certificates. Positive Acorn keeps student records for three years and can provide documentation and information to students within the three-year period we have their information on file. We will endeavor to respond to all records requests promptly within the limitations of our small staff.

Payment Policy:

Positive Acorn endeavors not to use materials or services that would require the payment of additional fees, either to us or to third parties. We use openly licensed materials, where possible, and all recommendations for books or other products are suggestions for further study rather than program requirements. Final assessments are optional and require a separate fee. Please see the assessment policy below.

Payment/Fees policy:

Course payment is due upon registration. We accept credit cards, checks, or wire transfers. You will not pay more for a course if you opt for a payment plan. Those on payment plans will receive certificates or transcripts once payments have been completed.

Transparent fee schedule:

We offer monthly payment plans with no additional fees. At checkout, you will have the opportunity to use a monthly payment plan. If the payment plan you prefer is not listed, email us at info@positiveacorn.com, and we can negotiate a payment plan that works for your situation. Those on payment plans will receive certificates once payments have been completed. In the case of non-payment, we reserve the right to charge the remaining amount to the credit card on file after 60 days of non-payment.

**Refund policy:**

A 100% refund is available within 24 hours of registration. A 90% refund is available up to three weeks before the start of the course. A 50% refund is available within three weeks before the course begins. Once the course begins, we cannot offer refunds. When emergencies interfere with a person's ability to take a course, please reach out to discuss your circumstances. There are no refunds if a student is dismissed for unprofessional or disrespectful behavior. There are no refunds for individual mentor coaching sessions. If reasonable attempts are made to schedule individual mentor coaching sessions, unused individual mentor coaching sessions are forfeit after 12 months of purchase.

Partial Completion Policy

Positive Acorn gives partial completion credit for students who complete part of our program. We do not, however, offer credit for the partial completion of a course. If you enroll in the course at a later date, you will be expected to participate from the beginning.

Transfer of Credit Policy

Positive Acorn does not accept transfer credits from other coach training organizations to preserve the continuity and quality of our training. We do accept mentor coaching hours received outside of Positive Acorn. In this instance, the student must ensure that the person providing the mentor coaching meets the ICF criteria as well as Positive Acorn's criteria. You must provide us with the name and contact information of the mentor coach for verification purposes.

Mentoring Policy

Students seeking a Level 1 certificate must complete 10 hours of mentor coaching, of which seven can be group mentor coaching. We provide 7 hours of group mentor coaching in the Level 1 package. We believe that mentees should be free to find individual mentors who fit them well, speak their native language, and live in a time zone convenient to them. Positive Acorn will list possible individual mentor coaches to participants in our Level 1 certificate package.

Receiving mentor coaching through Positive Acorn is not a requirement for the Level 1 certificate. Positive Acorn will need to verify both the qualifications of the mentor coach



and the duration of the mentor coaching to determine if it can be included on a Positive Acorn certificate.

Students seeking Level 1 certificates must complete 10 hours of mentor coaching within 18 months of the first day of the program, and must show a passing score of 67% on their mentor coaching summary assessment.

Students who contract for mentor coaching within Positive Acorn must complete their mentoring sessions within 18 months of beginning the program. Unused mentor coaching sessions expire after this time.

Certificate Policy

Students will be issued certificates upon completion of coursework and payments. Students with outstanding Level 1 requirements have one year from beginning coursework to complete the requirements for a Full Level 1 certificate. Students may receive partial credit for courses completed.

Communication Policy

Positive Acorn will make reasonable attempts to contact students. If repeated attempt to communicate students via emails are not responded to in a reasonable time frame, we will discontinue attempts to contact students.

Business Closure

In the unlikely event that Positive Acorn must close, discontinue a program, or become unable to deliver the education services promised to currently enrolled students, we will make good-faith efforts to support affected students.

Business closure may result from circumstances including, but not limited to:

- Voluntary closure of the business
- Financial hardship or insolvency
- Death, disability, or prolonged incapacity of the primary educator or business owner
- Loss of required faculty, staff, or resources
- Regulatory, accreditation, or legal changes
- Force majeure events, including natural disasters, war, pandemic, or other events beyond the organization's control



Teach out Policy

Positive Acorn will make reasonable efforts to provide a teach-out option for currently enrolled students so they can complete the education or training they paid for.

Teach-out support may include but is not limited to completion through the organization, transfer to another qualified provider, substitute instructors or faculty, or receiving a prorated refund for paid services that were not delivered.

Student Notification

If Positive Acorn determines that it will close or discontinue a program, currently enrolled students will be notified in writing as soon as reasonably possible to explain the closure timeline, identify remaining program requirements, and provide available options for completion. Positive Acorn will make reasonable efforts to provide at least 30 days' notice before closure. However, in emergency situations, shorter notice may be unavoidable. Students are responsible for responding promptly to teach-out communications and completing remaining requirements by any stated deadlines.

This policy does not guarantee that every student will be able to complete their education through Positive Acorn, but we will act in good faith to minimize disruption and support students whenever reasonably possible. Priority will be given to students who are actively enrolled and in good standing at the time the closure decision is made. Positive Acorn may not be able to support former students, inactive students, withdrawn students, or students whose enrollment period has already expired, except as required by written agreement or applicable law.

Student Records and Certificates

In the event of business closure, Positive Acorn will make reasonable efforts to preserve student records, including. Students will be given instructions for requesting copies of their records before closure, when possible.

Positive Acorn will make reasonable efforts to maintain student records for two (2) years following closure, or longer if required by applicable law or regulatory requirements. If records are transferred, they will be provided to an appropriate record custodian, successor organization, or designated representative, where available.

Students who complete all requirements through an approved teach-out process will receive the appropriate completion documentation and certificates.



Students who are unable to complete before closure may request records showing completed hours, courses, and mentor coaching. This documentation may assist the student in transferring to another coach education provider or completing credentialing requirements elsewhere.

Student Responsibilities

Positive Acorn remains committed to supporting students through available teach-out options; however, student participation is required to enable that support. Students are responsible for responding promptly to closure communications and teach-out options. Failure to respond by the stated deadline may limit Positive Acorn's ability to support completion.

Students may be required to:

- Confirm whether they wish to participate in a teach-out option
- Complete remaining assignments or attendance requirements by stated deadlines
- Request copies of records before a specified date
- Work directly with a receiving provider if a transfer option is arranged
- Pay any additional fees charged by another provider, unless otherwise stated in writing

Refunds

If Positive Acorn is unable to deliver paid education or provide a reasonable teach-out option, students may be eligible for a prorated refund for the portion of the program that was paid for but not delivered.

Refunds, if available, will be calculated based on factors such as amount paid by the student, portion of the program completed, services already delivered, administrative costs already incurred, and availability and cost of teach-out arrangements.

Refunds are not guaranteed in all closure situations, particularly where closure results from circumstances beyond Positive Acorn's control. However, the organization will act in good faith to provide fair and reasonable options for affected students.