

PCCCA GENERAL POLICIES AND STUDENT AGREEMENT

Discipline, accountability, integrity and structure are key elements in coaching. As the PCCCA academy grows, we have been presented by an increasing need for more uniform standards and policies. The policies outlined in this agreement will apply to any PCCCA-offered program or course and every student of a PCCCA program or course.

The student agrees: If I am approved / accepted as a course participant, I agree to abide by all PCCCA policies including time frame to complete the course and fulfillment of payment obligations. I understand that if I do not complete any PCCCA program, pay in full as agreed and pass with 75% or better, I will not receive my certification.

CONFIDENTIALITY: I agree not to duplicate or distribute any materials supplied as part of this PCCCA program or tape any instructional/coaching sessions (without PCCCA's explicit written permission). I will not divulge or share the contents or concepts presented in the course materials with the exception of any forms or assessments specifically supplied for use with my personal clients (with anyone outside of PCCCA and PCCCA formally enrolled students). I also agree to protect the confidentiality of information shared by my practicum clients, personal clients and other students in the program --both during sessions, by phone, email, written correspondence or other method. The course material is solely presented for my own consumption and to enhance my abilities as a Christian Life Coach or Counselor and may not be distributed to anyone else for any other reason in whole or in part. Some information during the course will be shared by phone session instruction or by email. I agree to keep this information confidential as well. As a student, life coach or counselor, I understand the ethical implications of confidentiality and will uphold the confidential nature of the information I will come in contact with. The only exception may be as required by local, state or federal statute or law or when my personal clients give permission for their testimonials to be published.

PROTOCOL: I also understand that it is protocol for me to call my instructor at the designated and mutually agreed upon time for my one-to-one sessions and that I will be responsible for my own long-distance phone calls.

1. Students are required *to attend and be on time for all 12 sessions* for the Christian Life Coach Certification Program and all 6 monthly sessions for the Master Christian Life Coach program. The information shared during these sessions is considered part of the overall criteria in the certification process and candidates will likely be examined on this knowledge as well as other assignments. Attendance will be a part of your overall grade.
2. Unless otherwise arranged with PCCCA, students are *required* to complete their certification training on time within the 12 week time allotted for CCLC or 6 months for the Master program. The time clock will begin on the day of the student's first session with their trainer. Any variation of this schedule must be approved in writing (or by email) by the President of the Academy.
3. Why does PCCCA have the students call their coach trainers instead of the trainers calling the students? This is an important way for the students to show their commitment and level of responsibility to their trainer and to PCCCA and is also a foundation of coaching, that coaches are responsible for their own education and self-growth.
Your trainer will not chase you down to attend your session(s). It is your responsibility to call in for them. You need a score of at least 75% to pass your certification. If you do not call and do not notify your trainer of a scheduling change, your session will be noted as "No Show". 10% is deducted from your final grade for every "No Show". Three (3) such No Call / No Shows may result in administrative withdrawal from the program due to forfeiture of 30% (3 times 10%) of their (the student's) grade.
We are firm about attendance policies because as Christian Life Coaches, we are to be ambassadors for the Lord as well as walking our talk. If students do not prove themselves responsible and punctual during training sessions, we can not certify that they will perform that way as coaches.
4. If you need to reschedule a session, you must notify your trainer or PCCCA *at least 24 hours* in advance by phone. PCCCA and our trainers, coaches or affiliates do not offer "sessions on demand".
5. If a session is missed without proper notification, the session needs to be made up.
6. There is a \$100 per session fee for make-up sessions, payable prior to the makeup session. In depth explanation of this policy can be found in #6 in the Financial Matters Section of this agreement.
7. Emergencies: If you have an emergency and can not attend your session, please notify your PCCCA trainer by phone or at their email address at your first opportunity. If you are unable to reach them contact PCCCA at 239-540-4660 or email admin@pccca.org for assistance.
8. If you miss your sessions and/or we do not hear from you for 30 days, you may be administratively withdrawn.
9. PCCCA leadership decisions on certification or graduation or eligibility in any of our programs or courses will be final. Anyone found to have actions or behavior including, but not limited to, questionable ethics, unlawful behavior, lack of integrity or actions inconsistent with the Christian faith and/or values, may become ineligible for certification. PCCCA will never knowingly certify a candidate (student) who it feels is unable and/or unwilling to meet PCCCA requirements of excellence.
10. If a graduate of PCCCA is found to have behaved unlawfully, been convicted of any crime, violated faith, integrity, ethics or other policies, PCCCA may at its sole discretion withdraw certification from that individual permanently or temporarily at any time.

11. If you are a Certified Christian Life Coach program student, your exams, assignments and practicum surveys from session weeks 5 to 11, as well as your Course Completion Survey, are due at the time of your week 12 Certification Interview. It is best to mail them priority (3 day mail) on the day of session 11. If your trainer allows you additional time to send in this information with the approval of PCCCA, **you have no more than 30 days after your certification interview for PCCCA to be in receipt of your completed paperwork and practicum completion surveys.** Master Christian Life Coach students have a maximum of 6 months from the date of their first training session to complete their program. Any deviation from this schedule must be approved in writing by PCCCA. Students who do not comply with a training program time table may forfeit their certification unless they retake the program at the current cost.

Mail your package to:

Rev. Dr. Leelo-Dianne Bush,
PCCCA Christian Coaching and Counseling Ctr
3624 Del Prado Boulevard, Suite C
Cape Coral, FL 33904

FINANCIAL MATTERS: As a prospective student, student or graduate of PCCCA, I agree to the terms laid out herein. This section addresses financial obligations of prospective students, students and graduates of PCCCA.

1. Either payment in full or the first installment must be received by PCCCA before any program/course materials are released. **Students are required to pay fees on time and in full.** This is part of the discipline of taking the Christian life coach certification course. We are here to help you become a great life coach. Part of the process is walking your talk.
2. Effective immediately (5/1/09), if students are on a payment plan and their payment can not be withdrawn on the date it is due, there will be a \$25 "bounce" fee. The academy will make another attempt 3 business days later, and if the payment still does not clear, the account will accrue yet another \$25 "bounce" fee. At the third try, 3 days later, if the payment does not go through, the student will accrue a third \$25 "bounce" fee and at this point may be administratively withdrawn from the program if there have been previous payment issues. **It should also be noted that if a student payment does not clear, sessions will be suspended until the student's account becomes current.**
If the account is not brought current within 30 days, the student will be administratively withdrawn. Even though a student may become withdrawn, they remain responsible to pay the entire balance plus any fees due on their account.
If the student has any question about their payment due date, the amount due or this policy, please phone the academy offices at 239-540-4660, M-F, 9-5 EDT.
Christian coaches are role models and expected to live and do business with the same integrity they are helping others to live. Consequently they will be held to the highest standards. PCCCA will not knowingly certify a Christian life coach who has not proven to maintain these standards.
3. The PCCCA academy may at its own option accept any form of payment method for programs offered including Paypal, debit cards, credit cards, cash or checks. If a check is returned for insufficient funds, there will be a \$25 fee applied to the student's account. In this case, PCCCA will henceforth not accept personal checks as payment and will require the student pay by money order or certified bank check.
4. If a student can not make their payment as agreed to when they began their program, the training sessions will be discontinued and will resume when the payments are brought up to date. The sessions will resume where the student left off and no sessions will be missed. If an account becomes 30+ days delinquent, the student may be administratively withdrawn by PCCCA from the program with no refund of any fees paid.
5. If a student becomes administratively withdrawn for any reason or voluntarily withdraws from any program, the student's financial liability is not affected. All financial arrangements will remain in full force and effect.
6. If PCCCA deems that a student is or has become unsuitable to be certified for any reason including but not limited to unlawful behavior, criminal convictions, ethics, faith or student policy violations, PCCCA may at its own discretion dissolve its relationship with the student. PCCCA may, at its sole discretion, close the student's account with no further payments being withdrawn.
7. There is a \$100 per session fee for make-up sessions, payable prior to the makeup session. This fee goes to cover payment for your trainer and administrative costs. The payment should be sent via Paypal to admin@pccca.org or may be phoned in via credit or debit card to PCCCA at 239-540-4660. **If you don't want to pay for make-up sessions, don't miss your scheduled sessions.**
8. If the student receives the course package and does not open it, they may return it unopened and in its original condition within 7 days of receipt for a refund of all fees paid in excess of the \$200 administrative (application, enrollment and processing) fee. The initial \$200 of any course fee is considered the application fee and is applied toward PCCCA administrative expenses, thus being non-refundable. Once the course package is opened, the student agrees to pay the entire course fee as agreed with the understanding that the student has become privy to proprietary information and intellectual property contained therein regardless of whether or how many sessions they may have attended. For the purpose of refund, there is no monetary value assigned to training sessions, only the program materials. PCCCA incurs the majority of its substantial expenses in enrollment and facilitation of certification and other programs primarily in the beginning of the training process, thereby making this policy necessary.
9. PCCCA makes every effort to operate prudently and maintain the lowest program fees possible. PCCCA consistently offers programs with fees below what it believes to be the industry average. PCCCA offers payment plans so that more students will be able to afford the programs offered. All payment plans are offered in good faith and understanding that the student will make timely payments as agreed to at the time of enrollment and will pay for their program(s) in full.

10. If the student owes for training already received, they must contact the school to pay the balance owed. The PCCCA academy may, at its own discretion, make special arrangements if necessary to facilitate any such situation. If the student does not do this within the 30 days, the account is subject to collection action, legal procedures and the credit of the student may be adversely affected. The student will be liable for any costs related to any collection action necessary to obtain payment of all monies owed.

PCCCA POLICIES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE AND WILL BE UPHELD TO THE EXTENT THAT APPLICABLE LAWS ALLOW. IT IS UP TO EACH INDIVIDUAL STUDENT TO BE AWARE OF CURRENT PCCCA POLICIES AS IT PERTAINS TO THEIR INDIVIDUAL SITUATION. *ldb050109*