



# Trio Coaching Academy LLC

1650 Garnet Avenue #1127, San Diego, CA 92109  
619-752-4127

## Policy Manual

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## 1.0 Disability/Discrimination/DEIJ Policy

### 1.1: General Disability

**Trio Coaching Academy** supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, **Trio Coaching Academy** prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. **Trio Coaching Academy** is committed to providing reasonable accommodation in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodation should contact **Director of Education** at [info@tricoachingacademy.com](mailto:info@tricoachingacademy.com).

### 1.2: Accommodations:

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 **Director of Education** at [info@tricoachingacademy.com](mailto:info@tricoachingacademy.com) before enrolling to determine if your needs can be met.

### 1.3: DEIJ Statement

The ICF Global Board of Directors approved the ICF Statement of Diversity, Inclusion, Belonging and Justice in July 2020. Staff and volunteer leaders from ICF's six family organizations subsequently cosigned the statement. This statement of principles reflects a position we invite every ICF Member, Credential-holder and accredited provider to subscribe to.

ICF Members and Credential-holders live and work in more than 140 countries and territories. ICF is a vibrant global community committed to the shared vision of making coaching an integral part of a thriving society. Our mission is to lead the global advancement of coaching. To do this, we must reflect on our blind spots and be aware of opportunities for improvement. We cannot ignore the challenges that many coaches and coaching clients face due to systemic problems in their communities.

As members of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

We will place diversity, inclusion, belonging and justice at the forefront of every decision we make within our Association. As we continue the journey toward our vision, we will recommit ourselves to valuing the unique talents, insights and experiences that every coach and client brings to the world.

### 1.4. Non-Discrimination Policy

It is the policy of **Trio Coaching Academy** that:



- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome 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 be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the grievance policy outlined in 2.0. **Trio Coaching Academy** will promptly investigate all claims and reports of inappropriate conduct.



## 2.0: Grievance Policy

**Trio Coaching Academy** seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- 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.
- 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 **10** business days. The **program manager** will review the issue and talk to the student within **10** business days of receiving the complaint. The **program manager** will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to **Director of Education** 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 **60** days. All appeal decisions are final.



## 3.0 Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

### 3.1 Attendance

To provide you with the minimum required training hours for certification, it is important that you are present at all program/course meetings.

If you have an emergency or become ill and are not able to attend a live class, please contact your **instructor** and **program manager** immediately. **You are able to miss 4 hours of live class time but cannot miss any hours of mentor coaching.**

For any missed live class time, you will be expected to complete the class materials and review the class recording. If you miss an in-class observation, you will need to submit a recorded coaching session for observation to account for the missed hours.

If you need to miss more than **4 live** hours of the program, you will have the option to work with the **program manager** to cover the missed material at your own expense or register for another course.

If you miss **any hours** of mentor coaching, you will need to work with the **program manager** 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 **program manager** and **Director of Education**.

### 3.2 Program/Course Engagement

Our programs/courses are designed to be interactive and engaging for our participants. It is an expectation that you participate in all activities, including dialogue with the instructor and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the code of conduct for additional details.



### 3.3 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.
- Having your camera on for live virtual sessions.
- 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, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.



## 4.0 Partial Completion Policy

**Trio Coaching Academy** will offer credit for partial completion of a Trio Coaching Academy program. The number of hours awarded will depend on the number of hours of curriculum completed. If you are interested in receiving partial credit for a program in which you are currently or were previously enrolled, please contact **Director of Education** at [info@tricoachingacademy.com](mailto:info@tricoachingacademy.com) no more than **60** days after the program has ended. Please include details about the program in which you were enrolled, the number of credit hours you are seeking, and any additional relevant information. If approved, you will receive a certificate of credit from **Trio Coaching Academy** indicating the number of training hours completed.



## 5.0 Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of full payment. We accept payment by credit/debit card. All payment will be in US Dollars.

### 5.1 Refund Policy

Cancellation of a program/course must be made a minimum of **60** days prior to the program/course to be eligible for a full refund. Cancellations made less than **60** days before the program/course are not eligible for a refund. Written notice of cancellation shall be effective on the date the withdrawal is received by **Trio Coaching Academy**. Refunds will be made within **30** days following receipt of cancellation or withdrawal requests.

### 5.2 Registration Modifications

Requests for modifications to registration, including substitutions of participants or transfer of program/course dates, must be submitted at least **10** business days before the program/course date. Participants may contact **Trio Coaching Academy** to request modification to their registration at [info@tricoachingacademy.com](mailto:info@tricoachingacademy.com). Program/course changes will be allowed as long as there are spots available.

### 5.3 Transfer of Credit Policy

At this time, we are not able to transfer credit from other non-ICF accredited organizations or programs.

### 5.4 Illness Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all program/course meetings. If you have an emergency or become ill and are not able to attend a live class, please contact your instructor and **program manager** immediately. You will be expected to complete the class materials, review the class recording, and attend a make-up class to account for the missed hours.

If you miss more than **4** hours of the program/course, you will have the option to work with the **program manager** to cover the missed material at your own expense or register for another program/course.

If you miss **any hours** of mentor coaching, you will need to work with the **program manager** 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 **program manager** and **Director of Coaching Education**.





## 6.0 Statement on Ethics, Integrity, Transparency, and Ethical Marketing Agreement

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 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](#).

Additionally, **Trio Coaching Academy** commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.



## 7.0 Organizational Owners

Dawn DeFrancesco, PhD, PCC  
Chief Executive Officer  
Trio Coaching Academy LLC  
[Dawn@triocoachingacademy.com](mailto:Dawn@triocoachingacademy.com)  
1/3 ownership

Chelsea Seid, MBA, PCC  
Chief Strategy Officer  
Trio Coaching Academy LLC  
[Chelsea@triocoachingacademy.com](mailto:Chelsea@triocoachingacademy.com)  
1/3 ownership

Leena Guptha, DO, MS, MBA, PhD, PCC  
Chief Learning Officer  
Trio Coaching Academy LLC  
[Leena@triocoachingacademy.com](mailto:Leena@triocoachingacademy.com)  
1/3 ownership