

# Participant Enrollment Agreement

---

*Level 1*

ESSENTIAL-ASSOCIATE  
TRAINING SPECIFICS

---



CCE

CENTER FOR COACHING EXCELLENCE

---

*“Coaching excellence for lasting influence”*

---

# PARTICIPANT ENROLLMENT AGREEMENT

Mary L. Verstraete, PCC  
President

© 2023 by the Center for Coaching Excellence. All rights reserved. All material herein is copyright protected and remains the sole property of the Center for Coaching Excellence. No part of said material may be reproduced, distributed, displayed, adapted, performed, arranged, or transmitted in any form by any means without express permission from the Center for Coaching Excellence.



CENTER FOR COACHING EXCELLENCE

For more information, please contact:

Center for Coaching Excellence

PO Box 10878

St. Paul, MN 55110

612.246.4787

[www.centerforcoachingexcellence.com](http://www.centerforcoachingexcellence.com)

[info@centerforcoachingexcellence.com](mailto:info@centerforcoachingexcellence.com)



# TABLE OF CONTENTS

Statement on Ethics, Integrity, Transparency	7
Diversity & Inclusion Statement	9
Release of Observation Information	11
Participant Enrollment Agreement	13
Complaint, Dispute, and Resolution Policy & Procedure Document	17
Notes	19
About CCE	21
About the President	23



## 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 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, CCE 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.



## Diversity & Inclusion Statement

Diversity and inclusion is a fundamental value of the Center for Coaching Excellence (the "Center"). Our business and activities bring us into contact with a wide variety of different persons from all manner of backgrounds and experiences. How we treat others reflects on ourselves, the Center, and our work. To ensure that all individuals who work with the Center or participate in our coach training can experience an inclusive environment free from harassment, the Center has adopted this statement policy. We are committed to a culture that values and promotes diversity, inclusion, equal employment opportunities, and a work environment free of harassment and hostility.



## Release of Observation Information

The Center for Coaching Excellence (CCE) participants engage in observation coaching to pursue International Coach Federation (ICF) credentialing through recording coaching sessions with a client. A CCE assessor listens to the participant selected recordings, reviews the transcripts of the selected recordings, and gives feedback in the application of coaching skills.

ICF requires submission of recordings and transcripts in their periodic audits to verify the training organization's assessor process.

Participants agree to have relevant Observation coach recordings and transcripts stored in a protected storage space and have the relevant recordings and transcripts submitted to ICF if requested.

Client and Coach full names are not submitted to ICF.



## Participant Enrollment Agreement

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.

### Course Requirements

1. Attend three workshops.
2. Attend no less than ten of the eleven weekly twelve virtual classes. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor and (organization representative) immediately. If you miss a class, you must make it up by listening to the recording of that class and e-mailing a one-page summary of the content/ discussion to your trainer within one week of the missed class. Your trainer will provide details for how to access the recording.
  - If you need to miss more than two weekly training sessions during the course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course.
3. Complete all individual reading, manual application exercises, peer interactions, and the two written open- book final papers.
4. Complete two supervised coaching sessions with your observing coach.
5. Participants are required to understand and effectively apply the Essential-Associate Training T-GROW and ToGROW models in coaching conversations and apply the foundational and advanced coaching skills in coaching conversations and in written assignments.
6. Conduct an inquiry conversation, preliminary meeting, and four coaching sessions with a client.
7. Experience at least ten Mentor coaching sessions (seven group and at least three on-one) with a CCE-ICF Certified Coach. All mentor coaching sessions are mandatory and are scheduled in collaboration with your trainer and/or mentor coach.

## Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you will participate in course activities, including dialogue with the course instructor and peers, 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.

## 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 virtual live sessions.
- Participating fully in all 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.

## Partial Completion Policy

At this time we are not able to offer credit for partial completion of a course. You must complete the entire course to receive credit. You have one year from the start date of the uncompleted course to complete the course with another cohort.

Individuals with questions about this policy are encouraged to contact Mary Verstraete, CCE President, at [maryv@centerforcoachingexcellence.com](mailto:maryv@centerforcoachingexcellence.com).

## Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon an acceptance of a CCE payment plan committed to at the time of registration. We accept payment by check and credit card. All payment will be in US currency.

## **Refund Policy**

Cancellation of a course must be made a minimum of one business day prior to the course to be eligible for a full refund minus the tuition deposit. Cancellations made less than one day before the course are not eligible for a refund. Written notice of cancellation shall be effective on the date the withdrawal is received by CCE. Refunds will be made within ten days following receipt of cancellation or withdrawal requests.

## **Registration Modifications**

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least ten days before the program date. Participants may contact CCE to modify their registration at [maryv@centerforcoachingexcellence.com](mailto:maryv@centerforcoachingexcellence.com) or by call the office at 651-246-4787. Course changes will be allowed if there are spots available.

## **Transfer of Credit Policy**

CCE does not accept partial credit from other organizations or programs. Individuals with questions about this process should contact Mary Verstraete at [maryv@centerforcoachingexcellence.com](mailto:maryv@centerforcoachingexcellence.com)



## Complaint, Dispute, and Resolution Policy & Procedure Document

The Center for Coaching Excellence (CCE) is committed to providing the best possible coach training. To continue with the standard of excellence, we encourage feedback from our participants, including concerns. In such cases we endeavor to respond quickly, positively, confidentially, courteously, and effectively. Normally learners are invited to raise their concern in the first instance with the appropriate member of staff. If learners are not satisfied with initial response, they may formally issue a formal complaint.

If a learner wishes to make a complaint or raise a concern, they should find it easy to do so.

Complaint definition: Any complaint from a customer, employer, or someone affected by the standard of quality of our service, action, or lack of action by telephone, letter, social media, post, e-mail, or visit.

It is company policy to welcome complaints and look them as an opportunity to learn, adapt, improve, and provide better services. The procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by learners, employers, or other stakeholders are taken seriously.

The procedure is not designed to apportion blame, but rather to ensure that the company is able to continuously improve its services and levels of customer service and satisfaction. It is CCE's commitment to facilitate complaints and that the process is easy to follow, fair, and sensitive to both staff and complainant.

### Goal

The CCE goal is to resolve course training complaints quickly, fairly, and effectively.

- We are committed to the highest standard. Every interaction will be met with respect, warmth, and attentiveness
- Complaint is met with humility and the determination to get it right
- Keep participants informed of the resolution progress of their complaint

**How to Submit a Complaint? Following are the options:**

- Call the CCE office at 612 246 4787
- E-mail Mary Verstraete at maryv@centerforcoachingexcellence.com
- Letter:  
Center for Coaching Excellence  
PO Box 10878  
Saint Paul, MN 55110
- Include following information in the letter or e-mail:
  - First Name
  - Last Name
  - Response preference (Zoom/Phone/E-mail)
  - E-mail Address
  - Preferred Contact Number
  - Are you a:
    - » Learner
    - » Employer
    - » Other
  - How would you like us to resolve your complaint?

**Procedure**

## Communication

- CCE will communicate with the participant with five days of receiving complaint:
  - Using Zoom for virtual in-person meeting
  - By phone for check-ins and brief conversations as needed or beneficial
  - By e-mail for information requests





## ABOUT CCE

**Center for Coaching Excellence (CCE)** is focused on equipping business professionals to function at their professional and personal best.

Ranging from standardized to fully customized, our training is as effective as it is intentional. Always in small groups, always individually tailored, this is coaching at its finest.

Founded in 2006, CCE continues to expand coaching into diverse industries by developing customized coach training used in organizations such as ExxonMobil, M Health Fairview, Rowan University School of Osteopathic Medicine, Hennepin County (Minnesota), US Bank, Cargill, Columbus State University, and more.

From our first introduction to the relationship that will thrive for years to come, it is our greatest honor to be the support and resource you can count on for lasting influence.

### **CCE Vision**

A training organization focusing on developing highly competent coaches through a mentor-training approach and a training model that equips leaders and coaches to contribute at their professional and personal best, influencing transformational change in the lives of those they lead and coach.

### **CCE Mission**

Training leaders and coaches with coaching excellence for lasting influence

### **Our Values**

**RESOURCE:** Our central focus is resourcing leaders and coaches for incalculable transformational influence in their sphere.

**AUTHENTICITY:** Every encounter conveys sincere encouragement, genuine championing of success, and deep care for your future.

**EXCELLENCE:** We set leaders and coaches up for success by providing the best curriculums, highest qualified trainers, and most effective training approach.

**INTEGRITY:** We are committed to the highest standard. Every interaction must be met with respect, warmth, and attentiveness. Failure is met with humility and the determination to get it right.



# ABOUT THE PRESIDENT

## Mary Verstraete, PCC

### President, Center for Coaching Excellence

Mary's focus is developing leaders of significant influence. Her wealth of leadership experience brings expertise to CCE as she shapes the professional coach training programs to deliver effective, lasting impact.

With more than 30 years' experience in leadership development, training, and consulting, Mary's work with leaders and organizations consistently demonstrates the importance of coaching in developing quantifiably competent leaders.



In 2006, Mary cofounded the Center for Coaching Excellence (CCE) along with Roger Erdvig, who now serves as an educational administrator and adjunct professor. Working together to author and publish the first version of what is now known as Essential Training, Mary and Roger built the foundation for what would become one of today's most effective resources for leaders and coaches.

In her current role as President of CCE, Mary continues to expand coaching into diverse industries by developing customized coach training used in companies such as ExxonMobil, M Health Fairview, and Rowan University School of Osteopathic Medicine. Her wealth of leadership experience brings expertise to CCE as she shapes the professional coach training programs to deliver effective, lasting impact.

As a leadership consultant, Mary works with organizations to establish a synergistic team culture through a strengths-based approach that results in greater employee engagement and communication effectiveness. She trains leaders to maximize their competencies, develop greater agility, and achieve more influence by developing their unique leadership brand.

---

*“Coaching excellence for lasting influence”*

---

CCE

CENTER FOR COACHING EXCELLENCE

[WWW.CENTERFORCOACHINGEXCELLENCE.COM](http://WWW.CENTERFORCOACHINGEXCELLENCE.COM)

[INFO@CENTERFORCOACHINGEXCELLENCE.COM](mailto:INFO@CENTERFORCOACHINGEXCELLENCE.COM) | 612.246.4787