

PROGRAMME POLICIES

1. STATEMENT ON ETHICS, INTEGRITY, TRANSPARENCY

As an ICF and EMCC Accredited provider, our organisation adheres to and emphasises the [International Coaching Federation Code of Ethics](#) and the [EMCC Global Code of Ethics](#). These Code of Ethics guidelines describe the core values, ethical principles, and standards of behaviour for all participating coaching professionals.

Additionally, Transcend International 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 programmes 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 programmes to ensure access and quality of coaching education.

2. GENERAL DISABILITY POLICY

Transcend International supports individuals with disabilities and is committed to providing disabled individuals access to reasonable accommodations. In addition, Transcend International prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. Transcend International is committed to providing reasonable accommodations in compliance with local laws. Individuals with questions about this policy, or who wish to request accommodation should contact Craig McKenzie at craigm@transcend-intl.com.

Our goal is to create a learning environment which meets the needs of each individual participant. We are able to accommodate a variety of learning disabilities to make our programme more accessible. Please contact Craig McKenzie at craigm@transcend-intl.com before enrolling to determine if your needs can be met.

3. DIVERSITY, INCLUSION AND BELONGING

We believe that the diversity of the global coaching community is a major strength. We hold a shared commitment to diversity, inclusion and belonging as described in the ICF's [Diversity, Equity, Inclusion, Justice and Belonging](#) and the EMCC's [Inclusion, Diversity and Equality](#) statements. 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.

Non-Discrimination Policy

It is the policy of Transcend International that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, colour, 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, colour, 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, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, faculty, and 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, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organisation does not and will not tolerate conduct by any employee, faculty, 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 our Grievance Policy – please contact Craig McKenzie at craigm@transcend-intl.com for a copy of this policy. Transcend International will promptly investigate all claims and reports of inappropriate conduct.

4. ENROLMENT POLICY

Our commitment to high professional standards and the development of coaching excellence means that we keep participant numbers manageable. Our programmes include a high degree of interaction and instructor contact time, therefore there may not be available space on the dates that you prefer. We will advise you immediately if we are oversubscribed and will place you in the next available programme. Should you choose to not attend, then any fees paid will be immediately refunded unless you advise us to hold them as payment for your enrolment in a future programme.

5. PAYMENT/FEES POLICY

Prospective participants are provided a price quotation once a programme and schedule has been chosen. This quotation is valid for 30 days from the date of issue (except in the case where there is an 'early-bird' discount deadline that is applicable for all prospective participants wishing to enrol onto the programme).

Prospective participants will be invoiced with the relevant payment information for their market.

To secure a place on the programme, we require a US \$600 deposit. This deposit is non-refundable in all cases. The full programme amount needs to be settled within 7 days of the programme commencing, except in cases where participants are seeking to take advantage of an 'early-bird' price discount. In these cases, participants will need to pay the early-bird price in full by the early bird deadline date, otherwise the full programme price will be charged.

Participants will be invited to have access to programme materials only after the full programme amount is paid. The payment receipt for the full programme amount will serve as confirmation of enrolment and agreement to the policies set out in this document.

Please note, Transcend reserves the right to refuse admission to the participants who currently have outstanding fees from a previous programme with Transcend.

6. TRANSFER OF CREDITS FROM OTHER PROGRAMMES POLICY

If you have completed a Level 1 programme at another organisation, we will apply your completed credit hours to your Level 2 programme. You must provide documentation of your Level 1 completion, including the organisation, number of hours completed, completion certificate, and contact information for the organisation or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact our Enrolment Consultant at enrolment@transcend-intl.com for further information.

7. REFUND POLICY

If a participant is accepted for a programme, we assume they will be able to participate as a fully engaged learner in the training days as indicated. If a participant is unable to start the programme after being accepted and paying the required fees, advice of the need to withdraw must be given in writing or via email to academy@transcend-intl.com and the following refund policy will apply:

If advice is received:

- More than four weeks before commencement of the programme - full refund will be given (minus the non-refundable deposit of US \$600)
- Two to four weeks before commencement of the programme - 50% refund will be given (please see note on materials below)
- Less than 14 days before commencement of the programme - no refund will be given

Please note, once a participant has paid the full programme amount, they will be invited to gain access to course materials. Should a participant accept this invitation to gain access to course materials, they are automatically surrendering their right to a full refund. Participants who have paid the full programme amount but have not yet gained access to course materials will be entitled to a refund in accordance with the policy set out above.

Where a full or partial refund of fees apply, a participant may either request the refund be paid back to their bank account or advise us to hold it in credit for attendance at a future programme.

No refunds will be given if a candidate chooses to withdraw after deferring to another programme. In the unlikely event a participant is asked to withdraw from the programme, no refund will be provided.

Written notice of cancellation shall be effective on the date the withdrawal is received by Transcend International. Refunds will be made within 30 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 seven days before the programme date. Participants may contact Transcend International to modify their registration at academy@transcend-intl.com. Course changes will be allowed as long as there are spots available.

8. BEHAVIOUR POLICY

In order to maintain the high standards of behaviour, all Transcend coaches are expected to behave in a responsible manner, showing courtesy, respect, and consideration towards other people at all times. They are also expected to abide by the [International Coaching Federation Code of Ethics](#) and the [EMCC Global Code of Ethics](#).

We challenge all our coaches to allow their conduct and behaviour to be informed by our "Coaches Aspiration":

- Emanate “goodness” in their professional and private lives
- Demonstrate mindfulness, selflessness, and compassion as a “way of being”
- Are unconcerned with status, fame, ego, importance
- Have a compelling personal presence which others find nourishing
- Are great listeners with extraordinary attentiveness and concentration
- Demonstrate compassion arising from their own courage, self-confidence, experience
- Have “ironclad” ethics, integrity, and honesty

9. ATTENDANCE POLICY

As much as possible Transcend expects coaches to attend all training sessions and to be punctual. However, we do understand that some situations may cause you to be absent or to either arrive late or depart early from a session.

As a courtesy to facilitators and fellow participants, coaches should give notice about their absence as soon as they know they cannot attend the session. Coming in mid-session is highly discouraged as it leads to disruption in the training and impacts on the learning experience of the other participants.

For online training sessions, there is a grace period of 10 minutes. Beyond that, admission of the participant will be at the facilitator’s discretion. Again, this is to minimise the disruption in the training and maximize the learning experience of other participants. Also, whenever an online class's attendance falls below 30%, we will reserve the right to reschedule that particular session. Participants will then have to find a common time to have the rescheduled class or make up the training by reviewing videos, attending another training session or other agreed way to ensure the learning outcomes have been fulfilled.

Coaches must also remember that the ICF requires a minimum number of live contact hours (clock hours spent in synchronous real-time interactions between faculty and participants – this could be online or in person) for graduation:

- Level 1: a minimum of 30 live contact hours required
- Level 2: a minimum of 62.5 live hours required

This, unfortunately, means that watching recordings of sessions missed may not be sufficient to gain your certificate. Whether you are able to graduate depends on the content that is missed and how much

has been missed. In such cases, Transcend will need to work with you to determine the best way to complete your learning requirements.

In order to adhere to the requirements for accreditation, Transcend may require you to complete additional live learning. It may not always be beneficial to join another cohort for the sections missed as the course material is regularly being updated. In cases where additional make-up sessions need to be scheduled for students who have not satisfied minimum attendance requirements, Transcend reserves the right to decide whether or not to require additional fees to be paid. These decisions will need to be made case by case.

10. COMPLETION POLICY

Faculty expects that programmes will be completed within the following time frames, and this applies to both in-person and online programmes, unless otherwise specified.

For all in-person and online programmes the timeframe for attending all training is **within 24 months** of the commencement date, which is the first day of the training. Participants are expected to attend modules and other programme elements as scheduled. In the event that there is a significant unresolvable challenge with scheduled programme dates and Faculty Management is convinced that reasonable efforts have been made, then allowances may be made at the sole discretion of Faculty Management.

Once the programme has commenced, if you are unable to attend one or more training days within a Module for any reason then it is your responsibility to attend online training or at the next available training dates. The decision as to the best approach will be made by Faculty Management.

Once all of the Modules and Units have been completed then participants must complete all additional certification requirements **within 12 months** from the start of the programme. This includes the following programme elements: reflective learning assignments, observed coaching practice sessions, mentor coaching and coaching assessments.

Each assignment has an expected due date and extensions can be requested. However, granting of extensions will be at the discretion of the Academy Programme Manager. Participants will receive a guideline to the schedule of completion and regular updates of their progress.

It is the participant's responsibility to attend mentor coaching sessions they signed up for. As a courtesy to our mentor coaches, participants are encouraged to arrive promptly to their mentor coaching sessions. If for some reason, a participant will be late or unable to attend, they are required to provide:

- at least 24 hours' notice prior to the session if they are unable to attend or
- at least 1 hour notice if they will be delayed

There is a grace period of 10 minutes, after which, the session will be cancelled. The participant will be charged USD \$100 for rescheduled mentor sessions that have been missed if the requested notice of at least 24 hours is not adhered to.

In exceptional cases of continual extensions, hardship, or significant delay in completion schedule then Faculty Management will make the final decision on whether a participant is granted additional or further extensions and whether to require additional fees to be paid.

Partial Completion Policy

Please note, our content is accredited by the ICF and applicable toward Core Competency and Resource hours as defined by the ICF.

To give credit for a portion of the programme, we may issue a Letter of Completion for the portion of the programme you have taken, and you will be able to use this in the ICF credential renewal process.

If you are interested in receiving a Letter of Completion for a course in which you are currently or were previously enrolled, please contact our Academy Programme Manager at academy@transcend-intl.com. Please note, we will not offer a Letter of Completion in the case that someone has been asked to withdraw or has not participated in the programme as described in the Enrolment Agreement.

11. ILLNESS POLICY

In order to provide you with the minimum required training hours for certification, it is important that you are present at all training sessions. If you become ill and are not able to attend a session, please contact your instructor and our Academy Programme Manager at academy@transcend-intl.com immediately. You will be expected to complete the session materials and review the session recording to make up for the missed session. If you need to miss more than 50% of live contact hours (clock hours spent in synchronous real-time interactions between faculty and participants – this could be online or in person) of 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.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to our Academy Programme Manager at academy@transcend-intl.com.

12. IN-PERSON PROGRAMME CANCELLATION POLICY

There may be situations which arise that are beyond our control where a programme may need to be cancelled (or changes made) to some or all scheduled programme dates before or during a programme. In “force majeure” situations, where access to the office is not possible, we then reserve the right to shift to online delivery.

In these circumstances we will provide as much advance notice of alternative dates as possible. If you are unable to accommodate all or some of the alternative dates, we will give you priority for allocation to the next programme for which places are available, or where only a small part of the programme cannot be attended, we will arrange to provide you with the learning and activities you missed, at no additional expense to yourself.

Transcend will ensure participants either be allocated to another programme or receive the missing components of training by alternative means. Transcend management will make the final decision on whether a participant is allocated to another programme or alternative learning options are provided. No refund of fees in full or in part will be made.

Inclement Weather

With regards to in person live courses, we abide by local policies regarding inclement weather. Scheduled programmes may need to be rescheduled and in cases where portions of programmes are affected, we will work closely with participants to arrive at reasonable solutions. When predictive warnings are in place, we will advise participants of our decision for upcoming programmes.

13. WITHDRAWAL POLICY

Coaching requires a learning mindset and full participation in activities and practice sessions. Transcend International Holdings Ltd. reserves the right to invite participants to withdraw if their participation is disruptive, unethical, inauthentic, or not in keeping with our Educational Philosophy and/or ICF/EMCC Ethics and Standards.

If you are asked to withdraw, no refund will be provided.

14. ACC AND PCC ASSESSMENTS

In alignment with ICF guidelines we will now need to require all ACC and PCC level audio recordings to be submitted along with a transcript. Participants can prepare the transcription themselves or they can hire a third party to take care of the transcription. Transcend can provide recommendations but it is the participant's responsibility to check the transcript and make sure it aligns with the recording. If the participant chooses to have Transcend take care of the transcription, a fee of USD \$100 will be charged to cover the cost of transcription and review of the transcription.

15. ISSUANCE OF CERTIFICATES

Upon completion, participants will be issued a pdf certificate. Please see the Guide to Certification and Accreditation for details or speak with us.

- Certificate in Professional Coaching Certificate (ICF Level 1 and/or appropriate EMCC level)
- Certificate in Professional Coaching Mastery programme (ICF Level 2 and/or appropriate EMCC level)
- For partial completion, please refer to Section 10 above

A printed copy of the certificate will only be given upon request. The printout can be picked up by the participant from our office. For participants located outside Hong Kong, we will be charging a small fee to cover shipping and postage.

16. GRIEVANCE POLICY

We hope that you will never have a reason to share a grievance about any of our policies and/or data we store about you. If you do have concerns, please contact our Academy Programme Manager at academy@transcend-intl.com.

Transcend International 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 behaviour. 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 the next step below.
- 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 Academy Programme Manager at academy@transcend-intl.com within 14 days of the issue. The programme manager will review the issue and talk to the participant within 7 days of receiving the grievance notice. The programme 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 our Managing Director at craigm@transcend-intl.com for review. This appeal should include the original grievance 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 7 days. All appeal decisions are final.

17. DATA PRIVACY POLICY

Transcend International Holdings Ltd. is committed to protecting your personal data.

Our Data Privacy Policy contains important information about what personal details we collect, what we do with that information, who we may share it with and why, and your choices and rights when it comes to the personal information you have given us.

What Is Considered Personal Data?

Personal data is any information that can be used to find out your identity. This includes such information as your name, address, or telephone number.

What Information Do We Keep and For What Purpose?

MAILING LISTS

For information and marketing purposes we retain lists based on contacts, networking, registrations, website contacts, social media contacts and other interactions and engagements with Transcend International Holdings Ltd. and our Partners.

Email mailing lists can be unsubscribed from by following the unsubscribe link within the email.

ALUMNI DATABASE

It is our intention to build a robust ongoing learning community of coaches and to this end we will communicate with former programme participants about related information, developments, events, conferences, programmes and activities deemed to be of interest.

You may opt out of receiving our post programme communications by contacting us on or after completing the programme or by following the unsubscribe link within the email.

WEBSITE ACCESS

Transcend International Holdings Ltd. does not identify you or keep any information (e.g. IP address) when you access our websites.

FINANCIAL TRANSACTIONS

Transcend International Holdings Ltd. is registered in Hong Kong, SAR. According to Hong Kong law we are required to keep financial records for seven years. This information is kept separate from your registration and participant records. We will never use these details to contact you in regard to anything except in relation to your payments.

PROGRAMME AND/OR EVENT REGISTRATION

When you register for a programme and/or event with Transcend International Holdings Ltd. we require you to submit your name, country, city, contact number, and email address. We keep this information in order to contact you as required and track your participation and progress. You can optionally also provide other details as requested.

We keep a record of your personal data before, during, and after your purchase. Before and during the conference the data is used to ensure that you get the most out of your event. After the event we keep your data so that we can let you know of other events that you might be interested in.

You are free to withdraw this information at any time online by contacting us.

PARTICIPATION RECORDS

We retain data and records pertaining to your progress through our various certification programmes. This may include and is not limited to written assignments, assessments, observed coaching practice assessments, recording of coaching practice sessions, recordings for the purpose of coaching assessments and internal mentor coaching or instructor notes on your progress.

We use this to track and verify your progress, to communicate and answer questions you may have about your progress and to fulfil the requirements of our Accreditation through the International Coaching Federation and the European Coaching and Mentoring Council.

All hard copies are stored securely after they are scanned and stored on our secure file storage system. Hardcopies will be shredded after being kept for seven years.

A key aspect of our learning methodology includes the use of video and audio recordings of training modules, coaching sessions, and mentor coaching sessions both in person and online to assist participants develop their coaching skills and for assessment purposes as well as Transcend training purposes. Transcend International Holdings Ltd. will use recorded material for your training purposes within the programme and training purposes within Transcend.

In addition, in order to comply with the ICF and/or credentialing process, selected recordings may need to be submitted to the ICF and/or EMCC for programme accreditation and audit purposes. As soon as these purposes are fulfilled all audio, video and assessment files and copies will be securely deleted and destroyed.

FORWARDING OF DATA TO THIRD PARTIES

We may be obliged to provide data to the ICF and/or EMCC for programme accreditation and audit purposes. Your data will otherwise not be made available to third parties. We never sell your data to third parties.

LINKS TO OTHER WEBSITES

Our website contains links to other websites, and we may promote third parties. We have no influence on compliance with data protection laws by the operators of these sites.

Withdrawing Consent for The Storage of Your Data

You can withdraw your consent for the storage of your personal data at any time. The data will then be deleted immediately provided that it is not prescribed by law, required for records, or needed for billing or accounting purposes or as soon as these purposes are fulfilled.

If you have further questions on this privacy policy, data protection, would like to see what data we hold regarding you, or wish to have your data removed please contact our Academy Programme Manager at academy@transcend-intl.com.