



## Participant Enrolment Agreement

We are delighted that you are considering course enrolment at the Flow Centre.

Our terms and conditions that shall apply to all our services and quotations are below. You are referred to as the 'Client' in the below agreement.

### **Prerequisites to participate in our courses**

The Client declares to have fully understand all prerequisites needed to enrol and participate in the course and/or to take the final exams. Furthermore, the Client declares to have met all the required prerequisites. Requirements include:

- The Client can participate in a webinar conducted in English and hosted by ZOOM
- The Flow Centre can share your name and email address(es) with the ICF for credentialing records as well as to receive a completion survey from ICF.
- The Flow Centre can share your name and email address(es) with all course participants.
- The Flow Centre can display your name & email address(es) on any scheduling calendar. (These calendars will only be accessible to FC personnel and other participants in the course.)
- The Flow Centre can record group & individual class and mentoring sessions where the Client is a class participant, coach and/or a coaching client but leaving out the private coaching sessions submitted for review.

### **Online Course Deliver**

All online courses will be delivered entirely online via Zoom.

### **Course Engagement**

Our courses are conducted in English and are designed to be fun, interactive and engaging for our participants. It is therefore an expectation that you 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 trainer as soon as possible. Please refer to the code of conduct for additional details.

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### **Attendance**

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meeting.

If you have an emergency or become ill and are not able to attend a session, please contact your trainer immediately.

Please contact the Flow Centre to understand the cost of making up missed time, and how to book in for a future module that was missed.

To complete the course, the following rules apply:

- The Client must attend all sessions
- The Client can miss 3 sessions and still receive credit, provided all course requirements have been successfully completed.
- Final session **MUST BE ATTENDED LIVE**.
- All class work must be completed by due date.

### **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
- Attending all live sessions and mentor coaching
- Having your camera on for virtual live
- Participating fully in all sessions and mentor coaching. 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 trainers
- Silencing your cell phone, not texting, and not engaging in other disruptive behaviour
- Not eating food whilst sessions are in-training

### **Your Facilitators**

All course lead Flow Centre Coaching facilitators have extensive coaching, mentoring, and training experience and meet the requirements set by the ICF. They hold an active ICF PCC or MCC, have been ICF-Trained as PCC Marker Assessors, have more than 10 years professional coaching experience.

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**Certificate**

Proof that you have passed the final exam and/or that you have completed the prescribed number of hours in the program, will be issued via certification in electronic format.



### **Course enrolment confirmation**

The Flow Centre reserves the right to check that the training contract, including the consent to use personal data, has been filled in correctly and signed by the Client. Course enrolment should not be considered confirmed until the signed contract has been received by The Flow Centre from the Client and until payment has been received in full. Deposits will secure your position on the course up until such time full payment is due

### **Exam and Certificate**

When an exam is required to complete one of our courses, the exam dates will be scheduled by The Flow Centre and communicated to the Clients during the course. In any case, the Certificates will only be issued to the Client after all the requirements for the certification are met and after the payment for the whole course has been completed.

### **Cancellation and refund**

Refunds will not be permitted after the course has commenced. Withdrawal will be at the Client's cost. If the withdrawal is due to the fault of the Flow Centre, then a refund minus deposit and percentage of course undertaken will occur.

Cancellation within 30 days of course commencement result in a 50% refund.

Cancellation within 31-60 days of course commencement result in a 70% refund.

Cancellation more than 60 days of course commencement result in a 100% refund.

If you do not pass the course requirements (i.e., coaching competence) and performance evaluation, additional attempts to pass the performance evaluation will be billed at US\$350 (Includes thorough feedback and performance evaluation).

If you have to pull out of the course due to unforeseen circumstances, we will place you on the next course for unfinished components of the course. Course graduation and accreditation will not be distributed until all course components are met.

Any cancellation will incur a AU\$500 administration fee to cover internal administrative costs.

### **General Payment Policy**

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of funds. We accept payment by credit card, bank transfer, or paypal. Please see your invoice for further details.

All payment will be in AUS Dollars. (AUD\$)

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### **Securing Course Position**

20% of the course fee is required to secure your deposit and place on the course. Full payment is due 60 days prior to course commencement.

### **Postponement or cancellation of scheduled courses by the Flow Centre**

The Flow Centre reserves the right to cancel or modify the course dates, by informing the Client within 5 working days from the beginning of the course. The course may be postponed on two consecutive occasions. On the third postponement, the Client may ask for the transfer of the paid sum for the course to other initiatives/courses. Any other form of compensation for the Client from The Flow Centre is excluded.

### **Partial Completion Policy**

The Flow Centre will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received and completed assignments turned in, on time.

If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact [crew@flowcentre.org](mailto:crew@flowcentre.org) no more than (14) days after the course has ended. Please include details about the course 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 The Flow Centre indicating the number of training hours completed.

### **Privacy and use of personal data**

The information communicated by the Client to the Flow Centre will be used exclusively to meet the objectives required by the courses and will be used in line with the security and confidentiality measures required by the law relating to the use of personal data.

Also see our [privacy policy](#).

### **Royalties**

The courses and related materials are the exclusive property of The Flow Centre Pty Ltd. It is therefore forbidden to make any kind of copy or reproduce the material or distribute to third parties any of the content of the courses, even partially, without prior **written authorisation** from The Flow Centre Pty Ltd.



### **Complaint/Grievance policy**

The delivery of the courses and the proposals are governed by the law of the country in which the contract has been agreed.

The Flow Centre 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 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 7 days. The program manager will review the issue and talk to the student within 7 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 a partial tuition refund for the module they are currently in – prorated to the number of hours that have not been provided. This written request will be sent to The DOT – Director of Training at: [crew@flowcentre.org](mailto:crew@flowcentre.org). A response will confirm receipt within 72 hours. If the matter cannot be resolved to the participants satisfaction, the prorated refund will be credited to the participant within 7 days. All appeal decisions are final.

### **Course Access**

You leave the course with a large course manual that you can use for years to come.

### **Ongoing support**

You can continue to engage with FC coaches long after the course. Many trainee coaches now work with FC and enjoy FC supervision, ongoing training updates, and much more.

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