

ENROLMENT AGREEMENT

The Flow Coach Accreditation

(ICF Level 2 Accredited)



Enrolment Agreement

We are delighted that you are considering enrolling in a course at the Flow Centre. In purchasing this course, the following enrolment agreement is activated. Our terms and conditions, which shall apply to all our services and quotations, are below. You are referred to as the 'Client' in the agreement below.

Prerequisites to participate in our courses

The Client declares that they have fully understood all prerequisites required to enrol in and participate in the course and/or to take the final exams.

Furthermore, the Client declares that it has 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 and to receive a completion survey from the ICF.
- The Flow Centre can share your name and email address 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 classes, as well as mentoring sessions, where the Client is a class participant, coach, and/or a coaching client, but excludes private coaching sessions submitted for review.

Online Course Delivery

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.



Attendance

To provide you with the minimum required training hours for certification, you must be present at all course meetings.

If you have an emergency or become ill and are unable to attend a session, please contact your trainer immediately. We will endeavour to help you resit the missed day(s).

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 may miss 1 session in each module and still receive credit, provided all course requirements have been successfully completed, and the missed sessions are made up.
- Final session **MUST BE ATTENDED LIVE**.
- All class work must be completed by the due date.

Code of Conduct

Participants are expected to conduct themselves professionally during all sessions. This includes, but is not limited to:

- Arriving on time for 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, actively participating in discussions and activities, assuming responsibility for your own learning, and contributing to others' learning.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and trainers.
- Silencing your cell phone, not texting, and refraining from other disruptive behaviour.
- Not eating food during training sessions.

Your Facilitators

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

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 verify that the training contract, including the consent to the use of personal data, has been completed correctly and signed by the Client. Course enrolment should not be considered confirmed until The Flow Centre has received the signed contract from the Client and until payment has been received in full. Deposits will secure your position on the course up until 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 be issued to the Client only after all certification requirements are met and payment for the entire course has been completed.

Exam Re-Take and Re-Assessment

There are two assessments during this course. The ICF assessment and the Flow Coach Assessment. If you do not pass the assessments, there will be a USD\$495 re-assessment fee.

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, a refund minus the deposit and a percentage of the course undertaken will be issued.

Cancellation within 30 days of course commencement results in a 50% refund. Cancellation within 31-60 days of course commencement results in a 70% refund.

Cancellation more than 60 days before the course commencement results in a 100% refund.

If you do not meet the course requirements (i.e., coaching competence) and the performance evaluation, additional attempts to pass the performance evaluation will be billed at US\$500 (including thorough feedback and the performance evaluation).

If you have to withdraw from the course due to unforeseen circumstances, we will place you in the next course to complete the unfinished components. Course graduation and accreditation will not be distributed until all course components are met.

Any cancellation will incur a US\$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 the receipt of funds. We accept payment by credit card, Wise, bank transfer, or PayPal. Please see your invoice for further details.

All payments will be in US or AUS dollars.

Securing Course Position

20% of the course fee is required to secure your place in the course and pay your deposit. 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 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.

Transfer of Credit

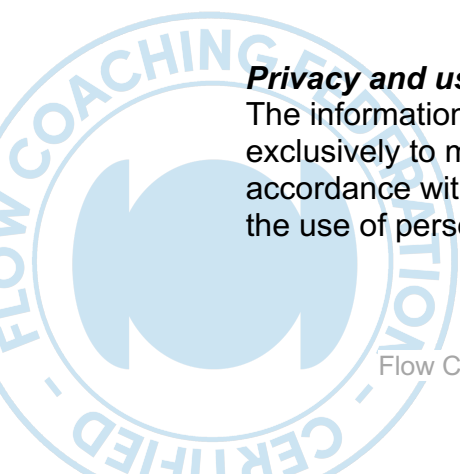
If any credit transfer has been agreed for the Client to move courses, there will be a one-time AU\$695 administrative fee. The credit must be used within 365 days of issuance; if the Flow Centre is not offering a course within this time, the credit can be applied to the next available course.

Illness of Course Trainer/Facilitator

Should the course facilitator fall ill or become unavailable, the course dates and modules will be rescheduled to a future date that suits all parties, either (a) within 4 weeks or (b) between 4 and 24 weeks, to allow the Client sufficient time to reschedule private events. No refund will be given in the case of a facilitator's sickness.

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. It will be used in accordance with the security and confidentiality measures required by law for 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 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 is governed by the law of the country in which the contract has been agreed.

The Flow Centre seeks to ensure equitable treatment for every person and to resolve 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 complaint and speak with the student within 7 days of receiving it. 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 based on the number of hours not provided. This written request will be sent to the DOT – Director of Training at: crew@flowcentre.org. A response confirming receipt will be sent within 72 hours. If the matter cannot be resolved to the participant's 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.



Please also see additional documents that may be of interest:

[Learning Philosophy Overview](#)

[Ethics, Integrity, Transparency Overview](#)

[Disability-Discrimination-DEIJ Statement and Grievance Procedure](#)

Bye for now, get excited! We will see you soon.

