

Well-being by Design Coach Training Institute is committed to fostering an inclusive, equitable, and accessible learning environment grounded in respect, dignity, and well-being by design.

WBD-CTI does not discriminate on the basis of race, color, ethnicity, national origin, ancestry, sex, gender identity or expression, sexual orientation, age, disability, neurodiversity, marital status, veteran status, religion or spiritual belief, political affiliation, or any other status protected by applicable law.

The Institute actively supports Diversity, Equity, Inclusion, and Justice (DEIJ) by:

- Designing learning experiences that honor multiple perspectives, lived experiences, and cultural contexts
- Providing reasonable accommodations for qualified individuals with disabilities in accordance with applicable law
- Training faculty to apply inclusive, trauma-informed, and culturally responsive teaching practices
- Addressing bias, harassment, or exclusionary behavior promptly and transparently

1. Disability Policy

Participants requesting disability-related accommodations should submit a written request with supporting documentation at least 14 days prior to program start whenever possible. Requests will be handled confidentially and in good faith.

2. Complaint and Grievance Policy

WBD-CTI is committed to fair, respectful, and timely resolution of concerns.

A complaint or grievance may relate to program delivery, faculty conduct, administrative processes, ethical concerns, or perceived violations of Institute policies or the ICF Code of Ethics.

Procedure:

1. **Informal Resolution:** Participants are encouraged to first address concerns directly with the involved party when appropriate.
2. **Formal Complaint:** If unresolved, a written complaint may be submitted to the Program Director or designated administrator within 30 days of the incident.
3. **Review:** The Institute will acknowledge receipt within 7 business days and conduct a review, which may include interviews or documentation review.
4. **Determination:** A written response outlining findings and actions will be provided within 30 business days whenever possible.

No retaliation will be tolerated against individuals who raise concerns in good faith.

3. Enrollment Agreement Policy

Enrollment in any WBD-CTI program constitutes agreement to:

- Adhere to Institute policies and procedures
- Uphold the ICF Code of Ethics
- Participate fully and professionally in learning activities

- Complete all required coursework, coaching practice, mentor coaching, and assessments

Enrollment is confirmed only upon receipt of a signed enrollment agreement and applicable tuition payment.

The Institute reserves the right to deny admission or discontinue enrollment for violations of ethical, behavioral, or academic standards.

4. Partial Completion Policy

Participants who do not complete all program requirements are considered to have partially completed the program.

Partial completion does not qualify a participant for:

- A certificate of completion
- ICF Level 1 or Level 2 credential eligibility documentation

At the Institute's discretion, participants may be eligible to re-enter a future cohort within 12 months to complete outstanding requirements, subject to administrative fees and curriculum alignment.

5. Payment and Fees Policy

All tuition, fees, and payment schedules are clearly disclosed prior to enrollment.

Accepted payment methods include electronic payment and other methods as designated by the Institute.

Payment plans, when offered, require timely installment payments. Failure to meet payment obligations may result in:

- Suspension from classes or coaching sessions
- Withholding of certificates or transcripts
- Administrative fees

All fees are listed in U.S. dollars unless otherwise specified.

6. Refund Policy

Refund eligibility is determined by the date of written withdrawal notice:

- Withdrawal prior to program start: Full refund minus a non-refundable administrative fee
- Withdrawal after program start but within the first 14 days: Partial refund on a prorated basis
- Withdrawal after 14 days: No refund

Refunds are not issued for missed sessions, partial participation, or failure to complete program requirements.

7. Transfer of Credit Policy

WBD-CTI does not guarantee acceptance of credits by other institutions.

Transfer or recognition of prior learning may be considered on a case-by-case basis and must:

- Align with current ICF competency standards
- Match instructional hours, learning outcomes, and assessment rigor

All determinations are final and documented in writing.

8. Illness and Medical Leave Policy

Participants experiencing illness, injury, or medical emergencies are encouraged to prioritize well-being and notify the Institute as soon as possible.

Short-term absences may be accommodated through session recordings or alternate assignments when feasible.

Extended medical leave may qualify for deferred participation or re-entry into a future cohort, subject to documentation and administrative review.

9. Ethical Marketing Policy

WBD-CTI commits to ethical, accurate, and transparent marketing practices.

The Institute will:

- Represent program outcomes, credential pathways, and accreditation status truthfully
- Avoid guarantees of certification, employment, income, or credential approval
- Clearly distinguish between coach training, therapy, consulting, and supervision

All marketing materials align with ICF branding and accreditation guidelines where applicable.

10. Business License and Legal Status Policy

Well-being by Design Coach Training Institute operates as a legally registered business entity in good standing.

Evidence of incorporation, registration, and required licenses is maintained and available upon request for accreditation, regulatory, or audit purposes.

The Institute complies with applicable federal, state, and local laws governing education, training, privacy, and business operations.

Policies are reviewed annually and subject to revision. Participants will be notified of material changes.