



Other Policies

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Non-Discrimination Policy

It is the policy of **Leadership in Motion** that:

- Recruitment and hiring of all personnel are conducted without discrimination against any individual with regard to race, age, religion, color, 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, color, 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, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other 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, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, 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 contact LIM's CEO directly. **Leadership in Motion** will promptly investigate all claims and reports of inappropriate conduct.

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, LIM 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.

General Disability Policy

Leadership in Motion (LIM) supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, **LIM** prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. **LIM** is committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Individuals with questions about this policy, or who wish to request accommodation should contact **Admin@LIMglobal.net**.

Our goal is to create a learning environment which meets the needs of each individual student. We are able to accommodate a variety of learning disabilities to make our program more accessible. Please contact **Admin@LIMglobal.net** before enrolling to determine if your needs can be met.



Grievance Policy

Leadership in Motion 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 behavior. 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 Director** within 7 days. The **Program Director** will review the issue and talk to the student within 14 days of receiving the complaint. The **Program Director** 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 **LIM's CEO** for review. This appeal should include the original complaint 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.

Illness Policy (see related topic outside of this attachment)

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than **20% of the course** hours, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course module. If you miss more than **2** hours of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the lead instructor.



Partial Completion Policy

LIM will offer credit for the completion of individual modules if a participant is unable to complete the full program. The number of hours awarded will depend on the number of hours of curriculum received. If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact the **Program Director** 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 **LIM** indicating the number of training hours completed for the individual module.

Will not offer credit for partial completion of a module

Currently, we are not able to offer credit for partial completion of a Module. You must complete the entire Module to receive credit.

Participation Policy

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.

Attendance

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

If you have an emergency or become ill and cannot attend a coaching session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than **20% of the course** hours, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than **3** hours of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the lead instructor.

Course Engagement

Our courses are designed to be 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, mock 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 and mentor coaching 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.

Business Closure and Teach-Out Policy

Overview

In the unlikely event that LIM must close, discontinue a program, or become unable to deliver the education services promised to currently enrolled students, we will make reasonable good-faith efforts to support affected students.

When possible, we will notify students in writing, explain the closure timeline, identify remaining program requirements, and provide available options for completion. These options may include completing the program with us during a limited teach-out period, transferring to another qualified provider, working with substitute faculty, receiving continued access to learning materials, or receiving a prorated refund for paid services that were not delivered.

Students who complete all requirements through an approved teach-out process will receive the appropriate completion documentation. Students who are unable to complete before closure may request records showing completed hours, courses, mentor coaching, supervision,



assignments, or assessments.

Students are responsible for responding promptly to teach-out communications and completing remaining requirements by any stated deadlines.

This policy does not guarantee that every student will be able to complete their education through LIM, but we will act in good faith to minimize disruption and support currently enrolled students whenever reasonably possible.

Business Closure

Business closure may result from circumstances including, but not limited to:

- Voluntary closure of the business
- Financial hardship or insolvency
- Death, disability, or prolonged incapacity of the primary educator or business owner
- Loss of required faculty, staff, or resources
- Regulatory, accreditation, or legal changes
- Force majeure events, including natural disasters, war, pandemic, or other events beyond the organization's control

Student Notification

If (Organization) determines that it will close or discontinue a program, currently enrolled students will be notified in writing as soon as reasonably possible.

The written notice will include, when applicable:

- The effective date of closure or program discontinuation
- The student's current progress in the program
- Remaining program requirements
- Available teach-out options
- Refund options, if applicable
- Deadlines for completing remaining requirements



- Contact information for questions and student support

(Organization) will make reasonable efforts to provide at least 30 days' notice before closure. However, in emergency situations, shorter notice may be unavoidable.

Teach-Out Commitment

LIM will make reasonable efforts to provide a teach-out option for currently enrolled students so they can complete the education or training they paid for.

Teach-out support may include one or more of the following:

1. Completion through another organization. When possible, LIM will continue operating for a limited period to allow enrolled students to complete their remaining classes, mentor coaching, evaluations, assignments, or other requirements.
2. Transfer to another qualified provider. LIM may arrange for students to complete remaining education with another qualified coach education provider. The receiving provider may have its own enrollment, tuition, attendance, and completion policies.
3. Substitute instructors or faculty. LIM may appoint qualified replacement instructors, mentor coaches, supervisors, or evaluators to complete remaining student requirements.
4. Self-paced completion period. If appropriate, students may be given continued access to course materials, recordings, assignments, or learning platforms for a defined period so they can complete outstanding requirements.
5. Partial refund. If a teach-out option is not reasonably available, LIM may offer a prorated refund for services paid for but not yet delivered, subject to the organization's refund policy and applicable law.

Student Records

In the event of business closure, LIM will make reasonable efforts to preserve student records, including:

- Enrollment records
- Attendance records
- Payment records
- Course completion records



- Mentor coaching or supervision records, if applicable
- Certificates of completion or partial completion
- Evaluations or assessment records, where applicable

Students will be given instructions for requesting copies of their records before closure, when possible.

LIM will maintain student records for a minimum of 3 years following closure, or longer if required by applicable law or regulatory requirements. If records are transferred, they will be provided to an appropriate record custodian, successor organization, or designated representative, where available.

Certificates and Documentation

Students who complete all program requirements before the closure date or through an approved teach-out process will receive the appropriate certificate, transcript, letter of completion, or other completion documentation.

Students who do not complete all requirements before closure may request documentation showing:

- Courses or modules completed
- Hours completed
- Mentor coaching or supervision hours completed
- Assignments or assessments completed
- Remaining requirements, if known

This documentation may assist the student in transferring to another coach education provider or completing credentialing requirements elsewhere.

Refunds and Financial Considerations

If LIM is unable to deliver paid education or provide a reasonable teach-out option, students may be eligible for a prorated refund for the portion of the program that was paid for but not delivered.

Refunds, if available, will be calculated based on factors such as:



- Amount paid by the student
- Portion of the program completed
- Services already delivered
- Administrative costs already incurred
- Availability and cost of teach-out arrangements

Refunds are not guaranteed in all closure situations, particularly where closure results from circumstances beyond LIM's control. However, the organization will act in good faith to provide fair and reasonable options for affected students.

Student Responsibilities

LIM remains committed to supporting students through available teach-out options; however, student participation is required to enable that support. Students are responsible for responding promptly to closure communications and teach-out options.

Students may be required to:

- Confirm whether they wish to participate in a teach-out option
- Complete remaining assignments or attendance requirements by stated deadlines
- Request copies of records before a specified date
- Work directly with a receiving provider if a transfer option is arranged
- Pay any additional fees charged by another provider, unless otherwise stated in writing

Failure to respond by the stated deadline may limit LIM's ability to support completion.

Priority for Currently Enrolled Students

In the event of closure, priority will be given to students who are actively enrolled and in good standing at the time the closure decision is made.

LIM may not be able to support former students, inactive students, withdrawn students, or students whose enrollment period has already expired, except as required by written agreement or applicable law.