

Disability/Discrimination/DEIJ statement

We are deeply committed to diversity. Our founder Katja is renowned for her great effectiveness in female empowerment which for her, is one of many biases which need to be overcome in the world. We respect a multitude of genders, religions, sexual orientations, races, languages and personalities. We live by this value by aiming at an equal degree of men and women in our courses, by integrating business background students with arts or religious studies, we teach mostly in English which allows us to be open to people throughout the world, from all backgrounds and cultures.

The pro bono clients we offer, come through global NGOs and offer our coaches the chance to see and understand very different aspects to life and culture. By supporting our students in their self development, we also help them to hear themselves think, thus increasing their awareness of their own biases, to see how much we all assume and reconfirm our biases on a daily basis. We include neuroscience teaching in all our ACTP courses to deepen this understanding. We learn about ourselves by being different to others: „*Der Mensch wird am Du zum Ich*“ (Th. Buber, German Philosopher) this is why we aim for diversity in our courses and in the selection of clients we offer.

Partial Completion policy

Students who

- a) do not fulfill the prerequisites for admission into the final evaluation “exam”, are not admitted to the final evaluation. This concerns absences, handed in material like recordings for IMCs or essays and other.
- b) do not pass the final evaluation at PCC level

Will not receive an ACTP diploma but instead received an ACSTH diploma with the exact hours of the program attended.

Payment/Fees policy(s)

The program fee shall be paid upfront of the delivery. However, we are happy to be flexible to accommodate different financial situations.

We offer:

Two installments: one at program start, one 1 month before program end

Three installments: one at program start, one just before the mid of the program, last 1 month before end of program

Overall fee is currently 12800 EUR for our ACTP program.

If program is stopped after our “foundations”, 60 hrs, 5800EUR, 45% is to be paid.

The upgrade, 65 hrs, which can be taken separately will be 68% of the whole price.

Rebates are given to private payers upon request and after agreement with the BA Academy management.

Refund policy

In case of cancellations, following fees are due depending on time of cancellation:

Until 6 weeks before program start: 20% of training fee

Between 2 weeks and 3 days before program start: 50% of training fee

After two days before program start: 100% of training fee

Exceptions of refund are possible upon agreement.

Transfer of Credit policy

Students leaving our programs to continue their coaching education will get the exact number of ACSTHours and program elements attended certified.

We are assessing incoming students along their diplomas and certificates and do accept them into our Upgrade to PCC program whenever the previous courses are comparable to an ICF ACSTH program.

Illness policy

In case of illness, we offer a virtual participation at the course, if possible for the student.

If not, we offer materials and records, and peers are volunteering for separate sessions with the ill student. Courses cannot be repeated in another year as we want cohorts to feel safe and untouched. Exceptions are possible.

In case of illnesses within the faculty: teachers have to be replaced if the student teacher ratio is higher than 1:10.

Participant Enrollment Agreement

Participants enroll to our programs by filling out a survey link.

Within this Registration link, future participants answer/agree to the following questions/statements:

*** Registration ***

_Workshop Dates-

1. Surname
 2. Name
 3. Title
 4. Date of Birth
 5. Phone private/mobile
 6. Phone office/business
 7. Email for Conversation related to training
 8. Your LinkedIn Profile
 9. Billing address (VAT-number if applicable)
 10. Allergies / special diet required?
 11. Current occupation / professional background
 12. Have you done a coaching training before?
 13. If yes, please elaborate:
 14. Have you been coached before?
 15. If yes, - what has worked for you? - what was the most important effect of the coaching?
 16. Why did you choose this training?
 17. What are your expectations towards the training?
 18. Herewith I register for the International Coaching Academy with Bossert Associates GmbH. This registration is binding. Training fee is EUR XXX net (to be paid until 4 weeks before program start).
Travel, board and hotel have to be carried by the participants (around XXX EUR day fee for lunch and breaks are binding. Hotel night at around XXX EUR per night are optional).
 19. I hereby agree to my photograph being taken and used for training and marketing purposes throughout the course.
 20. Written agreement (conform to GDPR):
I hereby agree to store and use the above entered personal data as well as photos and information publicly available on myself (e.g. LinkedIn) for the purpose of the attendance at the above training. The entered data can be deleted, changed or blocked anytime upon my request. I have the right to be informed anytime about the data storage measures taken. I have the right to recall this declaration by email anytime.
 21. We would like to use your already publicly available information (especially your LinkedIn profile picture and occupation) as well as any pictures we take together in our workshops, in our internal Learner's Portal for all the workshop participants to see. Please tell us here if you consent to this. You can change your mind at any time.
 22. Any other agreement/ Comment the Coordination team should be informed about?
 23. Thank you for your registration. We will send you a confirmation to the submitted e-mail address. Looking forward to our common experiences!
- Next steps:

Participant complaints and grievance procedures

1.0 Purpose

The purpose of this procedure is to:

- outline the process to be followed by staff, trainers and participants when dealing with participant related grievances
- provide professional handling of investigations in a way that is helpful for all concerned

2.0 Scope

2.1 This procedure seeks to ensure that complaints against the Academy made by participants are treated seriously and, if found to be valid, are acted upon to ensure that the participants' interests are protected as far as it is possible for the Academy to do so.

2.2 It should be noted that this complaints procedure is not designed to deal with matters covered by other policies and procedures.

2.3 This complaints procedure and any decisions made under them are not intended to give rise to legal rights, or obligations on the Academy to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of grievances by the Academy.

2.4 In all steps throughout this procedure, it is the responsibility of participants and staff to maintain confidentiality, privacy and integrity of those involved in the procedures.

3.0 Principles which underpin the general participant complaints procedures

3.1 The guiding principles of these procedures are that complaints shall be:

- treated seriously and with fairness;
- dealt with quickly, simply and at the appropriate level, as far as is possible;
- treated consistently across the Academy
- progressed through two stages – an informal stage and, if necessary, a formal stage;
- dealt with and resolved wherever possible, at the informal stage.

4.0 Procedures

Informal Stage

Formal Stage

**Program Manager* **Program Director*

**Head of Operations* **Trainer*

4.1 Informal Stage

4.1.1 In the first instance participants who wish to make a complaint should first approach the staff member(s) directly involved to discuss the matter. This could include:

- Program Manager
- Head of Operations

At this point the concerned staff member(s) may advise or refer the student to alternative channels of grievance resolution, as appropriate.

4.1.2 Assuming it is agreed that the complaint shall be progressed through these general procedures, the member of staff consulted shall discuss the complaint fully with the participant and – with the participant's consent – anyone else involved, to see if it can be resolved informally.

4.1.3 The outcome of complaints dealt with informally should be briefly

documented. Normally, complaints handled through Informal Stage 1 shall be dealt with within, at most, two (2) weeks.

4.2 Formal Stage

4.2.1 If the student is dissatisfied with the result of Informal Stage, the complaint shall be sent in writing to the Program Director responsible for the programme in which the participant is enrolled within two (2) weeks of the completion of the Informal Stage.

4.2.2 This person shall:

- acknowledge receipt of the written complaint within two (2) weeks;
- advise, in writing and within four (4) weeks, any member(s) of staff or students involved that a formal complaint has been received; and
- shall consider the evidence, written or otherwise, and, if necessary, hold such discussions with the complainant and any other persons they deem appropriate in order to fully investigate the complaint.

4.2.3 The member of staff, having fully investigated the complaint over a period not normally exceeding two (2) weeks from its receipt, shall decide whether:

- there is reasonable justification for the complaint; or whether
- there is no reasonable justification for the complaint

4.2.4 The Program Director or the Course Director, as appropriate, shall:

- make their decision known in writing to the student and to members of staff or other students involved;
- seek to resolve any justifiable complaint through recommendations which all parties involved in the complaint shall be invited to accept; and shall,
- if the recommendations are agreed, take steps to ensure that they are implemented in full within the agreed time period.

5.0 Notes

5.1 In these procedures:

- reference to a participant is taken to mean an individual participant or groups of participants; it includes members of staff registered on extended academic programmes in their capacity as participants;
- If a participant, trainer or member of staff wishes to introduce documents to the appropriate person(s) at the formal stage they shall supply copies of all such documents at least three (3) working days before the date of the discussions/hearings.

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