



## General Disability Policy

UAB L-CON Global supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, UAB L-CON Global prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. UAB L-CON Global is committed to providing reasonable accommodations in compliance with all local, state laws. Individuals with questions about this policy, or who wish to request accommodation should contact [office@lconglobal.com](mailto:office@lconglobal.com)

### ***We are able to accommodate learning disability:***

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. We offer a 60-90 min. call for all our potential participants to clarify whether there is right match between their needs and our offerings. Please contact [office@lconglobal.com](mailto:office@lconglobal.com) before enrolling to determine if your needs can be met.

## Grievance Policy

**UAB L-CON Global** 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/trainer 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 manager within 10 days. The program manager will review the issue and talk to the student within 10 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 an appeal should be sent to **UAB L-CON Global** 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 10 days. All appeal decisions are final.

## Illness Policy

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/trainer and **UAB L-CON Global** immediately. You will be expected to review the session materials and complete the assignments and consult with the instructor/trainer for further support.

If you need to miss more than 20 percent of the course, please consult the program manager for further assistance.

If you miss any hours of the offered mentor coaching program, 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 instructor/trainer and **UAB L-CON Global**.

## **Non-Discrimination Policy**

It is the policy of **UAB L-CON Global** that:

- Recruitment and hiring of all personnel is 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 follow the grievance policy included in this document. **UAB L-CON Global** will promptly investigate all claims and reports of inappropriate conduct.

## **Partial Completion Policy**

### **Credit for partial completion of a course**

**L-CON Global** will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. Minimum credit hours for partial completion of a course should be not less than 30 hours, however the intentions and reasons for partial completion should be agreed in advance. If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact at **office@lconglobal.com** no more than 30 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 **L-CON Global** indicating the number of training hours completed.

If your original intention has changed due to force majeure please contact program manager for the review of your case.

## **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 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 coaching/training session, please contact your instructor/trainer and **UAB L-CON Global** representative immediately. You will be expected to review the session materials and complete the assignments and consult with the instructor/trainer for further support.

If you need to miss more than 20 percent of the course, please consult the program manager for further assistance. If you miss any hours of the offered mentor coaching program, 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 instructor/trainer and **UAB L-CON Global**.

### **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/trainer and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor/trainer 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 and leaving on time to all sessions.
- Attending all live (face to face and/or online) 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/trainers, including silencing your cell phone, not texting, and other disruptive behaviours.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

### **Payment/Fees Policy**

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon your enrolment and/or receipt of full or agreed partial payment. We accept payment by credit cards or bank transfer. All payment will be in euro (EUR) in case it is not agreed otherwise.

### **Refund Policy**

Cancellation of a course by legal person must be made a minimum of 14 days prior to the course to be eligible for a full refund. Cancellations made less than 14 days before the course are not eligible for a refund. According to the local consumer legislation private person may cancel

participation to the course or coaching session and request for full refund during 14 days after enrolment in case it is not agreed otherwise.

Written notice of cancellation shall be effective on the date the withdrawal is received by **L-CON Global**. Refunds will be made within 14 days following receipt of cancellation or withdrawal requests.

### ***Registration Modifications***

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least 7 days before the program date. Participants may contact **L-CON Global** to modify their registration at [office@lconglobal.com](mailto:office@lconglobal.com). Course changes will be allowed as long as there are spots available.

### **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: <https://coachingfederation.org/ethics/code-of-ethics>.

Additionally, UAB L-CON Global 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.

### **Transfer of Credit Policy**

#### ***We will accept partial credit from other organizations or programs***

If you have completed a Level 1 program at another organization, we will apply your completed credit hours to your Level 2 program. You must provide documentation of your Level 1 completion, including the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact at [office@lconglobal.com](mailto:office@lconglobal.com) for more information.