



# POWERHOUSE COACHING

Coaching Mastery  
ICF 32-hour CCE Program

Student Information Packet



# CONTENTS

## Introduction.....2

- Welcome
- Mission + Vision Statement

## Course Details.....3

- Prerequisites
- Registration
- Course Objectives
- Components
- Requirements
- Course Materials
- Delivery Method
- Unforeseen Changes
- Synchronous Course Outline

## Policies.....6

- Participation Policy
- Refund Policy
- Partial Completion Policy
- Transfer of Credit Policy
- Confidentiality Policy
- Statements on Ethics Integrity and Transparency
- General Disability Policy
- DEIJ Statement
- Grievance Policy

## Organizational Contact.....10



## INTRODUCTION

### Welcome

We are thrilled for you to be a part of this Coaching Mastery Program that will take you towards earning 32 CCE hours for your ICF Credential (31 Core + 1 Resource).

Our team at Powerhouse Coaching is honored to play a part in your success and we are here to help you throughout the course and beyond.

If you need to contact us for any reason, please don't hesitate to email Mark Tucker at [info@phcoach.com](mailto:info@phcoach.com).

You can visit [www.phcoach.com](http://www.phcoach.com) for more information about our Privacy Policy and other offerings for coaches who are ready to level up their coaching.

Thank you for trusting us to help you be the best!

*Jennifer Powers, MCC*

Founder, Powerhouse Coaching

### Mission + Vision Statement

The mission of Powerhouse Coaching is to support a uniform standard of what coaching is and to promote the tenets of accredited coaching. Powerhouse Coaching intends to exalt the International Coaching Federations' competencies and Code of Ethics as a means to guide students to excellence as well as create legitimacy for the coaching industry through norms and standards.

With that in mind, Powerhouse Coaching's offerings will encourage, cultivate and support students as they move towards the ICF's highest level of accreditation – Master Certified Coach.

Our ultimate goal is to promote all coaches attaining an ICF credential. However, our offerings will support coaches at all levels with the hope that we can see them through to the highest master level. We believe that this will allow coaches to coach with absolute competence and confidence. The result will be a much greater impact on their clients, as well as a much higher respect for the coaching industry as a whole.

The most respected professions have standards and benchmarks as a means to standardize and professionalize their services. Powerhouse Coaching's vision is to be a leader in ushering the coaching profession through to its own maturation of standards and benchmarks.



## COURSE DETAILS

### Prerequisites

Participants ideally hold an ICF ACC or PCC credential (active or lapsed) to enroll in this course. At the very least, a minimum of 60 hours of coaching education from an ICF accredited course.

### Registration + Payment

Students may register for the Coaching Mastery Program at any time by going to Powerhouse Coaching's website [www.phcoach.com](http://www.phcoach.com).

There will be no more than 10 and no less than 6 students in a cohort. All registrations are secured on a first-come, first-served basis. Registration in a course is dependent upon receipt of payment. We accept payment by credit card, ACH or wire transfer. All payment will be in United States Dollars (USD).

### Course Objectives

- Master the two bookends of a coaching session
- Improve ability to develop trust and safety
- Achieve PCC level proficiency and coaching presence
- Improve listening both internally and externally
- Understand the difference between ACC, PCC and MCC levels
- Craft better coaching questions to build awareness
- Break old habits and refresh ICF aligned coaching skills
- Adopt best practices to overcome common fears and avoid coaching pitfalls
- Develop a strong self-assessment practice

### Components

32 total hours (18 synchronous classroom hours + 14 asynchronous field work hours)

- SYNCHRONOUS HOURS are focused on understanding, embodying and practicing the eight Core Competencies and include a combination of instruction, facilitated discussion, coaching practice and feedback.



- **ASYNCHRONOUS HOURS** include a combination of coaching, being coached, self-assessment, reviewing recorded coaching sessions, and journaling. Students should plan to spend about one hour per week on learning activities outside of class.
- **PEER COACHING** This component gives students the opportunity to take the role of Coach, Coachee, and Observer in full length coaching sessions. In the role of coach, students will receive extensive feedback from Client, Observer and Mentor Coach.

## Requirements

The following requirements should be completed by the end of week 12. If an extension is required students must consult with the Mentor Coach to arrange a new deadline for completion.

- **Attend** all 12 scheduled classes. (For any missed classes, see Participation Policy)
- **Complete** all assigned asynchronous developmental activities
- **Deliver** and track 8 hours of coaching outside of class
- **Record two coaching sessions** and complete the PCC Self-assessment form

## Course Materials

All materials, syllabus and tools will be accessed on the easy-to-use online classroom. There is no additional text or manual to purchase. Prior to the program start date, students will receive an invitation via email to access the platform, where they can view and download the syllabus and program materials.

The online classroom is the hub and lifeline of the course as students will communicate via a message board with their mentor coach and cohort members. They can post questions, feedback, ideas. and comments on each week of the syllabus.

All materials will be delivered in English.

## Delivery Method

All class meetings will be conducted via Zoom so the cohort can bond and feel more connected with each other. It is always optional whether student's camera is on or off.

All class meetings will be held in English.

## Unforeseen Changes

The Mentor Coach reserves the right to alter this schedule according to the specific needs of the class. And, if needed, may have a substitute a qualified credentialed Mentor Coach stand in for him/her.



## SYNCHRONOUS COURSE OUTLINE

The entire course will transpire in approximately three months. The classes will meet weekly and include 12 ninety-minute sessions. These live classes account for the 18 synchronous class hours. It is possible your program schedule will include weeks off for particular holidays. Refer to the Online Classroom for the schedule.

<p><b>WEEK 1:</b> "Being" a Better Coach</p> <p><b>WEEK 2:</b> PCC Markers + Session Bookends</p> <p><b>WEEK 3:</b> Difference Between ACC, PCC, MCC + Peer Coaching w/ Feedback</p> <p><b>WEEK 4:</b> Great Opening Questions + Peer Coaching w/ Feedback</p> <p><b>WEEK 5:</b> Better Listening + Peer Coaching w/ Feedback</p> <p><b>WEEK 6:</b> Self Assessment Practice + Peer Coaching w/ Feedback</p>	<p><b>WEEK 7:</b> Asking Better Questions + Peer Coaching w/ Feedback</p> <p><b>WEEK 8:</b> Overcoming Common Fears + Peer Coaching w/ Feedback</p> <p><b>WEEK 9:</b> Addressing Common Challenges + Peer Coaching w/ Feedback</p> <p><b>WEEK 10:</b> Building Trust and Safety + Peer Coaching w/ Feedback</p> <p><b>WEEK 11:</b> Open Forum + Peer Coaching w/ Feedback</p> <p><b>WEEK 12:</b> Application of Learning + Peer Coaching w/ Feedback</p>
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## POLICIES

### Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, students 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 class discussion and activities.

#### ***Attendance***

Attendance to all synchronous classes and mentor coaching sessions is required.

If students have an emergency or become ill and are not able to attend a class, they must submit a learning report to earn the credit. This involves watching the recording of the missed session and sending the mentor coach an email with the five biggest take-aways and any clarifying questions.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the Mentor Coach and Powerhouse Coaching.

#### ***Course Engagement***

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that students participate in course activities, including dialogue with the course Mentor Coach and peers, practice coaching activities, and experiential learning exercises. If students are unable to participate in an activity, they must inform the Mentor Coach as soon as possible. More details can be found in the Code of Conduct.

#### ***Code of Conduct***

Students are expected to conduct themselves in a professional manner during all interactions. This includes, but is not limited to:

- Arriving on time to all classes
- Attending all live classes
- Having the camera on for live classes, whenever possible
- Participating fully in all class. This includes being prepared for the class, participating in discussions and activities, assuming responsibility for one's learning, and contributing to the learning of others
- Engaging in discussions with the Mentor Coach and other students with respect, integrity and honesty
- Being respectful of the learning environment by silencing cell phones, not texting, and not engaging in other disruptive behaviors
- Embracing diversity and inclusion while respecting the dignity and humanity of others
- Holding everything heard and experienced in the group sessions with the highest level of confidentiality



## Refund Policy

Cancellation of a course must be made a minimum of 14 business days prior to the course to be eligible for a full refund. Cancellations made within 14 days before the course are eligible for a 75% refund. Once the course starts, no refunds will be granted.

Written notice of cancellation shall be effective on the date the withdrawal is received by Powerhouse Coaching. Refunds will be made between 5 to 10 business days following receipt of cancellation or withdrawal requests.

## Partial Completion Policy

If during the course, the student has circumstances that require them to postpone their completion of the course, Powerhouse Coaching will place them in the first future course in which there is an open slot. An open slot is constituted as a class that is not at full capacity one week prior to its start date.

Alternatively, Powerhouse Coaching will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum completed. If a student is interested in receiving partial credit for a course in which they were currently or were previously enrolled, they may contact Mark Tucker at [info@phcoach.com](mailto:info@phcoach.com) no more than 60 days after the course has ended.

The petition should include name and number of cohort, the amount of credit hours sought, and any additional relevant information. If approved, students will receive a certificate of credit from Powerhouse Coaching indicating the number of training hours completed.

## Transfer of Credit Policy

At this time, we are not able to accept partial course credit from other organizations or programs. Even if a student has partially completed a program with another institute, they must enroll for the entirety of the Powerhouse Coaching program. Individuals with questions about this process should contact Mark Tucker at [info@phcoach.com](mailto:info@phcoach.com).

## Confidentiality Policy

Powerhouse Coaching adheres to professional and ethical guidelines of confidentiality established by the International Coaching Federation. To protect the privacy of students' personal information and experiences during peer coaching sessions, students agree to not disclose to anyone outside the group any information shared in class along with the identity of the student. This includes, but is not limited to, names, physical descriptions, biological information, and specifics to the content of interactions with other group members.

## Statements on Ethics Integrity and 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. Students can read more about the ICF Code of Ethics [here](#).





Additionally, Powerhouse Coaching 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.

Accreditation applicants' recordings go through a rigorous and subjective assessment process. Due to the subjective nature, no school can ethically guarantee that an applicant will pass. However, our goal is to support the applicant in every way possible to assure success.

## **General Disability Policy**

Powerhouse Coaching honors and champions individuals with disabilities and prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities

## **DEIJ Statement**

The ICF Global Board of Directors approved the ICF Statement of Diversity, Inclusion, Belonging and Justice in July 2020. Staff and volunteer leaders from ICF's six family organizations subsequently cosigned the statement. This statement of principles reflects a position we invite every ICF member, credential-holder and accredited provider to subscribe to.

ICF members and credential-holders live and work in more than 140 countries and territories. The ICF is a vibrant, global community, committed to the shared vision of making coaching an integral part of a thriving society. Our mission is to lead the global advancement of coaching. To do this, we must reflect on our blind spots and be aware of opportunities for improvement. We cannot ignore the challenges that many coaches and coaching clients face due to systemic problems in their communities.

As members of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

We will place diversity, inclusion, belonging and justice at the forefront of every decision we make within our organization. As we continue the journey toward our vision, we will recommit ourselves to valuing the unique talents, insights and experiences that every coach and client brings to the world.

## **Non-Discrimination Policy**

It is the policy of Powerhouse Coaching 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.

Students who wish to report discrimination are encouraged to follow the grievance policy outlined below. Powerhouse Coaching will promptly investigate all claims and reports of inappropriate conduct.

## Grievance Policy

Powerhouse Coaching seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Students have the right to file a grievance regarding presentation or content, facility concerns, or Mentor Coach/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:

1. A student should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If students are not comfortable approaching the individual, they can proceed to step 2.
2. If students are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, they should submit a written grievance to the program manager, Mark Tucker within 14 days. The program manager will review the issue and talk to the student within 7 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.
3. If a student does not feel the issue is resolved, a written request for an appeal should be sent to Powerhouse Coaching 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 14 days. All appeal decisions are final.

**PLEASE NOTE: During your registration process on [phcoach.com](http://phcoach.com) you will be asked to check the box that reads: *Please confirm that you have read and agree to the terms and conditions stated in the Student Information Packet.***

**By checking this box, you are agreeing to the terms and conditions stated in this Student Information Packet.**



## ORGANIZATIONAL CONTACT LIST

**Powerhouse Coaching**  
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**Orlando, FL 32804, USA**  
Email : [info@phcoach.com](mailto:info@phcoach.com)

**Jennifer Powers, MCC**  
Director of Education + Lead Mentor Coach

**Mark Tucker, MEd**  
CEO + Administrator