



POWERHOUSE COACHING

Level 3

ICF MCC Program

Student Information Packet



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INTRODUCTION

Welcome

We are thrilled for you to be a part of this Level 3 Program that will take you towards earning your MCC Credential through the International Coaching Federation.

It is an honor to be able to support you in this journey towards the highest level of coaching mastery.

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.

You can visit 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 the ICF Level 3 MCC 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

Registrants must currently hold an active ICF PCC credential in good standing to enroll in this Level 3 course.

Registration + Payment

Students may register for the Level 3 ICF Certification Program at any time by going to Powerhouse Coaching's website 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).

Level 3 Course Objectives

- Assist experienced coaches in understanding the nuances that distinguish MCC coaching from PCC
- Develop the coaches' awareness of self and the shifts required to coach at the Master level
- Help coaches to find and bring their "Unique Coach Self" to the MCC coaching session
- Prepare coaches for a confident submission of their MCC application and recordings through lots of practice, self-reflection and feedback
- Expose coaches to a variety of MCC styles through approved coach recordings
- Support the sharing of knowledge and good mojo among cohort members
- MOST IMPORTANT: Make sure coaches know how much confidence we have in their ability to become a Master Certified Coach (It's our honor, pleasure and calling to do so:))

Upon completion of this course, coaches will have met the ICF Coaching Education requirements needed to apply for the Master Certified Coach (MCC) Credential. All applicants must also submit two recordings with their MCC application.

Components

75 total hours (39 synchronous classroom hours + 36 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. Also included are the required 7 hours of group mentor coaching + three hours 1:1 mentor coaching.



- Two individual mentor coaching sessions must be scheduled sometime AFTER week 10 and BEFORE the end of week 22. Students must bring a minimum of 2 recorded coaching sessions for review and feedback plus a self-assessment for each recording.
- Asynchronous hours include a combination of coaching, being coached, journaling, independent reading, listening to and reviewing a variety of MCC level coaching sessions. *Students should plan to spend about two hours per week on learning activities outside of class.

The following is a list of different components which make up the course content:

FUNDAMENTALS

These classes are dedicated to fine-tooth combing the 8 ICF Core Comps through facilitated discussion, sharing of best practices, and round robin coaching with direct feedback from the mentor.

The goal is to introduce the student to the distinctions between how these comps look and feel at the PCC level vs. the MCC level.

This course component creates a tremendous amount of clarity and gives students a clear and confident path toward passing their exam and assessment.

The FUNDAMENTAL components satisfy the 7 hours of group mentor coaching required for the MCC application.

DEEPER DIVE

This component builds upon the FUNDAMENTALS as students further explore each of the competencies in depth. This is done in a variety of ways including:

- Two-hour practice clinics with drills and practice exercises
- Educational sessions and discussions around the meaning and importance of the competency
- Outside reading and journaling
- Listening to and reviewing MCC approved recordings

PEER + OBSERVED COACHING

This component is where the rubber hits the road through live peer coaching sessions in which students take the role of Coach, Coachee, and Observer in full length coaching sessions.

Students will receive extensive feedback from Client, Observer and Mentor Coach.

SELF-DEVELOPMENT

One of the greatest factors in moving from PCC to MCC coaching is the internal shift the coach must make to show up authentically, manage judgments, tap into intuition, and be comfortable with silence and a state of unknowing.



This class component gives students time to identify and discuss obstacles that may impede their progress while also improving their ability to bring their Unique Coach Self to every MCC session. Journaling prompts and outside reading support the student in their personal self-development.

INDIVIDUAL MENTOR COACHING

Each student is required to spend three hours with the Mentor Coach outside of class. Delivered in two 90-minute Zoom calls, this component allows time to review the student's recorded coaching sessions to identify learning opportunities and/or the potential for submission of recording with their MCC application.

These two sessions are to be scheduled any time after WEEK 10 and students must come prepared with a minimum of TWO recorded coaching sessions to be reviewed over the three hours.

The INDIVIDUAL MENTOR COACHING components satisfy the 3 hours of 1:1 mentor coaching required for the MCC application.

BEYOND THE COMPS

This course component helps students take a broader view of how the knowledge they are glean- ing can support them, their clients, and their practice beyond the actual coaching session.

Different modalities will be identified. Goals and plans will be set, and additional career oppor- tunities will be explored.

OPTIONAL MAKE-UP CLASSES

Full attendance is a requirement of the ICF. In order to make space for emergency absences, stu- dents may miss a maximum 3 of the 22 live classes. However, in order to earn the credit for any missed classes and fulfill the ICF's requirement, students must attend an equal number of sched- uled make-up classes offered in Week 9, 15 and/or 22.

The content of these 90-minute classes will be based on the needs of the students in attendance.

ONLINE CLASSROOM

All materials, syllabus and interaction with cohort and Mentor Coach will be accessed on the easy-to-use online classroom.

Students will have direct access to tools, recordings and course materials. All materials and re- sources are hosted in the Online Classroom and there is no additional text or manual to pur- chase.

This 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.



Requirements

The following requirements should be completed by the end of week 22. If an extension is required students must consult with the Mentor Coach to arrange a new deadline for completion.

- **Attend** all 22 scheduled classes. (For any missed classes, see Participation Policy)
- **Demonstrate** three LIVE, and provide two RECORDED coaching sessions for written feedback
- **Complete** all assigned asynchronous developmental activities
- **Deliver** and track 20 hours of MCC level coaching outside of class
- **Attend** two 90-minute individual mentor coaching sessions. (For no-shows or missed scheduled sessions, see Participation Policy)

Course Materials

All course materials will be made available on the online learning platform. Students will need to provide themselves with a notebook for journaling. 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.

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 MCC Mentor Coach stand in for him/her.

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COURSE OUTLINE

The entire course will transpire in just under 6 months. The classes will meet weekly and include (16) ninety-minute sessions, (6) two-hour clinics, plus (2) ninety-minute one-on-one mentor coaching sessions. These live classes account for the 39 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>WEEK 1: FUNDAMENTALS-Introduction to MCC</p> <p>WEEK 2: FUNDAMENTALS-COMP 1 Ethics Review</p> <p>WEEK 3: SELF-DEVELOPMENT-Shifting to MCC</p> <p>WEEK 4: FUNDAMENTALS-COMPS 2+3 with Practice</p> <p>WEEK 5: DEEPER DIVE into COMP 3 (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 6: FUNDAMENTALS-COMPS 4+5 with Practice</p> <p>WEEK 7: FUNDAMENTALS-COMPS 6+7 with Practice</p> <p>WEEK 8: FUNDAMENTALS-COMPS 8 with Practice</p> <p>WEEK 9: OPTIONAL MAKE-UP CLASS</p> <p>WEEK 9: DEEPER DIVE into COMP 8 (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 10: DEEPER DIVE into COMP 4</p> <p>WEEK 11: SELF-DEVELOPMENT-Refining Coaching Presence and finding your Unique Coach Self</p>	<p>WEEK 12: DEEPER DIVE into COMP 5 + PEER COACHING</p> <p>WEEK 13: DEEPER DIVE into COMP 6 + PEER COACHING (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 14: DEEPER DIVE into COMP 7 + PEER COACHING</p> <p>WEEK 15: PEER COACHING (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 15: OPTIONAL MAKE-UP CLASS</p> <p>WEEK 16: SELF-DEVELOPMENT-Becoming an MCC</p> <p>WEEK 17: OBSERVED COACHING (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 18: OBSERVED COACHING</p> <p>WEEK 19: OBSERVED COACHING (<u>two-hour Practice Clinic</u>)</p> <p>WEEK 20: OBSERVED COACHING</p> <p>WEEK 21: BEYOND THE COMPS-Master-minding</p> <p>WEEK 22: BEYOND THE COMPS Next Steps + Opportunities + Celebration</p> <p>WEEK 22 : OPTIONAL MAKE-UP CLASS</p>
<p>Two 90-minute 1:1 Mentor Coaching sessions to be scheduled between WEEK 10 and 22</p>	



Asynchronous Learning

Additionally, students will be assigned 36 asynchronous hours of coaching, reading, journaling and other developmental activities. Students should plan to spend up to two hours per week on learning activities outside of class. These activities include, but are not limited to:

- *MCC level coaching sessions* – Students must log 20 hours of coaching at the MCC level outside of the classroom. This allows them an opportunity to apply the learning and reflect on their coaching.

The 20 hours must include a minimum of 6 different clients and may be sourced from current coaching clients, or reciprocal coaching with coaching colleagues and Level 3 cohort members. (Up to 4 hours of being coached by another member of the cohort may count towards the total hours logged.)

Following week 8, students should try to average 1.5 hours of coaching or being coached each week in order to add up to the full 20 asynchronous coaching hours required for this entire course.

Students should also average 10 minutes of journaling for reflection after each of the 20 coaching sessions. This includes reflective observations made during coaching sessions or observations made while being coached.

- *Journaling* – Additionally, throughout the course students will be offered journal prompts to track learning, expand thinking, develop personally, or define mission/vision/goals for becoming an MCC
- *Reflection* – Students will be assigned articles, videos and exercises throughout the course to reflect or journal on how they support their journey toward the MCC level
- *Reviewing recorded coaching sessions* – Students will listen to six MCC approved coaching sessions and make observations on a worksheet and/or on the Online Classroom

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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

To provide students with the minimum required training hours for certification, 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 contact the Mentor Coach immediately. Students will be expected to complete the class assignment, review the class recording, and attend one of the three scheduled make-up classes to earn credit for the missed class.

If a student misses more than 3 classes of the course, they will have the option to make up any classes over the 3 by attending those missed classes in another course held in the future.

If scheduled 1:1 mentor coaching sessions result in a no-show or are missed without 24 hours' notice, students will need to arrange and pay for an individual mentor coaching session to complete the required 10 hours of mentor coaching required by the International Coaching federation. The cost of this replacement session is \$250 USD.

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 and mentor coaching sessions
- Having the camera on for live classes, whenever possible
- Participating fully in all classes and mentor coaching sessions. 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, the Mentor Coach 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 (10 students) 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 received. 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 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 Level 3 program with another institute, they must enroll for the entirety of the Powerhouse Coaching Level 3 program. Individuals with questions about this process should contact Mark Tucker at info@phcoach.com.

Illness Policy

To provide students with the minimum required training hours for certification, 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 or mentor coaching session, they must contact the Mentor Coach immediately.



To earn credit for the missed class students will be expected to complete the class assignment, review the class recording, and attend one of the three scheduled make-up classes to earn credit for the missed class.

To earn credit for a missed mentor coaching session, students will need to arrange and pay for an individual mentor coaching session to complete the required 10 hours of mentor coaching required by the International Coaching federation. The cost of this replacement session is \$125.

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.

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

Powerhouse Coaching is not able to accommodate learning or physical disabilities at this time. Individuals with questions about this policy should contact Mark Tucker at info@phcoach.com.



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 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

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