



COACH TRAINING PROGRAM

# Student Handbook

VERSION 2024

**HEADQUARTERS:**

149 Avenue at the Common, Suite 202  
Shrewsbury, NJ 07702

(+1) 732-982-8155 | [iPEC.com](https://www.ipec.com)



**Awakening Potential**

Copyright © 2024 iPEC.

All rights reserved. No part of this material may be shared, distributed, or used for any purpose other than intended, which is for use in training iPEC students. Nothing in this workbook may be used for workshops or non-iPEC trainings, nor reproduced by any means, including electronic storage within a computer program or database, without the written advance consent of Bruce D Schneider and iPEC Coaching. Your use of this handbook constitutes acceptance of these terms.

1-866.72COACH | [iPEC.com](https://www.ipec.com)

Headquarters: 149 Avenue at the Common, Suite 202, Shrewsbury, New Jersey 07702



# Table of Contents

Introduction .....	5
About iPEC's Founder .....	6
<b><i>Administrative Offices</i></b>	
United States Administrative Office .....	7
Europe and Asia Administrative Office .....	7
Student Support .....	7
School Director .....	7
<b><i>Resources</i></b>	
Student Handbook .....	8
Receiving iPEC Emails .....	8
Email and Telephone Communication .....	8
Program Syllabus .....	9
Coach Training Program Textbooks .....	9
<b><i>iPEC's Program Overview</i></b>	
Training Schedule .....	10
Location/Dates .....	10
Course Hours .....	10
<b><i>Training Modules: Logistics Information</i></b>	
Hours for Training .....	11
Breaks .....	11
Attire .....	11
Participation .....	11
Use of Electronic or Digital Equipment During Live Modules .....	11
Photography and Video .....	12
Use of Electronic or Digital Equipment During the Distance Education Portions of the Program .....	12
Hotel Accommodations .....	12
Change of Instructor .....	12
<b><i>Modules</i></b>	
Module I: Life & Leadership Potentials Training .....	13
Module II: Core Transformation .....	13
Module III: Breakthrough Coaching .....	14

## ***Requirements for Certification***

Advanced Standing Pre-Work Description and Eligibility .....	15
Summary of Coach Training Program Requirements .....	16
Summary of Coaching Requirements for the Coach Training Program .....	16
Final Exam .....	17
Final Exam Timeline .....	17

## ***General Policies and Procedures***

Rules of Operation and Conduct .....	18
Statement for Students with Disabilities/Americans with Disabilities Act Statement .....	18
Program Probation and Dismissal .....	20
Global Privacy Policy .....	20
Student Records .....	20
Intellectual Property Permissions .....	21
Attendance/Tardiness .....	22
Distracted Participation .....	22
Missed Mentor Coach Sessions .....	23
Missed Success Coach Sessions .....	23
Student Dropout/Deferral .....	23
Student Challenges .....	24
Stimulator Exercises .....	25

## ***Finances***

Refund and Withdrawal Policy .....	25
Grants, Student Loans, and Scholarships .....	25

## ***iPEC Referrals***

iPEC Referrals .....	26
----------------------	----

## ***Appendix A***

Additional Information for Illinois Students .....	26
--	----

<b><i>Disclosures</i></b> .....	28
---------------------------------	----

<b><i>Student Success Stories</i></b> .....	29
---	----



# Introduction

---

## WELCOME TO iPEC

We are excited you have chosen us to guide you on your journey to becoming a Certified Professional Coach. Over the next 12 months, you will grow and develop as a coach and as a person. We encourage you to be open to the process, have fun, and play full out.

iPEC may, from time to time, make modifications to the program. We do so only if we feel it is in our students' best interest. While the Institute reserves the right at any time to alter, change, add, or substitute any of the classes currently offered without notification, the number of hours required for program completion will not be increased beyond that which is set forth in this Coach Training Program Student Handbook.

Details of the CORE® Dynamics Program are in the CORE® Dynamics Program Student Handbook, which is available to all students after Module III.

[Tuition Information](#)

[Schedule of Upcoming Classes](#)

# About iPEC's Founder

Bruce D Schneider is the founder of iPEC. He is the author of *Relax, You're Already Perfect*, the bestselling book, *Energy Leadership* and his latest book, *Uncovering the Life of Your Dreams*. He is also the innovator of a groundbreaking theory of consciousness levels, the Energy Leadership Index™ assessment, and the transformational Core Energy Coaching™ process.

Bruce's life was virtually over at age 18. In 1978, a late-evening highway encounter with a drunk driver left him on his deathbed. Miraculously, he not only survived this horrific accident but against all odds, went on to a complete recovery. Why?

This is the question that has motivated him for more than 35 years through the study of psychology, coaching, hypnotherapy, metaphysical research, quantum physics, spiritual teachings, and decades of deep meditation. Through this journey, Bruce found his answers and his purpose:

*"My role and gift in life is not to teach, preach, or convince anyone of anything. I am here to empower others to get their own answers, access their true dreams, and overcome anything that gets in the way of making those dreams a reality."*

The drunk driver died instantly. Bruce's survival was described as a near mathematical impossibility— recognized as a miracle by most. He could have viewed that experience in several ways. Perhaps he could have felt like a victim or guilty for being involved in the death of another person. Bruce's viewpoint was much different. Bruce saw this "horrific accident" for what it really was...an exceptional gift and opportunity. He was, at 18, given a second chance at life and decided to make it a life worth living.

Bruce was awarded undergraduate and graduate degrees from William Paterson College and Rutgers University, respectively. He is a successful entrepreneur, business executive, and former semi-professional athlete, in addition to being a Master Certified Coach, licensed psychotherapist, Reiki master, hypnotherapist, metaphysician, philosopher, and renowned speaker.



# Administrative Offices

## United States Administrative Office

### Address

149 Avenue at the Common,  
Suite 202  
Shrewsbury, New Jersey 07702

### Hours of Operation

Monday through Friday  
8:30 A.M. to 5:00 P.M. (EST)  
Phone: (+1) 732-982-8155

### Observed U.S. Holidays

New Year's Day  
Easter Monday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving and the Friday after Thanksgiving  
Christmas Day

## Europe and Asia Administrative Office

### Address

Herikerbergweg 88  
101 CM Amsterdam  
The Netherlands

### Hours of Operation

Monday through Friday  
8:30 A.M. to 5:00 P.M. (CET)

### Observed European Holidays

New Year's Day  
Good Friday  
Easter Monday  
Ascension Day  
Whit Monday  
Christmas Day  
Boxing Day

---

## Student Support

Receive support by opening a ticket using the HubBot Chat feature where you will find our Help Center's Frequently Asked Questions along with the option to speak with a Student Support Specialist.

## School Director

Christina Asai  
(+1) 732-982-8155  
[casai@ipec.com](mailto:casai@ipec.com)

# Resources

## Student Handbook

This Student Handbook gives you an overview of the iPEC Coach Training Program and the requirements for certification. It also explains iPEC's policies, procedures, and your rights as a student.

**The Student Handbook is your primary source of information and should be reviewed in detail.**

*The Hub ([www.community.ipeccoaching.com](http://www.community.ipeccoaching.com))*

This online portal is your one-stop destination for the information and resources you will need as you complete the Coach Training Program. **You will be given access to the Hub upon enrollment; an email will be sent to you with a unique username and password.**

In the Hub, you will find the documents and resources needed to complete your assignments, access your weekly pre-recorded webinars, log your coaching sessions, and so much more. Additional resources will be added as you progress through the program. **You will also complete and upload your certification requirements in the Hub.**

## Receiving iPEC Emails

In addition to receiving your "welcome email" providing access to the Hub, you will also receive an additional email asking to confirm the email address for your account. Please complete the process in this email. **You will also want to add [system@netsuite.com](mailto:system@netsuite.com) to your email contact list to ensure you receive iPEC email correspondence.**

## Email and Telephone Communication

iPEC is committed to providing knowledge and information through open communication among its members. iPEC may contact students via email, telephone call, or text for purposes including but not limited to, training and weather-related updates, peer to peer and group assignment information, as well as financial account inquiries.

iPEC will only share your telephone number and email address with other current students in order to establish peer to peer coaching relationships, provide updates on peer and group assignments, and allow for easier and timely communication among students.



## Program Syllabus

The Coach Training Program Syllabus, found in the Hub, is a resource to help you plan your coach training experience. It includes the program content, assignments, and other requirements you will need to complete your certification. While iPEC has resources like the syllabus available to guide students through the program, each student is responsible for their own learning.

## Coach Training Program Textbooks

- **Module I: Life & Leadership Potentials Training Workbook**  
This workbook will be provided to you digitally prior to your Module I: Life & Leadership Potentials Training **start date**.
- **Coach Training Manual Part 1**  
This workbook will be provided to you digitally after your Module I: Life & Leadership Potentials Training **end date**.
- **Coach Training Manual Part 2**  
This workbook will be provided to you digitally prior to your Module II: Core Transformation **start date**.
- **Coach Training Manual Part 3**  
This workbook will be provided to you digitally prior to your Module III: Breakthrough Coaching **start date**.

**\*Please note, iPEC must have your correct shipping address to ensure arrival of shipped items.**

**\*\*Module I only:** If you enroll without enough time to receive shipped items, access to alternative digital material will be granted prior to the start of Module I so that participation in all exercises can be achieved.

# iPEC's Program Overview

## Training Schedule

iPEC conducts three training cycles per year—a new training cycle is being offered approximately every four months.

As a student, you will attend three, 3-day classroom training sessions at approximately 10-13 week intervals:

- **Module I:** Life & Leadership Potentials Training
- **Module II:** Core Transformation
- **Module III:** Breakthrough Coaching

## Location/Dates

Modules I, II, and III will be held at the same location unless otherwise noted. **Your specific training dates for each module can be found in the Hub under the Training Locations tab.** iPEC may change module dates and locations from time to time. As such, we recommend you confirm prepaid travel arrangements no more than 21 days in advance as iPEC will not be responsible for personal travel expenses and fees incurred due to a change in location or dates. These expenses include, although are not limited to shipping expenses for class materials, hotel reservations, transportation, etc.

## Course Hours

**Between modules you will have assignments including weekly webinars, peer and group coaching sessions, and self-study work.**

Program Components	Approximate Training Hours
In-class modules	90
Webinars (23 webinars are required for certification)	46
Classes (videos)	1.5
Peer Coaching (one-on-one)	48
Peer group meetings	12
Reading/reports, self-study assignments	72
Coaching Interviews (10 sessions)	10
Mentor Coaching (6 sessions)	3
Quick-Start: Getting Your First Clients Program	10
<b>Total hours</b>	<b>292.5</b>

# Training Modules: Logistics Information

## Hours for Training

Each day will begin promptly at 9:00 A.M. and end at 7:00 P.M. (One exception is the Singapore and SGT timezone based classes. These classes will begin at 8:00 A.M. SGT and conclude at 6:00 P.M. SGT. Please arrive 30 minutes prior to your scheduled start time on the first day of training. We ask that you demonstrate integrity and professionalism by arriving on time and ready to start the day, as well as ensuring you are back from breaks early so we can stay on schedule.

## Breaks

There will be numerous short breaks and a lunch break of approximately 1.25 hours, depending on available time. There will be no dinner break.

If you are attending a physical location classroom, you may choose to bring snacks for yourself. (Some hotel locations restrict where snacks may be consumed, and students may need to step out of the classroom to eat.)

## Attire

Dress casually and comfortably. For physical location classrooms, the temperature in the classrooms may vary throughout the training and we suggest layering to adapt easily to changes.

For virtual classrooms, you will be on camera and visible to your trainer and fellow students so please dress appropriately.

## Participation

We encourage you to participate in large group discussions to get the most from your experience. During small group breakouts and coaching sessions, participation is necessary to learn the required skills and partner effectively with your peers.

When contributing to classroom discussions, please offer information that is relevant and helpful to others and be mindful to allow classmates equal time to participate. Please be courteous, respectful, and supportive to your classmates and teachers.

## Use of Electronic or Digital Equipment During Live Modules

**The use of electronic or digital equipment beyond what you require to attend class is prohibited during the live modules.** Students may use such devices during breaks and outside of the training room. Prohibited devices include cameras, and all audio or video recorders. Cell phones must be switched off, put on airplane mode, or silenced (including no vibration) during class instructional time.

## Photography and Video

The use of devices, including cameras and cell phones, for audio/video recording or photography is strictly prohibited in the classroom. We do not allow photographs or audio/video recordings to be taken during our training to respect the privacy of our students.

## Use of Electronic or Digital Equipment During the Distance Education Portions of the Program

**All students, whether attending a physical location classroom or virtual classroom, will require the same basic computer specifications as it is required to complete the in-between module work.**

Students will need to have access to a computer with the following basic specifications throughout the Coach Training Program in order to successfully complete the program components:

- 80 GB hard drive or higher
- 2 GB RAM or higher
- Minimum of 2.0 GHz Intel or AMD processor
- Windows XP or Windows 7 or later/OS 10.6 or later
- Sound Card
- MS Office 2007 or later, Office 2008 (for MAC) or later
- Either Firefox 3.6 or later, Google Chrome 7.0 or later, Safari 5.0 or later
- Adobe Acrobat Reader 9.0 or later
- ZOOM Software ([Click here](#) for ZOOM Success Preparations)
- Anti-virus program (updated regularly)
- Computer microphone and speakers
- Web Camera
- High-speed internet connection (minimum 40 Mbps) obtained either at home (preferred for the best study setting) or via an outside source, such as the library, a quiet restaurant, etc.

For additional information on checking your device specifications, please click on the link below:  
[Where to Find your Device Specifications](#)

## Hotel Accommodations

For those attending a physical location classroom, reservations can be made prior to any module. Most of our locations have a corporate rate; however, ***they typically require that you make your reservation AT LEAST one month in advance of the training.*** Be sure to check the Hub for hotel contact information to secure your reservation, as needed.

## Change of Instructor

iPEC reserves the right to change a course instructor at its sole discretion without notification to students.

## Module I: Life & Leadership Potentials Training

During Module I: Life & Leadership Potentials Training (LPT), you will experience the power of the Core Energy Coaching™ process first-hand and learn how to utilize its potential in many aspects of your life. To help you “walk the talk,” we have designed a program that teaches you transformational coaching skills that you can use with yourself and others, and also significantly advances your personal and professional growth.

Each of us has a belief system that runs our lives. Unfortunately, many people’s belief systems block them from reaching their full potential on the job or at home. Fortunately, belief systems come with a warranty—if you do not like your current belief system, you can replace what is not working with new beliefs that serve you better.

The curriculum in LPT is designed to give you new choices and possibilities to help you create the belief system and life you choose. You will learn and practice Core Energy Coaching™ skills throughout the training. By the end of LPT, you will have the confidence to immediately apply what you have learned to positively impact your

relationship with others, as well as your relationship with yourself. You will also develop a relationship with iPEC and see us as a resource for your continued growth.

### **At Module I: Life & Leadership Potentials Training you will learn:**

- **High Potential Concepts and Core Foundation Principles**
- **The Basics of the Core Energy Coaching™ Process**
  - Consciousness and Energy
  - The Energetic Self-Perception Chart
  - Old and New Rules
  - What Coaching Is and Is Not
  - The Big Four Energy Blocks
  - The 7 Levels of Energy
- **Impacting Relationships and Communications through Coaching**
  - Setting Intentions
  - Getting Buy-In
  - The Energy/Action Model
  - Tools, Assessments, and Charts

## Module II: Core Transformation

Module II builds upon everything you learned in LPT. The second module covers many of the most common client concerns, questions, and issues that you might encounter during your coaching experiences. Through a variety of practice and experiential exercises, coaching skills are developed, enhanced, challenged, and refined. Between the second and third modules, you will select and develop your area of coaching specialization.

## Module III: Breakthrough Coaching

As you progress through this advanced module, new and deeper opportunities are provided to you. You will demonstrate and apply life-changing empowerment skills within a wide variety of coaching settings and circumstances.

### Module II and Module III Core Skills/Topics covered:

- **Psychology of Coaching—Inside and Outside of the Coaching Process**
  - Deep understanding of what drives a client’s perceptions and how those perceptions drive behaviour, actions, and outcomes
  - Energetic Influencers that drive engagement and performance
  - Working through resistance
  - The solution-focused approach
- **Advanced Coaching Processes**
  - Building commitment and motivation through buy-in
  - Coaching energetic influencers (including mental, emotional, social, spiritual, and other elements)
  - Raising and influencing a client’s energy
  - Creating effective change
  - Coaching for contingencies and safety nets
  - Identifying the client’s core agenda
- Continued learning/expert coach development
- Advanced work on removing energy blocks
- Coaching the whole person
- Breakthrough Laser Coaching
- Mastering the Energy Leadership™ Index assessment, debrief, and approaches
- **Additional Topics**
  - Experiential exercises designed to help you “walk the talk” in all aspects of your life
  - Providing the most powerful framework for efficient and effective communication

# Requirements for Certification

The Coach Training Program syllabus, available in the Hub, outlines the requirements you will need to complete your CPC certification. Completing all Advanced Standing requirements fulfills your elective requirement for the Coach Training Program, which is required for your CPC.

## Advanced Standing Pre-Work Description and Eligibility

Advanced Standing Students (those who enrolled during the Advanced Standing open enrollment period) will receive access to the Hub prior to LPT. Advanced Standing assignments can be found in the Coach Training Program: Advanced Standing area of the Hub.

## Summary of Advanced Standing Requirements

Advanced Standing Requirements	Required for Advanced Standing	Required for CPC Certification
Life Review*	Yes	Yes
Intentions Setting Workbook*	Yes	Yes
Advanced Standing Workbook - Part 1	Yes	No
[Advanced Standing] Being a Coach: Part 1	Yes	No
[Advanced Standing] Being a Coach: Part 2	Yes	No
[Advanced Standing] Being a Coach: Part 3	Yes	No
Advanced Standing Workbook - Part 2	Yes	No
Advanced Standing Webinar	Yes	No

\*This assignment will carry over as credited towards your Coach Training Program.

## Summary of Coach Training Program Requirements

Coach Training Program Required Assignments	Required for CPC Certification
Life Review	Yes
Intentions Setting Workbook	Yes
Engaging Energy, Creating Success Workbook	Yes
My Coaching Philosophy	Yes
<i>Energy Leadership</i> Book Report	Yes
Gremlin Project	Yes
Elective (choose one): <ul style="list-style-type: none"> <li>• <i>Uncovering the Life of Your Dreams</i> Book Report</li> <li>• 12 Talents of a Transformational Leader Workbook</li> <li>• Quick Start Program</li> </ul>	Yes
Webinars (23 webinars are required for certification)	Yes
7 Pre-recorded classes	Yes
Self-Administered Course Review	Yes

## Summary of Coaching Requirements for the Coach Training Program

Coaching	Requirement	Format	Submit
Peer Group	12 one-hour sessions	Suggested agenda provided for each session	Peer Group log for each session
Peer Coach	24 one-hour sessions (12 sessions per client)	Two peer clients assigned	Peer Client log for each session
Peer Client	24 one-hour sessions (12 sessions per coach)	Two peer coaches assigned	Peer Coach log for each session
Mentor Coach	6 thirty-minute sessions	One mentor coach assigned for program; coach mentor and receive written feedback each session	Mentor Coaching log for each session
Success Coach (Optional)		Up to three 30-minute coaching sessions	
Coaching Interviews	Conduct 10 Interview sessions with 10 different people	Complimentary coaching session 30 to 60 minutes each	Coaching Interview log



## Final Exam Overview

In addition to completing and submitting all requirements for certification, you must pass a final exam. Once you have completed all of your Coach Training Program requirements, paid in full, and it has been at least 30 days since your Module III, you will automatically receive your final exam instructions.

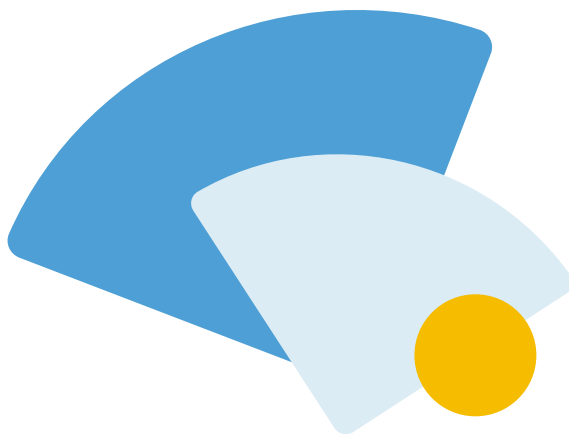
The final exam session is a 20–30-minute coaching session, recorded per the instructions you will receive at the conclusion of your program. To pass the exam, you will be expected to apply the iPEC Core Energy Coaching™ skills and tools you have learned and sufficiently demonstrate the ICF Core Competencies, including ethics and the professional standards of conduct.

## Final Exam Timeline

All program requirements, including your final exam, must be completed and submitted to iPEC within one calendar year of your Module III completion date.

If you do not complete and submit all program requirements within one calendar year of your Module III completion date, you will be required to complete an additional 45-minute readiness session with an iPEC mentor coach at an additional cost.

The purpose of the readiness session is exactly what it sounds like: to determine your readiness for the final exam. Readiness session feedback may include recommendations to get additional coaching practice and feedback, and/or suggested training webinars and manuals to review, along with additional mentor sessions also at an additional cost prior to submitting your final exam.



# General Policies and Procedures

## Rules of Operation and Conduct

It is the policy of iPEC not to discriminate in its educational program, admissions, policies, employment practices, and other activities sponsored by the Institute on the basis of race, color, natural origin, religion, sex, gender identity (including gender expression), sexual orientation, marital or parental status, national or ethnic origin, age, or disability.

Each person has the right to be treated with respect and dignity. Our staff is dedicated to providing students with a truly illuminating learning experience in a safe and supportive environment. Our program is designed to inspire individual growth, while teaching students the skills necessary for them to become Certified Professional Coaches. iPEC will not tolerate any behavior which undermines these goals, including, but not limited to, the use of profanity, verbal or physical abuse, disruption of classes or seminars, derogatory or discrediting remarks about the school, its personnel, or any student, interference with the progress of another student, or any other behavior not conducive to promoting a comfortable and secure learning environment for our staff and students.

Although we obviously encourage networking between iPEC graduates, we ask that there be no solicitation of iPEC staff or fellow students, by email or other communication. Chain letters and the like should also be avoided.

## Statement for Students with Disabilities/Americans with Disabilities Act Statement

### Preface

The Institute for Professional Excellence in Coaching (iPEC or the Company) is committed to ensuring equal access to educational opportunities to qualified students with physical, mental or cognitive disabilities, in accordance with all federal, state and other local regulations, including the Americans with Disabilities Act, as amended. iPEC does not discriminate against qualified individuals with disabilities on the basis of their disability in its services, programs or activities. This position is fortified by iPEC's Nondiscrimination and Anti-Harassment Policy.

### Accessibility of iPEC Programs, Services and Activities

The Company will modify its policies and programs and provide auxiliary aids and services where necessary to ensure that the policies and programs are accessible to people with disabilities so that students have an equal opportunity to enjoy the full iPEC experience. iPEC is not required to provide any auxiliary aid or service that would fundamentally alter the nature of our programs and services or result in an undue burden.

Services and accommodations are determined on an individual basis. In order to receive services, students must disclose their disability and be found eligible for an accommodation

by Student Support (SS). It is the student's responsibility to disclose to iPEC that he/she needs an accommodation for a disability. Students who do not voluntarily disclose their disability and request accommodations may not be eligible for services.

Students with disabilities are required to meet the same learning standards as other students, with modifications necessary to ensure that the place and manner in which the courses are given are accessible to them.

### Confidentiality

iPEC recognizes that student disability records contain confidential information and are to be treated with discretion and care. Documentation of a student's disability is maintained in a confidential file by SS and is not considered part of the student's education record. Information related to a disability may be disclosed only as permitted by Company policy and federal law or as authorized by the student. In the interest of serving the needs of the student, the provision of services may involve SS staff disclosing disability information provided by the student to appropriate iPEC faculty and/or staff participating in the accommodation process. Information may be disclosed to appropriate parties in a health or safety emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

### Definitions

- A. Individual with a Disability** refers to an individual with a physical or mental impairment that substantially limits one or more major life activities, who has a record of such impairment, or who is regarded as having such an impairment. However, "being regarded as" having an impairment does not apply to qualify someone for protection under the law when the impairment is transitory or minor, i.e., a duration of six months or less, and the Company is not required to implement modifications or provide auxiliary aids or services to someone who is only "regarded as being disabled" and does not actually have a disability.
  
- B. Requesting Accommodations, Modifications or Auxiliary Aids or Services.** Students who have a disability and wish to make a request for disability-related accommodations, modifications, or auxiliary aids or services must self-identify as having a disability with the iPEC's Student Support department through the use of the [Students with Disabilities Self-Identification and Reasonable Accommodation Request Form](#). Appropriate documentation should be accurate, timely, and establish a current disability with enough supporting information to determine what is an appropriate accommodation.

When possible, students are asked to notify Student Support immediately following enrollment into the program or at least up to one month prior to training. Once eligibility is determined, appropriate accommodations based on the approved documentation may be implemented. Accommodations are determined on a case-by-case basis and are not retroactive.

## Content of Documentation

As appropriate to the disability, documentation should include:

- **Functional Impact:** A description of the functional impact of the disability is needed. The current functional impact on physical, perceptual and/or cognitive functioning should be described.
- **Recommendations:** Recommendations for modifications, auxiliary aids and/or services and other accommodation options should be provided

## Program Probation and Dismissal

Program completion is contingent upon Student's compliance with all of iPEC's Rules of Operation and Conduct as described in this Student Handbook.

If Student fails to adhere to the Rules of Operation and Conduct, iPEC reserves the right to take the following steps:

- **Step 1.** Meet with Student to discuss the situation/challenge.
- **Step 2.** If situation/challenge persists, a written warning will be sent to Student via email putting him/her on program probation.
- **Step 3.** If a situation/challenge persists, another meeting with Student for final warning will take place with a written follow-up post meeting.
- **Step 4.** If a situation/challenge persists, Student will be sent a written letter of dismissal from the program.

Probation or dismissal does not eliminate Student's financial obligation.

## Global Privacy Policy

The [Global Privacy Statement](#) for iPEC Perfect Creation LLC d/b/a iPEC Coaching for itself and authorized licensees ("iPEC") includes a summary of the data collected, how it is used, our security and each user's rights. If you have any questions, please contact a Student Support Specialist.

## Student Records

iPEC maintains student records indefinitely. Copies are available upon request by contacting a Student Support Specialist. iPEC adheres to strict privacy standards and will not disclose your information to anyone, including sponsoring employers, without your written authorization.

Upon certification, you will be given a certificate of your qualification as a Certified Professional Coach (CPC). An additional certification as an Energy Leadership™ Index Master Practitioner (ELI-

MP) is available at no additional cost upon completion of those specific certification requirements.

## Intellectual Property Permissions

Over the years, students and graduates have asked us for guidelines on how they can use iPEC's content. Based on standard Intellectual Property Permissions, we have created guidelines, which can be found in the Hub.

### A few general reminders about intellectual property, plagiarism, and permissions:

- A summary of intellectual property guidelines can be found [here](#).
- All rights are reserved for the Student Handbook and all program content including, but not limited to, student training workbooks, manuals, and both printed and online materials.
- No part of this handbook or any material provided during training may be shared, distributed, or used for any purpose other than intended, which is for use within the parameters of a coaching relationship.
- Nothing in any of the iPEC manuals may be used for workshops or trainings, nor reproduced by any means, including electronic storage within a computer program or database, without the written advance consent of Bruce D Schneider and iPEC.
- When referencing materials from a source, you should always make sure the material is presented in a way that makes it clear to readers which ideas/data are your own and which are derived from other sources being consulted.
- Always acknowledge and cite the source.
- Any verbatim text taken from another source must be enclosed in quotation marks and be accompanied by a citation to indicate its origin.
- When paraphrasing or summarizing (reproducing the exact meaning of someone else's ideas or facts using your own words and sentence structure), acknowledge and cite the source.
- Be aware that extensive paraphrasing or quoting of key elements of any kind can constitute copyright infringement; therefore, please give proper attribution to Bruce D Schneider or iPEC for paraphrasing or quoting of any kind.
- When sources are credited properly, special permissions for usage are not necessary.
- If you are seeking permission regarding any intellectual property that is not specified in the Intellectual Property Permissions or if you have any questions, please contact a Student Support Specialist for additional guidance.
- Some students create study aids and "cheat sheets" to help them remember and integrate iPEC materials. If you choose to do so, please be aware that study aids are for personal use only; they may not be distributed in any format, even to other students.

Besides being a copyright violation, we strongly feel that the value in study aids is found in the experience of creating it. Using someone else's study aid robs you of the opportunity to integrate the material. (Note—If you use an online flashcard program such as Quizly, be certain that privacy settings are set so iPEC materials are not inadvertently shared.)

## Attendance/Tardiness

It is required that **LPT (Mod I) be attended in its entirety**, with no tutoring option available.

Please note, if you are attending a virtual classroom, any time your camera is off it is assumed you have 'left the classroom' and will count as missed class time.

If you are attending a virtual classroom you are expected to participate free of distractions and 'as if' you are physically in a classroom location. Any time you are not fully present will count as missed class time and you may be required to be tutored on missed class content as noted at your expense.

If a student misses training hours during Mods II and III, and wishes to progress through the program, **the student may contract with iPEC to hire a tutor (provided by iPEC) at a cost of \$100 USD per hour payable to the tutor, or the student may be asked to re-attend the entire module based on the unique situation.** For international students, the fee will be converted using the exchange rate on the day the fee is charged.

- Tutoring is required for the full time you missed during live training, to fulfill your ICF live instruction hours for certification. Please note that tutoring must be made up before the student may progress further in the Coach Training Program.
- **If you miss four or more hours of instruction time, content, and/or peer practice during Module II or III, you may be asked to re-attend a different module at a different time.** In a rare occurrence, and depending upon content missed, students may gain approval at the discretion of the Director of Operations to re-attend the entire module in another location, during their cycle, or wait until the next cycle in their own location. Classrooms have capacity limits, and students who are making up missed days will be automatically waitlisted until such time as can be determined whether there is room in the requested class. If there is not room, students will be contacted with available options.

## Distracted Participation

Coaching Presence is an ICF Core Coaching Competency, and it begins here in training. Presence means being fully engaged, distraction-free, and present to the person or task in front of you. If a student is found to be driving or otherwise distracted while attending a virtual class, they may be removed from the class and be required to either pay for tutoring at their own expense or reattend the module (with pre-approval from Director of Operations) dependent on time and content missed. Here at iPEC your presence is vital to the learning process for you and those you interact with —it is active and not passive. To prevent distracted driving and

to ensure their safety and the safety of others, students who participate in a webinar, virtual module, mentor or coaching session while on the road must first park their vehicle in a safe location.

### Missed Mentor Coach Sessions

Meeting with your mentor coach is a requirement for certification. You must complete 6 sessions with your mentor coach and schedule each session at least 28 days apart. Remember, your mentor coach will put the time aside and be prepared for your mentor sessions. Please show professional courtesy and contact your mentor coach at least 24 hours in advance if you are not able to make a session and need to reschedule.

If you miss or cancel within 24 hours of your scheduled mentor coach session, it may be rescheduled at the mentor coach's discretion **and a fee equal to \$50 USD per session (for international students, the fee will be converted using the exchange rate on the day the fee is charged) will apply.**

Any mentor coaching fees incurred should be paid via credit card or check payable to iPEC and mailed to the iPEC office (address on page 5 of this handbook). For payments from outside of the United States, please contact iPEC Finance regarding payment options.

### Missed Success Coach Sessions

**The Success Coach Program is optional and not required for certification.** If you choose to participate, you'll be coached to create tangible next steps as well as an overall roadmap to stay focused and accountable to your long-term vision.

Contact your success coach at least 24 hours in advance if you need to cancel a session. If you miss or cancel within 24 hours of your scheduled **session, a fee equal to \$50 USD per session will apply. For international students, the fee will be converted using the exchange rate on the day the fee is charged.**

Any success coaching fees incurred must be paid via credit card or check payable to iPEC and mailed to the iPEC office (address on page 5 of this handbook). For payments from outside of the United States, please email [finance@ipeccoaching.com](mailto:finance@ipeccoaching.com) to explore payment options.

### Student Dropout/Deferral

It is expected that all students will complete the training for which they have registered and contracted. If you have an emergency situation that requires you to drop out of the program or take a leave of absence (deferring your training), please notify a Student Support Specialist and they will advise you of your options.

When a student is ready to return to the program after deferral, iPEC will assist them in scheduling their outstanding training based on space/availability. Provided a student has continued

to make payments on their account, in accordance with their original tuition payment plan schedule, while on deferral, no additional charges will be incurred should a tuition increase occur in their absence. However, if a student chooses to stop payment on their account while they are on deferral, he or she may incur additional costs based on the tuition rates at the time training is resumed.

At any time, if a student feels that this program is not a fit for them, he or she may withdraw from the course and will be refunded tuition based on iPEC's Refund and Withdrawal Policy.

## Student Challenges

Due to the personal nature of the Coach Training Program, challenges may arise from time to time between students and peers, instructors, or faculty involved in the program. When this happens, we encourage students to take a coaching approach to the situation—listen, get curious, detach from the outcome you desire, and focus on finding a win-win solution for everyone involved.

If you are unable to come to a resolution after directly discussing the situation with the individuals involved (e.g., classmates, peer coach, peer client, mentor coach, etc.), please reach out to a Student Support Specialist to discuss other possible approaches for resolving the situation. In the rare instance that a student challenge is not resolved with the help of Student Support, a further escalation in the form of a written complaint may be sent to iPEC. The written request should include the following information:

1. Student's full name, class, and current address
2. A statement of the concern including dates, times, instructors, and if applicable, other students involved
3. Date of complaint letter and signature of the student

A written complaint needs to be mailed to the Institute for Professional Excellence in Coaching (iPEC), 149 Avenue at the Commons, Suite 202, Shrewsbury, NJ 07702, Attention: Director of Operations. All complaints will be investigated and a report filed with the iPEC's administrator within 30 days of receipt of the complaint. Actions to resolve the complaint, if any, will be determined by the Board of Directors and implemented as soon as reasonably possible.

Once a complaint has been investigated, a written notice shall be forwarded to all the parties involved. The notice shall explain the Institute's determination and the basis for that determination. The notice shall provide a statement of the course of action to be taken by the Institute, if any.

It is the policy of iPEC to maintain a learning environment that is free from religious, racial, or sexual harassment. iPEC prohibits any form of religious, racial, or sexual harassment and violence, and supports/maintains drug and alcohol-free classrooms.



## Stimulator Exercises

During the Coach Training Program, iPEC's proprietary and transformational methodology intentionally uses stimulator exercises. These exercises may trigger an internal stress reaction for a student. The exercises are used purposefully to facilitate growth through increasing one's self-awareness of how they interpret and respond to stressors.

## Finances

Your tuition and payment plan terms are set forth in your Student Enrollment Agreement (SEA), a copy of which you received upon your acceptance. Attendance at modules and the completion of the program require that certain financial obligations be met, as outlined below:

Module/Exam Participation	Financial Requirement
Any Module	Payments must be current
Module III	Tuition must be paid in full or an approved tuition plan must be in place
Final Exam for Certification	Entire tuition must be paid in full

For any questions pertaining to your status or for financial information (e.g., the current balance due on your tuition), contact [tuition@ipec.com](mailto:tuition@ipec.com)

## Refund and Withdrawal Policy

Since these policies are state-specific, please refer to your Student Enrollment Agreement for information on refunds and withdrawal policies.

## Grants, Student Loans, and Scholarships

iPEC does not award grants or scholarships at this time. We do assist our students with obtaining student loans and work with students so that finances are not an impediment to their higher education goals.

# iPEC Referrals



We are incredibly fortunate that many of our students come to us as a result of referrals from our students and graduates. Referring someone to iPEC means doing what you will likely do anyway, which is sharing your training experience with others (friends, family, colleagues) and referring them to our programs.

Once they enroll and shortly after they complete LPT, you will receive a referral bonus. You win, iPEC wins, and the person you referred wins; together, we all contribute to raising the consciousness of the world, one person at a time.

To learn more about this exciting program, click on the following link or paste it into your web browser: <http://www.ipeccoaching.com/refer-someone-to-ipec/>

## APPENDIX A

### Additional Information for Illinois Students

#### INSTITUTIONAL DISCLOSURES REPORTING TABLE

July 1, 2023 through June 30, 2024

Per Section 1095.200 of 23 Ill. Adm. Code 1095

iPEC Perfect Creation, LLC d/b/a/iPEC Coaching, provides one program, the Coach Training Certification Program. Students must begin the program at the start of the first module and continue throughout the approximate eight-month program. There are no additions to a class (new or later starts). There are no other courses available to transfer into. On some occasions, due to personal circumstances, a student may withdraw from the program and resume at a later date. Although many of our students fully complete the program with the eight-month period, some will take longer to finalize all required assignments due to personal or professional obligations. iPEC continues to support them until completion.

For this reporting period, there were three cycles (classes). The cycles (classes) began in the following months: July 2023, November 2023, and March 2024. In each case, the third module (3rd live classroom training) occurs approximately 6 months after the first module. As a result, it is virtually impossible for students in the latter two cycles to complete the program within the reporting time period herein. We have included subsequent results to provide a clearer picture.

Disclosure Reporting Category	Program Name	Coach Training Certification Program
	CIP*	35.0101
	SOC*	27-2022.00
A) For each program of study, report:		
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		167
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:		
a) New Starts		52
b) Re-enrollments		0
c) Transfers into the program from other programs at the school		0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		219
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:		
a) Transferred out of the program or course and into another program or course at the school		0
b) Completed or graduated from a program or course of instruction		31
c) Withdrew from the school		1
d) Are still enrolled		187
5) The number of students enrolled in the program or course of instruction who were:		
a) Placed in their field of study		N/A <sup>1</sup>
b) Placed in a related field		N/A <sup>1</sup>
c) Placed out of the field		N/A <sup>1</sup>
d) Not available for placement due to personal reasons		N/A <sup>1</sup>
e) Not employed		N/A <sup>1</sup>
B1) The number of students who took a state licensing examination or professional certification examination, if any, during the reporting period.		
		N/A <sup>2</sup>
B2) The number of students who took and passed a state licensing examination or professional certification examination, if any, during the reporting period.		
		N/A <sup>2</sup>
C) The number of graduates who obtained employment in the field, who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		
		N/A <sup>1</sup>
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		
		N/A <sup>1</sup>
<p><sup>1</sup>Note: Because iPEC does not provide placement services nor make any guaranty of employment in the coaching profession, we do not maintain records of students after completion of the course. It should be noted that many start a private coaching practice upon certification and do not enter the job market. Although many students maintain a relationship with iPEC for continued support in building or in enhancing their coaching skills in corporate life, interfacing with iPEC graduates, trainers, and staff; they do not provide notice of employment to us.</p> <p><sup>2</sup>Note: Upon completion of the program, graduates are fully trained as professional coaches and do not require further action to begin coaching as an independent provider or within their current employment roles. Some graduates elect to receive the International Coach Federation (ICF) accreditation. iPEC's Coach Training Program provides virtually all that a student needs for ICF Certification with the exception of some additional coaching hours that are required by the ICF. The ICF does not provide data on graduates who obtained certification; therefore, this item only represents the number of students who voluntarily provided ICF status.</p>		

# Disclosures

iPEC is not accredited by a US Department of Education recognized accrediting body. We do not guarantee the ability to transfer any iPEC-issued certifications to other institutions of higher education. We recommend students consult directly with any institutions to which they wish to transfer.

## Complaints Against the School

Any complaint, which cannot be resolved by direct negotiation with an iPEC school representative may be filed with the Illinois Board of Higher Education, 1 N. Old State Capitol Plaza; Suite 333; Springfield, IL 627011377; Phone: (217)782-2551 or online at [www.ibhe.org](http://www.ibhe.org)



# Student Success Stories

G

"iPEC helped me change my career, and therefore my life. This program was outstanding—I learned a ton, challenged myself personally, and got a major life skill (coaching!) that is fulfilling, rewarding and wonderful. Highly recommend!!!"

- Graham S., iPEC Graduate



My iPEC experience was life changing. Not only have I learned the skills I needed to become a great coach, I grew and changed as a human being as well. I am incredibly grateful for the experience and the people I have met through this amazing journey!

- Susan S., iPEC Graduate



"iPEC changed my life. Anyone that knows me, knows I always seek out excellence and in my opinion, iPEC is the best coaching program out there. The trainers and staff are exceptional both personally and professionally. With iPEC, it's not an act—they really care about their students and want to make sure they succeed."

- Caroline C., iPEC Graduate

K

"Through iPEC's powerful program, I discovered what true leadership is all about. Now I am my own boss who gets to go out into the world to help others develop into strong, passionate leaders. This course completely changed my life, my career, and my future."

- Kerri M., CPC, EII-MP

We've Worked with Some of the World's Top Companies, Including:

