

## Policies

### Enrollment Policy

Our commitment to high professional standards and the development of coaching excellence means that we keep participant numbers manageable. Our programs include a high degree of interaction and instructor contact time, therefore there may not be available space on the dates that you prefer. We will advise you immediately if we are oversubscribed and will place you in the next available program. Should you choose to not attend, then any fees paid will be immediately refunded unless you advise us to hold them as payment for your enrollment in a future program.

### Payment Policy

Fees are payable in Hong Kong dollars by PayPal, Cheque, or Bank Transfer. The Quotation is valid for 30 days from the date of the invoice issue. Participants may have the option of paying their fees by installment (terms and conditions apply). In all cases, Transcend reserves the right to refuse admission to the participants who currently have outstanding fees from a previous academic year/enrollment.

### Installment Policy

Participants may have the option of paying their fees by four (4) monthly installments. The following terms and conditions apply.

- The installment rate carries a 5% surcharge applied to the total course price
- First installment of 25% needs to be paid immediately (before course start) in order to secure a seat
- The next installments (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>) are payable on or before the last day of the following months (end of the month) irrespective of the course start date
- The full course payment should be paid within the next 4 months of registration
- Participants applying for an installment plan should have no outstanding balance fees or have not defaulted on installment/payment arrangements made in the previous year

It should be noted that an installment plan is a commitment to the full program of enrollment. In the event that a participant withdraws from a program before all installments are paid, the participant will still be due to pay any installments outstanding as at the date of withdrawal.

## Refund Policy

If you are accepted for a program we assume you will be able to participate in the training days as indicated and that you will participate as a fully engaged learner. If you are unable to start the program after being accepted and paying the required fees, advice of your need to withdraw, must be given in writing or via email to [academy@transcend-intl.com](mailto:academy@transcend-intl.com) and the following refund policy will apply:

1. If advice is received,
  - 1.1. More than four weeks before commencement of the program - full refund will be given
  - 1.2. Two to four weeks before commencement of the program - 50% refund will be given
  - 1.3. Less than 14 days before commencement of the program - no refund will be given

Where a full or partial refund of fees applies you may either request the refund be paid to you or advise us to hold it in credit against your attendance at a future program.

In the unlikely event you are asked to withdraw from the program, no refund will be provided.

## Withdrawal Policy

Coaching requires a learning mindset and full participation in activities and practice sessions. Transcend International Holdings Ltd. reserves the right to invite participants to withdraw if their participation is disruptive, unethical, inauthentic or not in keeping with our Educational Philosophy and/or ICF/EMCC Ethics and Standards.

If you are asked to withdraw, no refund will be provided.

## Completion Policy

Transcend International Holdings Ltd. expects that programs will be completed within the following time frames and this applies to both in-person and online programs, unless otherwise specified.

For all in-person and online programs the timeframe for attending all training is within 24 months of the commencement date, which is the first day of the training. Participants are expected to attend modules and other program elements as scheduled. In the event that there is a significant unresolvable challenge with scheduled program dates or elements, and Transcend International Holdings Ltd. management is convinced that reasonable efforts have been made, then at the sole discretion of Transcend International Holdings Ltd. management allowances may be made.

Once the program has commenced, if you are unable to attend one or more training days within a Module for any reason then it is your responsibility to attend online training or at the next available training dates. The decision as to the best approach will be made by Transcend International Holdings Ltd. management.

Once all of the Modules and Units have been completed then participants must complete all additional certification requirements **within 12 months** from the start of the program. This includes the following program elements: reflective learning assignments, observed coaching practice sessions, mentor coaching and coaching assessments.

Each assignment has an expected due date and extensions can be requested from the Academy Program Manager. Participants will receive a guideline to the schedule of completion and regular updates of their progress.

In exceptional cases of continual extensions, hardship or significant delay in completion schedule then Transcend International Holdings Ltd. management will make the final decision on whether a participant is granted additional or further extensions and whether or not to require additional fees to be paid.

## PCC Assessment

In alignment with ICF guidelines we will now need to require all PCC level audio recordings for the Mastery certificate to be submitted along with a transcript. Transcend can recommend transcribers but it is the student's responsibility to check the transcript and make sure it aligns with the recording.

## Issuance of Certificates

Upon completion, participants will be issued a pdf certificate.

- ACSTH certificate for those who completed Certificate in Professional Coaching and Advanced Certificate in Professional Coaching
- ACTP certificate for those who completed their Certificate in Professional Coaching Mastery program.

A printed copy of the certificate will only be given upon request. The printout can be picked up by the participant from our office. For participants located outside Hong Kong, we will be charging a small fee to cover shipping and postage.

## Program Cancellation Policy

We are conscious of the need for busy people to be able to confidently manage their time and there may be situations which arise that are beyond our control where a program may need to be cancelled or changes made to some or all scheduled program dates before or during a program. In "force majeure" situations, where access to the office is not possible, we then reserve the right to shift to online delivery.

In these circumstances we will provide as much advance notice of alternative dates as possible. If you are unable to accommodate all or some of the alternative dates we will give you priority for allocation to the next program for which places are available, or where only a small part of the program cannot be attended we will arrange to provide you with the learning and activities you missed, at no additional expense to yourself.

Transcend International Holdings Ltd. will ensure participants either be allocated to another program or receive the missing components of training by alternative means. Transcend International Holdings Ltd. management will make the final decision on whether a participant is allocated to another program or alternative learning options are provided. No refund of fees in full or in part will be made.

## Inclement Weather

We abide by the Hong Kong policies regarding inclement weather. Scheduled programs may need to be rescheduled and in cases where portions of programs are affected we will work closely with participants to arrive at reasonable solutions.

When predictive warnings are in place we will advise participants of our decision for upcoming programs.

## Data Privacy Policy

*Transcend International Holdings Ltd. is committed to protecting your personal data.*

Our Data Privacy Policy contains important information about what personal details we collect, what we do with that information, who we may share it with and why, and your choices and rights when it comes to the personal information you have given us.

## What Is Considered Personal Data?

Personal data is any information that can be used to find out your identity. This includes such information as your name, address or telephone number.

## What Information Do We Keep And For What Purpose?

### Mailing Lists

For information and marketing purposes we retain lists based on contacts, networking, registrations, website contacts, social media contacts and other interactions and engagements with Transcend International Holdings Ltd. and our Partners.

Email mailing lists can be unsubscribed from by following the unsubscribe link within the email.

### Alumni Database

It is our intention to build a robust ongoing learning community of coaches and to this end we will communicate with former program participants about related information, developments, events, conferences, programs and activities deemed to be of interest.

You may opt out of receiving our post program communications by contacting us on or after completing the program or by following the unsubscribe link within the email.

### Website Access

Transcend International Holdings Ltd. does not identify you or keep any information (e.g. IP address) when you access our websites.

### Financial Transactions

Transcend International Holdings Ltd. is registered in Hong Kong, SAR. According to Hong Kong law we are required to keep financial records for seven years. This information is kept separate from your registration and student records. We will never use these details to contact you in regards to anything except in relation to your payments.

## Program and/or Event Registration

When you register for a program and/or event with Transcend International Holdings Ltd. we require you to submit your name, country, city, contact number, and email address. We keep this information in order to contact you as required and track your participation and progress. You can optionally also provide other details as requested.

We keep a record of your personal data before, during, and after your purchase. Before and during the conference the data is used to ensure that you get the most out of your event. After the event we keep your data so that we can let you know of other events that you might be interested in.

You are free to withdraw this information at any time online by contacting us.

## Student Records, Assignments, Observed Coaching Sessions, Recording for the purpose of Assessment

We retain data and records pertaining to your progress through our various certification programs. This may include and is not limited to written assignments, assessments, observed coaching practice assessments, recording of coaching practice sessions, recordings for the purpose of coaching assessments and internal mentor coaching or instructor notes on your progress.

We use this to track and verify your progress, to communicate and answer questions you may have about your progress and to fulfill the requirements of our Accreditation through the International Coaching Federation and the European Coaching and Mentoring Council.

All hard copies are stored securely after they are scanned and stored on our secure file storage system. Hardcopies will be shredded after being kept for seven years.

A key aspect of our learning methodology includes the use of video and audio recordings of live coaching and mentor sessions to assist participants develop their coaching skills and for assessment purposes as well as Transcend training purposes. Transcend International Holdings Ltd. will use recorded material for your training purposes within the program and training purposes within Transcend. In addition, in

order to comply with the ICF credentialing process, selected recordings may need to be submitted to the ICF and/or EMCC for program accreditation and audit purposes. As soon as these purposes are fulfilled all audio, video and assessment files and copies will be securely deleted and destroyed.

## Forwarding Of Data To Third Parties

We may be obliged to provide data to the ICF and/or EMCC for program accreditation and audit purposes. Your data will otherwise not be made available to third parties. We never sell your data to third parties.

### *Links To Other Websites*

Our website contains links to other websites and we may promote third parties. We have no influence on compliance with data protection laws by the operators of these sites.

## Withdrawing Consent For The Storage Of Your Data

You can withdraw your consent for the storage of your personal data at any time. The data will then be deleted immediately provided that it is not prescribed by law, required for records or needed for billing or accounting purposes or as soon as these purposes are fulfilled.

If you have further questions on this privacy policy, data protection, would like to see what data we hold on you, or wish to have your data removed please contact our Academy Program Manager at [academy@transcend-intl.com](mailto:academy@transcend-intl.com).

## Making a Complaint

We hope that you will never have a reason to complain about any of our policies and/or data we store about you. If you do have concerns please contact our Academy Program Manager at [academy@transcend-intl.com](mailto:academy@transcend-intl.com).