



HEALTH COACH INSTITUTE
spark the change

Student Policies & Procedures

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About Health Coach Institute

What is Health Coach Institute

Health Coach Institute (HCI) is an educational organization dedicated to the teaching and advancement of coaching worldwide.

After coaching over 10,000 clients and students from more than 30 countries in the past 10 years, HCI is proud to be pioneering the new generation of health coaches who are changing the consciousness of the planet.

HCI's Health Coach curriculum is based on psychology, neuroscience, intuitive listening, habit change and healthy lifestyle design.

Our Definition of Health Coaching

A Health Coach is a master of habit change, an advocate for living a healthy, happy lifestyle, a teacher of transformation, and an accountability partner to keep clients striving to reach their ultimate goal.

A Health Coach does not prescribe medicine or take the place of a medical professional, they are the motivators to push the client toward lasting results and lifestyle change..

A Health Coach sets attainable goals for their clients, suggests alternative ways to cope with setbacks, and supports their clients in the unmasking of the true meaning behind behaviors - unconsciously or in reaction to external demands. Health Coach Institute firmly believes that change cannot occur without accountability and sustained motivation, thus the important role of a Health Coach.

Our Mission and Objectives

Our premise is that a health coach is a master of habit change. Healthy habits create healthy results.

Our goal is to create the best coaches in the world in the art and science of habit change so we can collectively contribute to the healthy planet on which we want to live.

In order to fulfill its mission, Health Coach Institute is committed to helping its students understand the fundamental base of nutrition, health and wellness, master the art of habit change, establish personal growth for themselves and for others, plus launch themselves into a successful career in the field of health and transformational coaching.

General Policies and Procedures

Admissions Policy

HCI seeks to offer admission to students of the highest potential and motivation, irrespective of social, racial, religious or financial considerations.

Any and all admissions evaluations by HCI staff for a prospective student are made impartially and based upon the fulfillment of the following admissions and enrollment criteria:

The student must:

- Be a minimum of 18 years of age, and able to consent to undertaking this program of study. The Student must confirm age prior to gaining program access. Exceptions may be made on a case by case basis provided HCI receives written consent from at least one parent or legal guardian.
- Have sufficient access to the Internet in order to complete program of interest
- Agree to abide by our Student Policies and Procedures
- Financial stability to pay course fees in full as specified in schedule of fees
- Review the tuition provided in the schedule of fees sent prior to enrollment
- Acknowledge and sign a Terms and Conditions Agreement, which will be provided during the admissions process, prior to enrollment

Admissions Procedure

Student admission and enrollment in a program of study can be carried out online or via discussion with a member of our Clarity Coach team. Clarity Coaches will endeavor to vet students' suitability for a program of study using the criteria defined in our "Admissions Policy" and advise the prospective student accordingly.

By virtue of enrolling, the student agrees that they satisfy the necessary admissions and enrollment criteria for the program of study and take full responsibility for the decision to enroll in a program of study.

Following the decision to enroll in a program of study with HCI, the student is required to provide payment information as well as the financial arrangement chosen by the student (either payment in full or an installment based payment plan).

After this financial information has been supplied, students are provided with confirmation of payment, Terms and Conditions for the program of study, and access to the Learning Management System (LMS) (which contains the documents "Student Policies and Procedures", "Student Code of Conduct", and the "Program Syllabus" (for program of study) and academic calendar (for the program of study).

Students are expected to satisfy admissions and enrollment criteria by reviewing the documents made available to them on the LMS before submitting a signed terms and conditions agreement to HCI.

Once the terms and conditions have been signed and returned to HCI, the student is considered to be enrolled and provided with immediate access to their program of study

By submitting a signed terms and conditions agreement, each prospective student acknowledges that they agree to and have satisfied the admissions criteria set out in our "Admissions Policy".

Deferrals and Re-enrollment and Extensions

HCI recognizes that a student may need to delay enrollment or defer his or her studies for a variety of reasons and we attempt to support the student during occasions like this through our deferral policy. Although deferrals are granted at HCI's sole discretion, in the appropriate circumstances, HCI is willing to defer a student's enrollment allowing them to re-enroll to a later course cohort. While each deferral request is taken on a case by case basis, HCI considers a number of considerations, including duration of access to material, previous deferral history and the grounds on which the deferral is being requested.

A student request for a deferral is required to be submitted to the Student Support Team. Following submission, the student's request is reviewed by the Student Support Team. If the deferral is approved, the date or cohort when a student will rejoin their program of study will be agreed upon, and the necessary administration executed to facilitate the change. During the deferral period, the Student is required to maintain his or her monthly course payments.

In the event that a student has previously withdrawn from a program and wishes to re-enroll, HCI may consider the student for re-enrollment, provided that the reasons for previous withdrawal have been rectified and no other issues prevent re-enrollment to a program of study. Student re-enrollment requests are submitted to the Enrollment Team and determinations regarding re-enrollment are made at HCI's sole discretion. A re-enrolled student will be charged at the current tuition rates for other newly entering students and previous payments may not be applied to future enrollment with approval at the time of withdrawal.

If a student cannot complete their program within the deadline, they can reach out to the Student Support Team at helpdesk@healthcoachinstitute.com to discuss options that may be available to them.

Referrals

This "Student Referral Policy" is effective as of July 1st, 2017, there are no retroactive applications of this policy.

Existing or former students may refer new students to Health Coach Institute's Become a Health and Life Coach Program by sending these prospective students an email with their unique referral code.

"Existing students" are students who are currently enrolled in any Health Coach Institute program, and "former students" are either graduates or admitted into the program, but have not yet finished the program due to deferral, withdrawal or other reasons. In order to qualify as a "new student," that person must not have been previously enrolled in any Health Coach Institute program at any time.

The referred student must follow the instructions contained within the referral email/text in order to recognize and reward their referrer. HCI recognizes a referral only if, a) the new student enrolls in the course within 90 days from when the referral code was generated and if during the enrollment process, b) the new student uses the referral code to accurately attribute the referral to the student referrer as described above. When the new student completes 30 days of the program and is also in good financial standing with Health Coach Institute, the student referrer shall receive a thank you gift.

Student Resources

Program resources are primarily delivered online via our dedicated Learning Management System (LMS). Complete access to the LMS is provided immediately upon enrollment. Students are contacted and/or receive communications from Health Coach Institute regarding resources that are delivered outside of the LMS.

In addition to program resources, students are also provided with a dedicated Student Support Team consisting of a customer service team and a Tuition Support Team.

The Student Support Team is tasked with assisting students with any aspect of their studies. They are available via a variety of channels (specified below) and have active hours of operation from 8am -6pm Eastern Time Zone, Mondays through Fridays (with the exclusion of school holidays).

Student support channels include:

- Student support portal facilitating self-service via a maintained knowledge base: <https://helpcenter.healthcoachinstitute.com/knowledge>
- Support ticket submission direct via email to helpdesk@healthcoachinstitute.com

All student support and services activities and interactions are managed and logged via our helpdesk software, ensuring effective handling and support of students, as well as providing a framework for quality assurance and the continuous improvement of these services.

In the event a student is concerned with any aspect of their studies, including personal academic progress, the student is invited to contact our Help Desk Team via designated channels. The Help Desk Team will assess the student's progress and assist by resolving any issues within the scope of Help Desk Team's role.

Job Placement and Completion Rates

Health Coach Institute does not track job placement. While a number of our students find employment as health coaches, all of our training programs are designed to train students to be self-employed. The 2017 completion rate for the Become a Health Coach Program was 67%, and the HMBA Mastery Program had a completion rate of 56%. HCI does not guarantee job placement, wage, or salary levels to students.

Calendar

Health Coach Institute Administrative Offices will be closed on the following U.S. Holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and Day After
- Christmas Eve and Christmas Day

Students receive preliminary resources immediately upon enrollment. HCI supports continuous and self-directed learning for any student, at anytime, anywhere in the world. Its educational resources are available online

Student Complaints

In the event a student wishes to issue a formal complaint to HCI, they are to document the issue in writing and submit to HCI staff via designated support channels or if preferred via email to helpdesk@healthcoachinstitute.com. The student should file the complaint within 10 business days of the occurrence.

The formal written issue must state the issue and desired outcome and should include any documentation that supports the issue.

The Manager of the Help Desk or designated staff will review the written statement and any supporting documentation, gather facts, and provide a written response to the student within three business days. The decision made by the Manager of the Help Desk or designated staff is final.

Student Records

All student records will be maintained by HCI for ten years from the last date of attendance. Proof of program completion is maintained permanently.

All applicable student records, including transcripts, are available to students upon request via email to helpdesk@healthcoachinstitute.com.

Student Conduct and Disciplinary Procedures

When a student conduct issue occurs, whether proactively identified by staff or reported via support channels, the matter is reviewed by the Manager of Support and Services or designated staff and appropriate action taken as defined in our "Student Code of Conduct" policy.

If the action taken is disputed by the student, they are to document the issue in writing and submit it to the Manager of Support and Services or designated staff via designated support channels. The formal written issue must state the issue and desired outcome, and should include any documentation that supports the issue.

The Manager of Support and Services or designated staff will review the written statement and any supporting documentation, gather facts, and provide a written response to the student within three business days. The decision made by the Manager of Support and Services or designated staff is final.

Student Payments*

The student shall pay the relevant program fees on the payment schedule specified in the Order Form (the "Payment Schedule") in United States Dollars ("USD"). Regardless of the actual payment method, the student shall provide to HCI a valid credit card or debit card ("Payment Card") for payment of Course fees until such time the Course is paid in full.

The student is responsible for ensuring that payments are made on time and in full according to the Payment Schedule. The student shall be responsible for non-payment of Course fees, even if the Course fees are paid by a third party.

Students on a payment plan have the option to pay their remaining balance at the Invest In Full rate provided that they do so within 30 days of their original course start date. Students also have the option to pay off their remaining payment plan balance early, without penalty and without incurring any potential future financing charges.

The Student authorizes Company to charge Student's Payment Card pursuant to the Payment Schedule in USD. Student shall bear all responsibility for third-party charges for payment processing, including, but not limited to, merchant fees, transaction fees, processing fees, servicing fees, overdraft charges, late fees, repurchase or replacement fees and foreign exchange fees

The student's failure to pay HCI pursuant to the Payment Schedule (including the student's Payment Card issuer or online payment system not approving the charges for any reason) will result in the payment being declared late. The student will receive late payment notifications from HCI, its affiliates or its successors, assigns, transferees or designees. Late payments may be subject to interest at a rate of 18% per annum (or the highest rate permitted by applicable law (if lower)). Payments delinquent by more than 30 days will result in loss of access to the program content and resources.

In the event that a payment is more than 30 days delinquent, HCI may, at its sole discretion, accelerate all amounts due and send the student's account to collections and report student's delinquency to one or more of the credit bureaus. The student shall bear the cost of collection if the student's account is sent to collections.

Students enrolling at HCI Live events are subject to event-specific terms.

* Terms may vary for students utilizing 3rd party financing.

Late Payments*

The student's failure to pay HCI pursuant to the Payment Schedule (including the student's Payment Card issuer or online payment system not approving the charges for any reason) will result in the payment being declared late. The student will receive late payment notifications from HCI. Late payments may be subject to interest at a rate of 18% per annum (or the highest rate permitted by applicable law (if lower)). Payments delinquent by more than 30 days will result in loss of access to the program content and resources. The student's account may be submitted to a collections agency and reported to a credit bureau for non-payment of two or more payments. The student shall bear the cost of collection if the student's account is sent to collections.

In the event that a student is proactive and cannot make a scheduled upcoming payment on time then a student may email the Tuition Support team at tuition@healthcoachinstitute.com to request an account review. The Tuition Support team, at its discretion, will consider waiving late fees associated with the first instance of a late payment to encourage contact and a quick resolution.

Additional late payments, pushed payments and plan reviews are subject to a \$25 fee per instance. More than 3 changes to an account will result in increased fees not to exceed \$100.

If a student files for bankruptcy after the enrollment date a student will be granted the right to walk away from future payments and enroll in a future course with a credit applied from past payments.

The student's failure to provide to HCI a valid Payment Card for payment of Course fees when they become due shall result in the student's account being declared late and the immediate loss of access to the program content and resources: HCI may, at its sole discretion, accelerate the student's account to collections.

* Terms may vary for students utilizing 3rd party financing.

Cancellations, Withdrawals and Refunds

Health Coach Institute students are subject to the Terms and Conditions Agreement (Terms) for the course they are enrolled in and such Terms include the applicable refund policy for such course.

In extenuating circumstances that occur after the end of the refund period (such as severe illness), HCI may consider cancellations, withdrawals or refunds upon review of each case at its sole discretion. The student must provide an explanation and proof of the extenuating circumstance in writing to helpdesk@healthcoachinstitute.com. Submission of a request does not guarantee approval. In the event that a refund for the course is granted, all refunds shall be in USD at the time the refund is processed by HCI. HCI shall not be liable for any foreign exchange rate differences between the purchase price of the Course and the refund.

Program/Course Syllabi

Click on a course below to see the syllabus:

[Become a Health and Life Coach Program \(BHLC\)](#)

[HCI Pathway Program](#)

[Master Your Stress, Find the Calm Within](#)

[Transformational Coaching Method Program \(TCM\)](#)

[Business Accelerator Program](#)

Advanced Nutrition For Health Coaches Terms

Intellectual Property

All Program content, material, protocols, the Website and other items provided or made available to student by HCI in connection with the Program (the "Materials") are the sole intellectual property of HCI and/or the Expert, as the case may be. This intellectual property is provided to student for individual use only, shall be non-transferrable (except to student's paying customers or clients) and is intended for a single-user only (student may not access the Program or Website for or on behalf of another student or health coach and shall not share the Materials with anyone other than student's own paying customers or clients). Except for rights expressly granted to student by HCI in writing, HCI and/or Expert, as applicable, retain all rights to title to and interest in the intellectual property. Student shall not claim ownership and, except as aforesaid shall not sell, share, remove, copy, reproduce, disseminate the intellectual property. Student shall not interfere with HCI's or the Expert's rights over its intellectual property. To the extent that student contributes, in whole or in part, to any derivatives, improvement(s) or modification(s), or makes any suggestions, enhancement requests, recommendations, comments, feedback, ideas or the like, to HCI's or Expert's intellectual property ("Improvements"), student hereby assigns to HCI or Expert, as applicable, all right, title and interest in and to such Improvements.

ANHC Program Participant Agreements

Student shall not exceed student's scope of practice and/or knowledge. If student has any questions or concerns about the suitability or applicability of or interactions between a Program protocol and a customer's or client's medical condition and/or medication (including vitamins and supplements), student shall request that the customer or client immediately seek medical advice from his or her physician (or if student is trying the protocol out on himself or herself, student shall do so). Student agrees not to hold himself or herself out as a coach certified in any one or more of the Program protocols or by one or more of the Experts whose protocols are contained in the Program.

Indemnity

Neither HCI nor Expert shall be responsible or liable to student or any student's customers or clients in any manner in connection with student's use of the Program, Materials or the Website. Student shall indemnify, defend and hold harmless Company and Expert and each of their officers, directors, members, shareholders, managers, employees, agents, successors and assigns from and against any and all claims, losses, liabilities, damages, penalties, fines, forfeitures, judgments, and any other fees, costs, and expenses, including reasonable attorneys' fees and related costs and expenses, resulting from (i) student's use of the Program, Materials or Website, and (ii) any claims of student's customers or clients arising out of or directly or indirectly related to the Program, Materials or Website.

HCI's Authority

HCI has the right to change, amend or update the Program, Materials, Website or its policies related to the Program at any time.

Appendix

Registration

I understand that Health Coach Institute is registered with the State Board of Education in accordance with Section 33-2403, Idaho Code. I also understand that the State Board of Education has not accredited or endorsed any course of study being offered by Health Coach Institute, and that these courses may not be accepted for transfer into any Idaho public postsecondary institution.

Amendment Policy

Information about Health Coach Institute is published in this document, which contains a description of policies, procedures, and other information about the Institute. Health Coach Institute reserves the right to change any provision of the policies and procedures at any time.

Notice of changes will be communicated in a revised document, an addendum or supplement to the policies and procedures, or other written format with an effective date. Students are expected to read and be familiar with the information contained in this document, in any revisions, supplements or addenda. By enrolling in Health Coach Institute, the student agrees to abide by the terms stated within this document

Participant Privacy

Student grants HCI the right to collect and use student's personal information for management and marketing purposes. HCI shall not share or sell student's personal information to non-affiliated third parties. Student grants HCI permission to use any of the student's oral or written comments for testimonial and marketing purposes.

Student Responsibilities

Student shall conduct themselves honorably, responsibly, respectfully, ethically, and lawfully; and in accordance to HCI policies. Failure to do so shall be considered a breach of these Student Policies & Procedures and HCI may, at its sole discretion, terminate student's access to its course materials and websites. In the event of such a termination, student agrees to immediately cease use of all materials in his or her possession and to destroy or return the same to HCI.

Liability

HCI is not responsible for the failure of student's business in connection with student's use of HCI's services and products. HCI makes no representations or warranties regarding the results that may be achieved by using its services and products.

Severability/Waiver

If any provision of these Student Policies & Procedures is held illegal or unenforceable in a judicial proceeding, such provision shall be severed and the remainder of these Student Policies & Procedures shall remain operative and binding on student and HCI. Failure to exercise any right under these Student Policies & Procedures shall not constitute a waiver of such right. Any waiver of any breach of these Student Policies & Procedures shall not operate as a waiver of any subsequent breaches.

Interpretation

These Student Policies & Procedures shall be construed as a whole, according to their fair meaning, and not in favor of or against any party. Sections and section headings contained in these Student Policies & Procedures are for reference purposes only, and shall not affect in any manner the meaning or interpretation of these Student Policies & Procedures. Whenever the context requires, references to the singular shall include the plural and the plural the singular and any gender shall include any other gender.

Governing Law and Venue

Any claim or dispute arising out of or relating to student's use of HCI's products and services and these Student Policies & Procedures shall be governed by the laws of the State of New York, without regard to its conflict of law provisions. The parties agree to submit to the personal and exclusive jurisdiction of the federal and state courts located within New York County, New York (including the Southern District of New York). To the fullest extent permitted by law, student hereby waives any right student may have to a trial by jury and to participate in a class action or other proceeding against HCI whereby more than one student participates in the same action.