

# Terms, Conditions and Policies Governing Participant Enrolment to Coaching Programme

## General Disability Policy

**Protouch (Protouchpro Services Private Limited)** supports individuals with disabilities and is committed to providing disabled individuals access to reasonable accommodations. Protouch prohibits discrimination based on disability and ensures equal treatment for all individuals.

### *Accommodate learning disabilities:*

Our endeavour is to create an environment of learning that meets each participant's needs. We can accommodate a variety of learning disabilities to make our program more accessible.

To determine if your specific needs can be met, please get in touch with our programme advisors or email at [info@protouch.services](mailto:info@protouch.services) before enrolment.

## DEIJ Statement

As members of the coaching community, we commit to the core values of Professionalism, Collaboration, Equity and Humanity. The basic foundation of these values is a shared commitment to Diversity, Inclusion, Justice and Belonging.

We place diversity, inclusion, belonging and justice at the forefront of every decision we make within our organisation. We will recommit ourselves to be appreciative of the unique talents, insights and experiences that every coach and client brings to the world.

## Non-Discrimination Policy

It is the policy of **Protouch** that describes the followings:

- Hiring and Recruitment of all personnel is conducted without discrimination against any individual concerning race, age, religion, colour, creed, nationality, gender, sexual orientation, relationship status, veteran status or disability.
- We will not discriminate against any participant and are welcome to participate regardless of race, age, religion, colour, creed, nationality, gender, sexual orientation, relationship status, veteran status or disability.
- All employees, clients, and other participants should enjoy an environment free of harassment and discrimination. This includes but not limited to discrimination or harassment in the areas of race, age, religion, colour, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.

Participants who wish to report any discrimination are encouraged to follow the grievance policy. **Protouch** will promptly investigate all claims and reports of inappropriate conduct.

## Grievance Policy

**Protouch** seeks to ensure equitable treatment of every person and attempt to solve any grievances promptly and fairly. Participants have the full right to file a grievance/complain regarding presentation or content, facility concerns, or instructor/faculty behaviour. We will address all grievances to the best of our capability to prevent further problems. Following is the process for filing grievances:

1. A participant should attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have a problem. If participants are uncomfortable approaching the individual, they can proceed to step 2.
2. Suppose participants are uncomfortable approaching the individual with whom they have a grievance or cannot resolve the issue directly. In that case, participants should submit a written grievance to the programme advisor or customer success team at **customersuccess@protouch.services** within 10 days.
3. We will review the problem and talk to the concerned person within 3 days of receiving the complaint and work with all persons involved to resolve the matter.
4. If a participant feels the issue is not resolved, a written request for an appeal should be sent to **info@protouch.services** for review. This appeal should include the original grievance/complaint and reason/s the participant is unsatisfied with the resolution. Appeals are reviewed at the earliest, and a written response will be provided to the participant within 10 days.

## Participation Policy

Success in our program requires a total commitment by all students and participants. By enrolling in the course, participants agree to be fully present during all the sessions and contribute to the best of their ability. This also includes arriving on time, abiding by the code of conduct, and engaging in course activities.

## Attendance

You must be present at all course meetings to provide you with the minimum required training hours for certification.

If you have an emergency situation or become ill and cannot attend a coaching session, please get in touch with your programme advisor or customer success team at **customersuccess@protouch.services** immediately. You will be expected to catchup through the session recording outside the live session to make up for the missed session.

Suppose you miss more than 4 hours of mentor coaching. In that case, you will need to arrange and pay for individual mentor coaching sessions to complete the required hours of mentor coaching to satisfy the requirements. If you miss more than 8 hours of the course, you will have to work with the trainer to cover the missed hours at any additional expense or register for the next programme as per the schedule.

Petitions to this policy are considered case-by-case and must be submitted in writing to [customersuccess@protouch.services](mailto:customersuccess@protouch.services)

## Course Engagement

Our courses are specifically designed to be interactive and engaging for our participants. Therefore, you are expected to participate in course activities, including conversation with the course instructor and peers, coaching activities, and experiential learning exercises. Please inform your instructor immediately if you cannot participate in an activity. Please refer to the code of conduct (COC) for additional details.

## Code of Conduct (COC)

Throughout the programme, participants are expected to conduct themselves professionally. This includes, but is not limited to:

1. Attending and arriving on time for all live sessions and mentor coaching sessions
2. Keeping your camera on for all virtual live sessions
3. Participating fully in the training and mentor coaching sessions. This includes involving yourself in discussions and activities, being prepared for the session, contributing to the learning of others, and assuming responsibility for your learning
4. Engaging in conversations with honesty and integrity
5. Being respectful of your fellow participants, instructors and trainers
6. Embracing diversity and inclusion and respecting the dignity and humanity of others participants

## Partial Completion Policy

**Protouch** will offer participants, credit for partial completion of the course. The number of training hours awarded depends on the number of hours of programme curriculum received. If you are keen in receiving partial credit for a course in which you are currently or were previously enrolled, please get in touch with your programme advisor or customer success team at [customersuccess@protouch.services](mailto:customersuccess@protouch.services) no more than 7 days after the scheduled end date of the course. Please include:

- Details about the course in which you are enrolled.
- The number of credit hours you are requesting.
- Any additional or relevant information.

If your request is approved, you will receive a certificate of credit from us mentioning the training hours completed.

## Payment/Fees Policy

All registrations are done on a first-come, first-served basis. Your enrolment in a course is dependent upon receipt of full payment. We accept payment by **bank transfer, payment links, Paytm, google pay, phone pay, PayPal and UPI**. All payments will be in INR or USD.

## Refund Policy

Protouch has a 7 days refund policy. If, within 7 days from the first scheduled session, you find that our program is not in line with your expectations, then you can apply for a full refund. For cancellations, you have to submit a request over email to your programme advisor or customer success team at **customersuccess@protouch.services**

Refunds will be initiated within 7 days following cancellation or withdrawal requests receipt.

## Registration/Enrolment Modifications

Modifications to registration/enrolment, like substitutions of participants or transfer of course dates, must be completed at least 7 days before the program date. Course date changes will be allowed as long as there are spots available. Participants may contact the programme advisor or customer success team at **customersuccess@protouch.services**.

## Transfer of Credit Policy

Will do accept partial credit from other organisation/s or programmes.

In case you have completed a Level 1 program at another organisation, we will apply your completed credit hours to Level 2 programme. You must provide all documentation of your Level 1 completion, including the organisation, number of training hours completed, the completion certificate, and contact information of the organisation or the trainer. Please get in touch with us at **info@protouch.services** for more information.

## Illness Policy

You must be present at all course meetings to provide you with the minimum required training hours for certification. You will be expected to catchup through the session recording outside the live session to make up for the missed session. If you have an emergency situation or become ill and cannot attend a coaching session, please contact your programme advisor or customer success team at **customersuccess@protouch.services** immediately.

Suppose you miss more than 4 hours of mentor coaching. In that case, you will need to arrange and pay for individual mentor coaching sessions to complete the required hours of mentor coaching to satisfy the requirements. If you miss more than 8 hours of the course, you will have to work with the trainer to cover the missed hours at any additional expense or register for the next programme as per the schedule.

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## **Statement on Ethics, Integrity, Transparency**

Our organisation adheres to and emphasises the International Coaching Federation (ICF) Code of Ethics. The International Coaching Federation (ICF) Code of Ethics describes the ICF core values, ethical principles, and standards of behaviour for all ICF professionals. Meeting these ethical standards of behaviour is the first of the ICF core coaching competencies.

Protouch commits to acting with transparency and integrity. We hold ourselves to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures to provide programs ethically. We do not use manipulative or dishonest sales tactics and strive to provide a ethical programme enrolment process.