



HCA Terms and Conditions

We are thrilled that you have decided to train to become a Health Coach with the Health Coaches Academy (HCA). When you train with us you will experience one of the most personally uplifting, challenging and inspirational periods of time in your life.

Please read these terms and conditions prior to commencing the Course; continuation with your registration with HCA will be deemed as acceptance of these terms.

These terms can also be found in the Welcome section of your course in the Academy.

1. Agreement

These terms and conditions form the agreement between Health Coaches Academy (“us” “our” “we”) and our students (“you” “your”). This agreement commences when you enrol in the Health Coaches Academy Diploma Course in Health Coaching and continues until you graduate, which requires completion of Core Live Sessions, quizzes, assignments, logs and case studies.

We may update these terms and conditions from time to time, any changes to our terms will only apply to new students who enrol under the new terms.

2. Our commitment to you

This Qualifi Level 5 Diploma level Health Coach Training Programme is a Mentor-supported learning experience which is completed in around 12 months. The course consists of four (4) Pillars and is delivered by way of:

- Weekly Online Core Live Sessions with your Mentors to practice coaching skills and learning Marketing & Professional Practices
- Monthly Calendar of Live Events
- Monthly Coaching Clinics
- In-Person Live Training Events (optional)
- Quarterly Special Live Events (online)
- Supported Case Study Process
- Pastoral support from your Mentor and your Student Group
- Online Community support in our Academy

During each Pillar, you will have weeks of non-Mentor Group contact called ‘Progress Weeks’ to allow completion of quizzes, assignments, reading and review of course materials.

All graduates will receive the following Health Coaches Academy Coaching materials (after qualification), which have been created specifically for our course:

- Healthy Life Plan
- Blood Sugar Balancing Guide
- The Nutrition Success Formula
- A range of ‘ready to go’ programme resources
- PowerPoint Presentation Slide pack
- Full Coaching Toolkit

We reserve the right to change the name of the programmes and materials but commit to providing quality done-for-you content.

3 Day Live In-Person Training

Your course includes 1 x 3-day live training event. This is an integral and important part of the training and provides valuable additional knowledge and skills development; it is therefore highly recommended that students take part to benefit from the full value of their training and contributes towards the live hours' requirement of 90 hours. Attendance at one in-person live event is included in the course fee, should you wish to attend any further live events you will be notified of availability and costs when bookings are opened.

- 3-day live in-person events run in the UK 2 x per annum in London (you select one date)
- 3-day live in-person events run in South Africa in Johannesburg 1 x per annum

3. Enrolment and Commencement

Once we receive your registration form and acceptance of our offer letter and payment of either the deposit or payment in full, we will send you an official 'welcome to the course' email, confirming that your application is complete and giving you access to the Welcome section of the course.

The Academy platform includes a Frequently Asked Questions section, which should be consulted in the first instance should you have any queries. Your other point of contact is via studentsupport@healthcoachesacademy.com during the registration and onboarding process.

HCA's Core Live Sessions are designed to accelerate your progress through this Qualifi Level 5 Diploma Level Health Coach Training Programme. Having selected your top three preferences for your regular weekly Core Live Session times, you will then be allocated to one of them. You will normally remain with the same group of students throughout the course and must attend at least six (6) of the Core Live Mentor Sessions for each Pillar of the course (total 24 Sessions minimum across the 12 months).

Pillar 1: Foundations of Coaching

Pillar 2: Foundations of Health & Wellness

Pillar 3: Health Coaching in Action

Pillar 4: Becoming a Health Coach, Winning Business Formula & Case Studies

You will be introduced to your Mentor for your first Pillar and get access to the Student Community and Spaces in the Academy for your Group so can you feel part of your new community straight away and get your questions answered.

Once you receive confirmation of your Core Live Session time, this is deemed as acceptance of the Session time.

Should you need to vary your session time, this may be possible under exceptional circumstances. Please discuss this with your Mentor, who will do their best to allocate you to a different session.

4. Your commitment to us

4.1 The Health Coaches Academy Health Coaching Course requires a commitment of time, co-operation, and participation. The Health Coaches Academy Health Coaching Course runs for 12 months. It is our experience that to successfully complete The Health Coaches Academy there are approximately 600 total notional hours (which includes tuition, case study work, reading and research) naturally some may take longer, and others may take less time to complete each module.

It is a requirement that you complete 90 hours of live contact hours with the training and Mentor team. This is a requirement of the UK & International Health Coaches Association (UKIHCA) in order to join the profession so please plan your live attendance to ensure this is achievable over the 12 months. Live sessions include the following: Coaching clinics, Core Live Mentor Sessions, live webinars and in-person events.

If you are undertaking the course for your own health reasons only, this level of live hours may not be necessary; please speak to your Mentor for more information.

4.2 You acknowledge that undertaking the Health Coaches Academy Health Coaching Course may at times be personally challenging and you will not knowingly undertake the course if you believe that you will not respond well to self-reflection, personal growth, and constructive feedback. Your Mentor and our pastoral care team are there to support you, so reach out to them for additional support if required.

4.3 For the 12-month period that you are enrolled, you have access to weekly Core Live sessions with your Mentor; whilst other events are recorded for those who cannot attend live. We reserve the right to record any live sessions within the course to use them for training or marketing purposes and curriculum improvements.

4.4 It is highly recommended that you attend every Core Mentor Session for your optimal growth and learning. You are required to attend a minimum of six (6) of the Core Live Sessions in each Pillar of the course.

4.5 If for any reason you are unable to complete the course within the allocated time frame of 12 months, you will need to contact Student Support for confirmation of the additional charge payable to enable continued course access and completion of your HCA Diploma.

5. Your commitment to each other

5.1 You acknowledge that you are undertaking an adult learning process and that everyone has individual approaches to learning and participation. You acknowledge that, whilst extremely rare, there are times when you or other students will have a difference of opinion or values, and that you will deal with those differences with dignity and respect for yourself and others.

5.2 Throughout the course there will be instances where students coach each other in pairs, triads, Tripods or other group sessions. You will treat your coaching partners with confidentiality, respect and professionalism.

5.3 The Health Coaches Academy cannot be held responsible for the connection between you and your fellow students. Any breakdown in communication or engagement between you is to be dealt with respectfully and privately, just as it would be with a coaching client and that the Academy will not intervene in that relationship unless gross misconduct is reported.

6. Participation requirements

6.1 Students agree to participate in the Health Coaches Academy Course (including use of the Online Platform ("the Academy") and Facebook group in good faith and in a way that will not bring disrepute or cause reputational or other damage to the Health Coaches Academy.

6.2 You agree that you will not upload or provide content in the Academy Communities, comment area (if implemented) or on the Facebook Page which is:

1. defamatory, fraudulent, unlawful, threatening, intimidating, harassing, disrespectful, inappropriate, harmful, hateful, abusive, tortious, obscene, invasive of another's privacy, sexist, racist, homophobic, violent or degrading.
2. infringes the intellectual or other proprietary interests of third parties.
3. contains spam, chain letters, pyramid and other such selling and marketing schemes, computer viruses, computer code, files or programs or other harmful components that are designed to interrupt, destroy, change, or limit the functionality of the Site or any other computer software, hardware or other electronic equipment, information which in any way impinges on another user's use or enjoyment of the Site or otherwise breaches or encourages other users to breach these Terms and Conditions.
4. violates any law; or
5. encourages or incites any other person to engage in any of the above behaviour;

6.3 Students also agree not to:

1. Use technology or other means that is not authorised by the Owner to access the Site;
2. Use or launch any automated system, including without limitation, "robots," "spiders," or "offline readers," to access the Site.
3. Attempt to, or introduce viruses or any other computer code, files or programs that may interrupt, destroy, or limit the functionality of the Site or the Facebook Page.

4. Gain or attempt to gain unauthorised access to the Site or Facebook Page including the networks or user accounts; or
5. Attempt to or engage in conduct that damages, disables, overburdens, or impairs the Site, Facebook Page, servers, or networks.

7. Your financial commitment

7.1 In order to secure your commitment to the Health Coaches Academy Health Coaching Course we require a deposit to be paid at the time of enrolment. Your deposit is retained and deducted from your course fee. **Your deposit is non-refundable. Please refer to your student offer letter to see your financial obligations.**

7.2 A deposit is not required where payment is made in full at the time of enrolment. Please refer to your student offer letter for details of your fees.

7.3 Alternatively, we accept payment by payment plan by way of instalments, paid monthly by direct debit. Your first payment is due 14 days before the start of your course and that will be your regular payment date for each monthly payment thereafter.

7.4 All agreed payments (whether upfront or via payment plan) are due 14 days prior to the official start date of the course.

7.5 Other costs: While we provide you with all the course materials you need, students are responsible for their own personal costs associated with participating in group training calls, (cost of a local call/higher from mobiles or free via Zoom) and transport and accommodation if required for the 3-day live training (in person events). Students are also responsible for purchasing the recommended reading books (maximum 5 books) at their own expense. Because most of this course is delivered online, reliable access to WIFI will be required to access calls, the Academy for the curriculum and to download and upload assessment criteria

8. Transferring and Withdrawing

8.1 We conduct our services in accordance with, and you have the rights as provided by, the British Consumer Law ("the law"). Under the law, we are not required to provide a refund for a change of mind.

8.2 We naturally understand that occasionally unforeseen circumstances dictate the necessity for a different course of events. In this instance, please write to Student Support studentsupport@healthcoachesacademy.com

8.3 *Withdrawal Period and Cancellations.* The Health Coaches Academy (Health Coaching Course commences when you gain access to the **Welcome Module**). You have a 14-day withdrawal period from after enrolment. No refunds will be processed after the 14-day withdrawal period. All students are liable for the full fees whether the agreement is upfront or via installment. If you wish to withdraw within the first 14 days, please write to: studentsupport@healthcoachesacademy.com

8.4 You acknowledge that, if necessary, the Health Coaches Academy will engage the services of a Debt Collection Agency to attain any owed fees from your course tuition that are outstanding and that if this is required you will be liable for the agency fees charged to do this.

8.5 We reserve the right to remove you from the Health Coaches Academy Health Coaching Course if you are in arrears and/or failing to be in communication with us about owed funds. You will be reinstated at any time you pay your owed fees. No removal from the course without communication and opportunities to liaise with us regarding your owed fees will take place.

8.6 Withdrawing at any time means you will not be eligible to call yourself a Health Coaches Academy Certified Health Coach.

8.7 *Transferring.* In certain circumstances it may be possible to transfer to another intake, at a later date, without forfeiting your fees, although fees will still be payable in full under the agreed original terms. In this circumstance, please discuss this with your Mentor and email them full details of the reasons for wishing to transfer.

9. Certification

9.1 When you graduate from the Health Coaches Academy (Health Coaching Course you can refer to yourself as a Certified / Trained / Qualified Health Coach). Some people choose to do this training for the benefit of their own health, the health of their families and friends, personal growth and development and may choose to use their acquired skills in that way rather than build a Health Coaching practice. You are free to use this training in whatever way suits you and within the laws that govern the country of your residence

To achieve your Level 5 Diploma and become a qualified Health Coach, you need to:

- complete **all** required coursework & logs/reflections
- achieve required live contact hours
- complete required number of coaching hours
- pass a live supervision session
- undertake the stipulated number of Case Study sessions and complete all related documentation

To receive your Diploma with us, all of the above steps must be completed. It is your responsibility to be aware of these requirements and undertake them within the agreed timeframe.

Once certified you will receive:

- Your Health Coaching Diploma Certificate
- Your Health Coach seal for your website and marketing materials
- Your DONE FOR YOU Coaching Programmes, Materials and Tool Kit

10. Warranties and Indemnities

10.1 We cannot warrant that the Website or Facebook page will be uninterrupted or error-free or that the Site, its content or the server are free of viruses or other harmful components. The Health Coaches Academy maintains current anti-virus software, however to the extent provided by law, cannot guarantee against third party interference or that the Website or its content will be compatible with third-party software or hardware. The Health Coaches Academy is not liable for any default due to an act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm or another event beyond the Owner's reasonable control.

10.2 You agree to indemnify the Academy, its partners, licensors, affiliates, contractors, officers, employees and agents for any claim arising directly or indirectly from your acts and omissions in using the Academy website and Facebook page pursuant to the terms of the Agreement.

10.3 You acknowledge that while you will be receiving training in a health coaching model and the building of a health coaching business, you will not hold the Health Coaches Academy responsible for anything related to your personal business success or otherwise including your income and client attraction. Whilst we undertake to provide training that will enable you to practice as the majority do, the responsibility for following the process and launching your personal choice of practice remains with you.

10.4 You will need to procure student health coaching insurance before commencing your Case Studies. Full details will be provided at the relevant time in your course.

11. Intellectual Property

The Health Coaches Academy retains the right to all intellectual property (whether registered or not) that is created by us and you agree not to disclose, sell or deal with our materials in any way other than in accordance with these terms and conditions. These terms remain during and beyond the contract agreement period: for the purposes of conducting health coaching sessions to paying or pro bono clients, whether in a one on one, group, online or face to face session. That use is extended to a corporate setting where the sessions are conducted by a Health Coaches Academy certified health coach. The use does not extend to the distribution of the materials to any health coach or health practitioner who did not complete full training at the Health Coaches Academy, and it further does not extend to using the material to provide training to other health coaches or health professionals.

12. Termination

This agreement will terminate automatically upon completion of the Health Coaches Academy Health Coaching Course, or on the 12-month anniversary of you commencing your studies, whichever comes first. You will have continued access to your Academy platform for a period of 1 month following completion.

We reserve the right to terminate this agreement if a breach of the terms occurs. We also reserve the right to terminate this agreement in the unfortunate event that we become unable to provide the services requested; in which case, all monies paid for work not undertaken will be refunded.

If your access is for any reason terminated, you will no longer have access to the Health Coaches Academy learning platform

(Academy), communication platform or Facebook page. The restrictions with respect to the material provided to you, payment obligations, and the disclaimers and limitations of liabilities contained in these terms and conditions will survive termination.

13. Governing Law

This agreement is governed by the laws of the United Kingdom.

14. Queries and Concerns

If you have any concerns relating to the Health Coaches Academy and the Health Coaches Academy Health Coaching Course, please contact studentsupport@healthcoachesacademy.com as soon as possible detailing your concerns and how you believe it can be swiftly resolved, where you will receive prompt support and attention. We are a supportive and caring business that will liaise with you in a professional manner, and we ask you to do the same for us too.