



HAPPY WHOLE HUMAN INSTITUTE OF HOLISTIC WELLNESS

Mission Statement

Happy Whole Human Institute of Holistic Wellness accredited training programs provide world-class coaching education and unique, evidence-based tools and techniques to prepare coaches to foster meaningful, measurable, and lasting transformation. Our coaches learn to empower individuals, couples, families, and teams to conquer their fears, get out of their own way, and learn to live as Happy Whole Humans—radiant, productive, and fulfilled.



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Learning Philosophy

We believe there are eight essential elements that are conducive to our coach training.

1. Every class has its own unique community.
2. Students need the opportunity to practice skills in a safe environment.
3. Each student is unique and must have a stimulating educational environment to grow physically, mentally, emotionally, and socially.
4. Students should be able to feel safe to express themselves and accept themselves for who they are, as well embrace the differences of others.
5. Our instructors act as consistent, ethical, transparent, and reliable guides providing relevant lessons in engaging ways and adapting as necessary based on student feedback.
6. Passion for the practice of coaching will be demonstrated and inspired.
7. We incorporate hands-on learning, cooperative learning, projects, and individual work that engage and activate students learning.
8. Technology must be incorporated and requisite tech communication skills (email, MS Word, Zoom proficiency, etc.) demonstrated.



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General Disability Policy

The Happy Whole Human Institute of Holistic Wellness (HWH) supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, HWH prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities. HWH is committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Our goal is to create a learning environment which meets the needs of each individual student. We are able to accommodate a variety of learning disabilities to make our program more accessible. Please contact Dr. Lisa Leit at lisa@happywholehuman.com or 855-494-5483 X1 before enrolling to determine if your needs can be met.



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DEIJ Statement

As members of the International Coaching Federation community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

Non-Discrimination Policy

It is the policy of the Happy Whole Human Institute of Holistic Wellness (HWH) that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the grievance policy outlined **(list where it is outlined)**. HWH will promptly investigate all claims and reports of inappropriate conduct.



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Grievance Policy

The Happy Whole Human Institute of Holistic Wellness (HWH) seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program manager within 60 days. The program manager will review the issue and talk to the student within 10 days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Dr. Lisa Leit at lisa@happywholehuman.com for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 10 days. All appeal decisions are final.



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Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

To provide you with the minimum required training hours for certification, it is important that you are present at all course meetings.

If you have an emergency or become ill and are not able to attend a class or coaching session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and, when applicable, complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than two classes for each course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than 1 hour of mentor coaching, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and (organization).

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor and peers, mock coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the code of conduct for additional details.



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Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having your camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and instructors, including silencing your cell phone, remaining seated in a quiet environment, not texting, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.



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Partial Completion Policy

The Happy Whole Human Institute of Holistic Wellness (HWH) will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. If you are interested in receiving partial credit for a course in which you are currently or were previously enrolled, please contact Dr. Lisa Leit at lisa@happywholehuman.com no more than 60 days after the course has ended. Please include details about the course in which you were enrolled, the number of credit hours you are seeking, and any additional relevant information. If approved, you will receive a certificate of credit from (organization) indicating the number of training hours completed.

Please note:

Effective January 1, 2023, ICF accredited providers will no longer issue CCE certificates for partially completed participants. Instead we will issue a partial completion certificate of the Level 1, 2 or accredited program which students can use in the Portfolio credentialing path and they will be recognized as ICF accredited contact hours.

If students have not used the partial completion certificate hours in past credentialing applications or renewals, then someone with an ACC taking our Level 2 program could use these training hours for their ACC credential renewal before completing the Level 2 certificate.



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Payment and Fees Policy

All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of full payment. We accept payment by credit card and bank transfer. All payment will be in US Dollars.



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Refund Policy

Cancellation of a course must be made a minimum of 10 business days prior to the course to be eligible for a full refund. (minus \$250 for course materials received if applicable). Cancellations made less than 10 days before the course are not eligible for a full refund. Written notice of cancellation shall be effective on the date the withdrawal is received by The Happy Whole Human Institute of Holistic Wellness (HWH).

Students who cancel their contract by notifying the school in writing within the first 10 business days after they begin are entitled to a 50% refund of tuition and fees. After this grace period, students may apply for a leave of absence and re-enroll any time the course and/or program is offered within the following three years. Alternatively, a student may transfer his or her prorated tuition balance to another student.

All refund requests for HWH trainings and events must be made in writing via email or fax.

All refunds will be made within 30 days from the date of termination:

a. The date on which the school receives notice of the student's intention to discontinue the training program;

or

b. The date on which the student violates published school policy, which provides for termination.

c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the day the school determines the student is not returning or the day following the expected return date.

d. The student will receive a full refund of tuition and fees paid (including the deposit) if



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the school discontinues a course program within a period a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.

Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least seven days before the program date. Participants may contact HWH to modify their registration at contact@happywholehuman.com or 855-494-5483. Course changes will be allowed if there are spots available.



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Transfer of Credit Policy

If you have completed a Level 1 program at another organization, we will apply your completed credit hours to your Level 2 program. You must provide documentation of your Level 1 completion, including the organization, number of hours completed, completion certificate, and contact information for the organization or trainer. You may be asked for additional details or documentation on an as-needed basis. Please contact Dr. Lisa Leit at lisa@happywholehuman.com for more information.



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Illness Policy

To provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to attend a coaching session, please contact your instructor immediately. You will be expected to complete the session materials, review the session recording, and complete your assignments and coaching session outside the live session (if applicable) to make up for the missed session.

If you need to miss more than 20% of the course, you will have the option to work with the instructor to cover the missed material at your own expense or register for another course. If you miss more than one of your scheduled mentor coaching hours without giving at least 24 hours' notice and rescheduling, you will need to arrange and pay for individual mentor coaching sessions to complete the required 10 hours of mentor coaching to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to both the instructor and HWH at contact@happywholehuman.institute.



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Statement on Ethics, Integrity, Transparency

As an ICF Accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of Ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies. You can read more about the ICF Code of Ethics [here](#).

Additionally, The Happy Whole Human Institute of Holistic Wellness (HWH) commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of coaching education.