

# Superheroes Academy Path to Coaching Participant Enrolment Agreement

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## PROGRAM DETAILS

Partner with our ICF Accredited Scrum Alliance® Certified Agile Coaches as you journey towards your ICF-ACC credential while focusing on the skills and experience necessary for working with today's teams and organizations.

We have distilled the most practical and useful lessons from a cumulative two decades of applying and testing different professional coaching modalities in the context of Agile Coaching. Essential elements of our philosophy are derived from the Scrum Alliance® Path to Coaching Video Series, research into the stages of adult development, Integral and The Manifesto for Agile Software Development.

Each one of the four modules consists of eight skill-drill calls and two colleague calls. Each skill drill call includes prework required to prepare for the session, a focus on one or more of the ICF core competencies, techniques to leverage the competency while coaching, group discussion, and coaching practice focused on the ICF core competency. Modules can be taken in any order and successful completion of all four modules are required to complete this ACSTH program and be awarded the Superheroes Academy Path to Coaching (SAPC) certification.

This program takes a small group mentoring approach guided by ICF Accredited Scrum Alliance® Certified Agile Coaches. Join from anywhere in the world as each session is held over videoconference. Participants have access to an online discussion forum where they can interact with our coaches and each other as they progress through the program.

#### Program Architecture

- Program contains four Modules:
  - Individual Coaching
  - Team Coaching
  - Coaching in Agile Organizations
  - Coaching Leaders
- Each module contains:
  - Eight skill-drill calls, which include
    - Pework to prepare for the session
    - A focus on one ICF Core Competency
    - One coaching technique
    - Coaching practice
    - Online videos created by Scrum Alliance® Certified Agile Coaches as part of the Scrum Alliance Path to Coaching video series
    - Quizzes, activities and coaching tools
  - Two colleague calls
    - Colleague calls are for students to explore the ICF Core Competencies which they've learned about in class in smaller groups in a peer setting without an instructor. Colleague calls allow students to explore the material at their own pace and provide space for those who might be behind to catch up. This is your time, and the agenda is open. Teachers will be available should you have questions during the colleague call, and they will check in periodically.
  - One group mentoring session and one individual graded supervision
    - During supervision calls, students bring videos of themselves coaching real clients for feedback

## ATTENDANCE REQUIREMENTS

Over the course of the four modules, students:

- may be absent for four skill-drill calls (maximum of two for any single module) and two colleague calls (maximum of one for any single module)
- for any sessions missed, students are asked to catch up by watching the session recording and uploading a paragraph outlining the key points of the session to their homework folder

## WHO SHOULD ATTEND THIS PROGRAM?

This program is designed for:

- Practicing and aspiring Scrum Masters and Agile Coaches who are looking to develop their professional coaching skills.
- Aspiring Scrum Alliance® CTC and CEC applicants.

## WHAT PREREQUISITES DO I NEED TO HAVE?

There are no prerequisites required in order to take our Path to Coaching program.

## HOW MANY STUDENT CONTACT HOURS ARE THERE IN THE PROGRAM?

The number of student contact hours included in the program are:

- Classroom hours: 51.0
- Independent study hours: 11.6
- Total 62.6 hours.
- Upon successful completion of the full program, you'll receive 54.2 Core Competency CCEs and 8.4 Resource Development CCEs from the ICF.

## WHAT LANGUAGES IS THE PATH TO COACHING PROGRAM OFFERED IN?

Our Path to Coaching program is offered in English.

## LET'S BE CLEAR

This is a rigorous program that asks a lot of you. To achieve the ICF-ACC, you're required to

- complete our entire program, including all four modules, colleague calls and group supervision.
- achieve a passing score on the individual coaching evaluation.
- log a minimum of 100 hours (70 paid) of coaching experience with at least eight clients following the start of your coach-specific training. At least 25 of these hours must occur within the 24 months prior to submitting the application for the ICF-ACC credential.
- complete the ICF Coach Knowledge Assessment (CKA).

## DISABILITY/DISCRIMINATION/DEIJ STATEMENT

We acknowledge that we all have a lot to learn as we work to overcome biases (unconscious or otherwise) in our lives and the world at large. We commit to maintaining an open and judgment-free dialogue with marginalized people, groups and communities. At Superheroes Academy, we have always held the principle of “seek first to understand, then to be understood” as paramount. We commit to seeking first to understand the experiences, history, struggles, and triumphs of people from marginalized groups in our society. Our coaching approach and training programs are designed to ensure equitable access to all people, regardless of race, gender, sexual orientation, age, disability, religion, or any other type of discrimination. We seek to learn and grow together and maintain a healthy and thriving community of practitioners. After all, Once a Superhero, Always a Superhero!®

## COMPLAINTS

Superheroes Academy seeks to provide equitable treatment of all our program participants and aims to respond to all grievances in a timely manner. Participants have the right to submit a grievance based on their experience in one of our programs or with our coaches.

Underlying this grievance policy are the following principles which we at Superheroes Academy believe in and do our best to live out during any interaction with participants:

- We strive to only profit when our clients receive value. [Bad profits](#) limit our ability to be successful. As such, we strive to avoid bad profits, even at our own expense.
- Once a Superhero, Always a Superhero!® At Superheroes Academy, we are building a learning community within which all voices are welcome and necessary. From the time a participant joins their first program with us, they become part of our community indefinitely. Maintaining healthy relationships in our community is of utmost importance to us.

Follow the below process for filing a grievance:

1. Participants should first attempt to resolve their grievance with the Superheroes Academy coach or fellow participant directly. If this fails to resolve the grievance to the participant's satisfaction, proceed to step 2.

2. Submit a grievance in writing to [info@superheroes.academy](mailto:info@superheroes.academy) with the subject heading of “Grievance”. Please include the following information in the body of the email:
  - a. Your Name
  - b. Program in which the grievance occurred
  - c. Date of occurrence
  - d. Name of participant or Superheroes Academy coach with whom the grievance occurred
  - e. Brief description of what occurred

Grievances must be submitted within 10 days of when the issue occurred. Superheroes Academy will respond to any and all grievances submitted within 3 business days.

3. Participants may request an appeal of their grievance response should the grievance not be resolved to the participant’s satisfaction after completing steps 1 & 2. Appeals are to be submitted in writing to [info@superheroes.academy](mailto:info@superheroes.academy) with the subject heading of “Grievance Appeal”. Please include the following information in the body of the email:
  - a. Your Name
  - b. Copy of the original grievance and the response from Superheroes Academy.
  - c. Reason(s) the participant is unsatisfied with the grievance response.

Superheroes Academy will review the appeal and respond in writing within 5 business days. All appeal decisions are final.

## PARTIAL COMPLETION POLICY

Superheroes Academy will provide partial completion certificates upon request for any student who has completed at least 1 full module of the 4 modules required to complete the Path to Coaching Program. For each module completed, the student will also earn ICF Continuing Coaching Education credits (CCEU’s). Partial credit is not provided for incomplete modules, however. Please see our Transfer of Credit / Exchange policy to understand how you can complete outstanding sessions by moving into an upcoming cohort.

## PAYMENT/FEES

Superheroes Academy offers both full payment for all four modules of our Path to Coaching Program and an a la carte option that provides the ability to purchase and attend specific modules. We accept payment by credit card through the payment links provided on our website. All payments will be in Canadian dollars (CAD). Personalized invoices may be requested through our communications Director, Christine, at [info@superheroes.academy](mailto:info@superheroes.academy).

## REFUNDS

Should it be necessary for you to request a refund for any of our online training programs or services, our refund policy is as follows:

- Refunds will be provided up to 7 days prior to the start date of the program

- Refunds are subject to a processing fee of 2.9% + \$0.30 CAD (these are non-refundable fees charged by our payment processor)
- Please direct all refund requests to: [info@superheroes.academy](mailto:info@superheroes.academy)

## TRANSFER OF CREDIT

We are happy to move your registration to the same program on a different date or time that works for you or apply the registration fee to any one of our online mentoring programs. Please direct all exchange requests to [info@superheroes.academy](mailto:info@superheroes.academy) and include:

- Your name
- Your email address
- Program you are currently registered in
- New program/date being requested
- Only one exchange allowed per program.

## IN CASE OF ILLNESS

For programs offered as Self-Directed and Continuous Loop, In the event that a participant cannot attend a program section due to illness, the participant is entitled to rejoin the program at a later time in the cycle. For programs that are offered in a single fixed schedule, participants are expected to notify our coaches of their illness and are invited to schedule a private session to cover the relevant material or may be invited to join another cohort when the next program offers the missed section at a later date.

## ETHICS, INTEGRITY AND TRANSPARENCY

Superheroes Academy adheres to the International Coaching Federation Code of Ethics which defines a set of core values, ethical standards, and ethical principles. We emphasize this code of ethics by teaching its application in four different contexts during our Path to Coaching Program and by expecting our students and educators to conduct themselves accordingly. Superheroes Academy commits to conducting its interactions with integrity and transparency. With integrity by making decisions based on our core values as an organization. With transparency by detailing the intent and reasoning behind all of our actions.

## PRIVACY POLICY

We provide coaching, training, mentoring and facilitation services in-person and online (“Services”). During the course of our work, we are required to collect information about our clients that is relevant to the Services we provide. Our Privacy Policy describes the terms of use of our Services and what information we collect, how long we retain that information, the conditions under which we share information, and your rights relative to your information.

By using or accessing our Services in any manner, you acknowledge and agree to these terms. Please read them carefully. Our Privacy Policy can be found on our website here:  
<https://www.superheroes.academy/privacy>

## AGREEMENT

By signing this form, I am acknowledging that I have read and agree to the above statements and to our Privacy Policy.

Path to Coaching Student

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_