

SOLVAY LIFELONG LEARNING

ICF Accreditation

Participant Enrolment Agreement & Policies Handbook

Required documentation for ICF Coaching Education Accreditation

Standard 2 – Administration, Organization & Business Operations

Standard 3 – Ethics, Integrity & Transparency

Version **[2.0]** · Effective date **[15 September 2025]**

About this handbook

This document serves **both as the official Enrolment Agreement** between Solvay Lifelong Learning and participants enrolled in its ICF-accredited coaching programmes, and as the publicly available **Policies & Procedures Handbook** required under the International Coaching Federation (ICF) Coaching Education Accreditation Standards.

By submitting the online application form, participants acknowledge that they have read and accepted the terms, policies and procedures contained in this document.

This handbook consolidates the policies and procedures that Solvay Lifelong Learning maintains as an ICF-accredited coaching education provider. Part A is organised to mirror the exact list of items required under **ICF Standard 2 (Administration, Organisation & Business Operations)**; Part B covers **Standard 3 (Ethics, Integrity & Transparency)**. **Supporting Policies** also follow.

Each policy can be (a) published on the organisation's public website, (b) linked from the online Applicant Enrolment & Registration Form, and (c) submitted as evidence in the accreditation application.

Coverage against the ICF Standard 2 required list

ICF Standard 2 – required item (in ICF order)	Section
Publicly accessible website: title of offerings + contact instructions	A.1
Established business enterprise (published physical address)	A.2
Organisation administration information & owner(s) / % ownership	A.3
Disability / discrimination / DEIB statement	A.4
Complaint / grievance policy	A.5
Enrolment agreement	A.6
Partial completion policy	A.7
Payment / fees policy	A.8
Transparent fee schedule	A.9
Refund policy	A.10
Transfer of credit policy	A.11
Illness policy	A.12
Ethical marketing agreement	A.13
ICF Standard 3 & Supporting Policies	Section
Written statement on ethics, integrity & transparency (Std 3)	B.1
Contact list of enrolled & graduated participants (Std 3)	B.2
Additional operational policies (attendance, cancellation)	A.14
Privacy & data protection; recording & consent	S.1 – S.2

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PART A — STANDARD 2: Administration, Organisation & Business Operations

A.1 Public website & programme information

Solvay Lifelong Learning maintains a publicly accessible website that clearly presents each accredited education offering and how to contact the organisation.

- **Education offerings:** title and description of each programme, ICF level, and number of accredited training hours.
- **Contact instructions:** website <https://exed.solvay.edu/certified-coaching-foundations-programme>, email elissar.zein@solvay.ulb.be, phone +32 2 882 77 60.
- **Policy access:** this handbook's policies (enrolment agreement, fees, refund, grievance, privacy) are published and linked from the enrolment page.

A.2 Established business enterprise

The Provider operates as an established business enterprise with a published physical address.

- **Legal entity:** Solvay Lifelong Learning.
- **Registered / physical address:** Avenue Franklin Roosevelt, 42 - B 1050 Brussels, Belgium - CP 114/01.
- **Business registration / VAT:** BE0473 895 280.

A.3 Organisation administration & ownership

The Provider documents its administrative structure and, for commercial organisations, its ownership.

- **Legal form:** ASBL.
- **Key administrators:** President of the **Administration Council** Dehon Catherine, and Administrators Magerman Françoise, Laurent Marie-Paul, Walckiers Alexis, Lorent Benjamin, De Beys Christelle, Debonnefoy Pierre-Hugues, and Verstraeten Michel.

University-affiliated or non-profit providers document their governance structure in place of ownership percentages.

A.4 Disability, Non-Discrimination & DEIB Statement

Solvay Lifelong Learning is committed to diversity, equity, inclusion and belonging, and to a learning environment free from discrimination.

- Recruitment, admission and participation are open to all qualified applicants regardless of race, ethnicity, gender identity, sexual orientation, age, religion, disability, or socioeconomic background.
- Reasonable accommodations are provided for participants with disabilities or specific needs. Requests can be made confidentially to emba.frontoffice@solvay.ulb.be.
- Faculty and staff foster a respectful, psychologically safe space and model the ICF Code of Ethics.
- Discrimination or harassment may be reported through the Complaint & Grievance Policy (A.5).

A.5 Complaint & Grievance Policy

Participants have a clear, fair route to raise concerns about course content, instructors, facilities, or conduct, without fear of disadvantage.

- **Step 1 – Informal:** raise the concern with the programme lead, who will seek to resolve it within **5** working days.
- **Step 2 – Formal:** if unresolved, submit a written complaint to emba.frontoffice@solvay.ulb.be. The Provider acknowledges within **5** and responds substantively within **15** working days.
- **Step 3 – Review:** the participant may request review by the **Administration Council**, whose decision concludes the internal process.

Complaints and outcomes are logged confidentially. Matters concerning ICF ethics may also be raised with ICF via its **Ethics Complaint process**.

A.6 Participant Enrolment Agreement

This document constitutes the Enrolment Agreement between Solvay Lifelong Learning ("the Provider") and the participant named in the online Applicant Enrollment & Registration Form ("the Participant"). **By submitting the online application form** and selecting the required **acknowledgement checkbox**, the Participant confirms that they have **read, understood and agree to be bound by the terms, policies, and procedures contained in this document**.

The programme & certification

The Provider delivers the programme described at enrolment, including the accredited training hours, mentor coaching, observed coaching and assessment required for ICF Level **1**. Successful completion — meeting attendance, assessment and performance-evaluation requirements — is required before a certificate of completion is issued. Completion does not by itself confer an ICF credential, which is awarded by ICF directly.

Participant obligations

- Attend the required sessions and complete all assignments, peer coaching and mentor coaching (see A.14).
- Comply with the ICF Code of Ethics and the policies in this handbook.
- Provide accurate registration and billing information and pay all fees (A.8).

Term, governing law & acceptance

This Agreement takes effect when the Participant submits the Enrolment Form and is governed by the laws of **Belgium**. By signing electronically, the Participant confirms they have read and accept this Agreement and the policies referenced herein.

A.7 Partial Completion Policy

This policy governs participants who begin but do not complete a programme.

- **Certified hours:** participants receive written confirmation only of the accredited hours attended and assessed; a full certificate is issued only when all requirements are met.

- **Resuming later:** incomplete requirements may be completed in a subsequent cohort within **24 months**, subject to availability and payment of any applicable difference in future tuition fees.
- **Fees:** partial completion does not create an automatic right to a refund; see A.10.

A.8 Payment & Fees Policy

- **Fees & inclusions:** published in the Fee Schedule (A.9); cover tuition, materials and assessment unless stated otherwise.
- **Payment terms:** payable **before the programme's start date**; instalment plans may be available on request.
- **Methods & VAT:** payment by **bank transfer**; prices **exempt from VAT**, applied where legally due based on the billing details provided.
- **Late payment:** access to sessions and issuance of the certificate may be withheld until outstanding fees are settled.

A.9 Transparent Fee Schedule

All costs are disclosed before enrolment.

Programme / item	Accredited hours	Fee (VAT exempt)	Notes
[Certified Coaching Foundations Programme— Level 1]	64 hours Core Competency + 10h Resource Development = 74hs synchronous	€4.995	Tuition, materials, assessment.
Alumni discount	64 hours Core Competency + 10h Resource Development = 74hs synchronous	-10%	Concerns Alumni of the Solvay Brussels School, Solvay Lifelong Learning, Université libre de Bruxelles and Vrije Universiteit Brussel

A.10 Refund Policy

Refundable amounts on withdrawal, calculated from the programme start date.

Withdrawal notice	Refund of programme fee
More than 30 days before start	100%
Less than 30 days before start	an administrative fee may be charged (deductible in case of enrolment in the following year)
After the programme has started	No refund; see Partial Completion (A.7)

Requests in writing to accounting@solvay.ulb.be refunds processed within **30** days to the original payer. Statutory consumer cancellation rights, where applicable, take precedence over this schedule.

A.11 Transfer of Credit Policy

The Provider may recognise comparable prior coaching education toward a current programme.

- **Eligibility:** ICF-accredited hours completed with another provider within **the last 24 months**, supported by official documentation.
- **Process:** reviewed case by case; the decision is documented and communicated in writing.

A.12 Illness & Emergency Policy

The Provider supports participants facing illness or emergencies that prevent attendance.

- Notify the programme team as early as possible.
- Missed sessions may be recovered through make-up sessions or deferral, at no additional tuition cost where supported by reasonable evidence, within **12 months**.
- In prolonged cases, the Partial Completion Policy (A.7) applies.
- Reasonable accommodations are made in line with A.4.

A.13 Ethical Marketing Agreement

The Provider markets its programmes truthfully and represents the ICF accreditation accurately.

- All advertising is honest and not misleading regarding fees, outcomes, accreditation level and credentialing pathways.
- ICF accreditation and marks are used only as permitted by ICF and only for the specific accredited programme(s).
- The Provider does not guarantee an ICF credential and clearly distinguishes accredited education hours from ICF credentials.
- Testimonials and outcome claims are genuine and verifiable.

A.14 Additional operational policies

Attendance & participation

- **Minimum attendance: 100%** of synchronous training hours; absences reduce certified hours and may affect eligibility for a certificate.
- **Make-up & engagement:** missed sessions may be recovered in another cohort where available; active participation in practice coaching and peer feedback is expected, cameras on during live sessions.

Cancellation & deferral

- **By the participant:** cancel by written notice (refund per A.10); a one-time deferral to a later cohort may be requested up to **30** days before start, subject to availability and payment of any applicable difference in tuition fees.
- **By the provider:** if a cohort is cancelled or rescheduled, participants are offered a transfer or a full refund of fees paid; the Provider is not liable for incidental costs such as travel.

PART B — STANDARD 3: Ethics, Integrity & Transparency

B.1 Ethics, Integrity & Transparency Statement

In accordance with ICF Standard 3, Solvay Lifelong Learning and all programme personnel commit to the highest standards of ethics, integrity and transparency, and to a mindset of continuous improvement.

- Adherence to the **ICF Code of Ethics** and ICF Core Values by all faculty, mentors, assessors and staff.
- Full incorporation of the ICF Coaching Education Accreditation Code of Conduct into our business practices.
- Transparent information to participants on curriculum, faculty qualifications, fees, and the credentialing pathway.
- A duty to notify ICF of material changes to the programme, ownership, or personnel during the accreditation period.

B.2 Enrolled & Graduated Participants Register

The Provider maintains a register of enrolled and graduated participants (ICF Standard 3) to verify participant learning, completion and graduation during audit. Template fields below.

Full name	Cohort	Enrol. date	Hours completed	Status	Completion date
XX	XX	XX	XX	Enrolled / Graduated / Withdrawn	XX

S.1 Privacy & Data Protection Notice

How the Provider processes participants' personal data, consistent with the EU GDPR.

- **Data collected:** identity and contact details, billing information, attendance and assessment records, and session recordings where applicable.
- **Purpose & legal basis:** delivering the programme and issuing certificates (contract); accreditation and legal obligations; optional communications (consent).
- **Sharing with ICF:** enrolment and completion data may be shared with ICF to verify learning, completion and graduation.
- **Retention & rights:** records kept for as long as is reasonably necessary for the purposes for which it was collected and in accordance with legal and regulatory requirements, then securely deleted; access, rectification, erasure, restriction and objection via gdpr.contact@solvay.ulb.be.

S.2 Recording & Consent Policy

Certain sessions may be recorded to support learning, mentor feedback, and performance assessment.

- Participants are informed before recording begins and consent is captured on the Enrollment Form.

- Recordings are used only for education and assessment, stored securely, and retained for **24 months** before deletion.
- Recordings are not shared beyond faculty, mentors and assessors without further consent, except where required for ICF assessment.
- A participant who does not consent should contact the programme team at emba.frontoffice@solvay.ulb.be to discuss alternatives.