Policy Statements
Competency Development Program
for Coach Certification

Attendance: Full attendance at all GCTS sessions and monthly mentor coach calls is required to graduate. Participants must make arrangements with faculty to make up any classroom time missed due to illness or other reasons.

Feedback/Progress: Participants receive ongoing feedback during daily practicum portion of the training sessions. Coaches must pass a final written and oral exam (pass/fail) to obtain certification. Participants will receive written evaluation at the halfway point of the program to allow the opportunity to build skills before the conclusion of the program. There are no letter-grades for this program. Successful completion earns the GISC coaching certificate.

Guidance: Participants receive ongoing support from their faculty/mentor-coach throughout the program; there is no additional counseling, guidance, nor job-placement assistance provided.

Withdrawal: If a student withdraws from the program in accordance with our withdrawal policy, GISC shall:
   a. treat the withdrawal as a termination of the enrollment contract, effective immediately;
   b. complete a refund calculation for the student, including all fees and payments, in a form acceptable to the Division of Professional Licensure (DPL); and
   c. provide the calculation and any refund to the student within 45 days of the effective date of the termination.

If a student stops attending the Competency Development Program for Coach Certification but does not withdraw in accordance with GISC’s withdrawal policy, GISC shall:
   a. for purposes of any payments due from the student or refund due to the student, treat the student’s nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity;
   b. determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the program, whichever is earliest;
   c. complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
   d. provide the calculation and any refund to the student within 45 days from the date GISC determines the effective date of termination under MA 230 CMR 15.04(8)(b).

Financial Aid: If a participant begins participation in the CDPCC while an initial award for financial aid is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, GISC shall offer that participant in writing an opportunity to terminate the enrollment agreement with a full refund of all monies paid, less a $50 administrative fee. Prior to the completion of five percent of the CDPCC program (approximately 7 program hours), GISC will afford a student the opportunity to withdraw with a full refund of all monies paid, less an administrative fee of $50 and the actual reasonable cost of any non-reusable supplies or equipment.

Participant Conduct and Complaint Resolution Policies:
The Gestalt International Study Center provides advanced professional training for adult learners and expects all participants to conduct themselves in a professional manner. Student misconduct, such as harassment or disruptive behavior, will be addressed by program faculty and, if necessary, school administration. If differences cannot be resolved, student may be asked to leave the program in accordance with our withdrawal policy, above. Any participant complaints are to be directed to and handled by the program faculty. If the issue is not closed in a satisfactory manner, then the complaint may be submitted in writing to the President who will respond to written student complaints in writing within ten days from when the complaint is submitted.

The school is licensed by the Division of Professional Licensure (DPL), Office of Private Occupational School Education. Students may contact the Department of Professional Licensure with concerns or complaints: Division of Professional Licensure, Office of Private Occupational School Education, 1000 Washington Street, Boston, MA 02118, 617-701-8719, email: occupational.schools@mass.gov.

The Center is open Monday through Friday from 9am-5pm.

GISC  •  P.O. Box 515, 1035 Cemetery Road  •  South Wellfleet, MA 02663-0515 U.S.A.
Web: www.gisc.org  •  Tel: 508-349-7900  •  office@gisc.org