

Q: At GISC we have a very heavy ACTP program of about 150 hours. We are thinking about listening to our student feedback and reducing the hours to 130. We would be taking the hours out of the didactic portion of the program and would not be taking these hours out of the content for the program or the practice section of the program. I was wondering what do I need to do to get this to you? Do we need to resubmit the application?

A: *We have an application for ACSTH and ACTP programs to update the program, but typically this is used when hours are being added to the course, not reduced. I would recommend that in this situation, you email me with what is being reduced in the program and summarize that and also tell me what the new hours will be. I will then save that to the organization record, make the update to the website and send you a new updated approval communication and electronic certificate as well.*

Q: Questions about the renewal surveys and the recording portion of those surveys. For those recordings, is it specified somewhere that it should be a pass or fail recording? Also, for the surveys that ask for a recording, do you need a new recording for each survey?

A: *This is a great question. I am working on updating the information on the Incremental Renewal surveys. Right now, the only place that you can really find the information is on these program update calls, through emailing me specifically or on the update tab on the website where you can download all of the samples of the survey. In short, if you are an ACTP program and submitting a performance evaluation recording, the recording should be a passing score.*

We have two repeating questions on the Incremental Renewal Surveys: Recordings and Graduate Names. So, for each survey, you should be providing different recordings and different graduate names as well.

Q: We have had a couple of questions from our students and past students regarding the coaching hours that can be counted. This is mostly centered on coaching direct-reports. It does say in one place that this will not count, however, somewhere else on the website it says that if you clarify the roles, then it could count. Could you please clarify?

A: **this was on the call*I will need to follow up on this question because when I first started and was part of the credentialing department, coaching direct reports was not allowed to appear on the client coaching log. However, I can understand the confusion and will follow up on this question.*

A: **Clarifying Answer* If someone is coaching a direct report and has the authority to hire, fire, change job responsibilities, promote etc., it is inherently a conflict of interest. Even if the roles are clearly defined, the client/direct report may not be able to open up in full in the session for fear of it effecting their job in a negative way. Coaching is a wonderful tool to use when working with direct reports; however, it will not be allowed to be reported on the client coaching experience logs.*

Q: Do you have a standardized written observed coaching call feedback tool?

A: *ICF doesn't have a standard template form to be used for observed coaching sessions, mentoring sessions or performance evaluation reviews. All training organizations and programs as well as students*

are unique and have their own way of doing this feedback or receiving feedback. ICF does have a standard that feedback that is provided should be based on the ICF Core Competencies. I have seen some forms that will very simply list the 11 Core Competencies and then will mark yes or no next to the competencies that were observed or not observed and then provide general comments.

Q: Do we need written permission for student submitted recordings?

A: ICF does not require that you submit written permission for these recordings; however, training providers should be obtaining permission from students to supply these recordings either verbal or written. This is to protect you at the training organization in case an issue ever arises. Submitting that permission on the surveys or to ICF specifically is not required.

Q: I am in the very beginning stages of creating an ICF accredited program and was wondering if there are mentors available who have been successful in this endeavor?

A: This is a great question to open up to the community. For ICF, since we need to remain unbiased and not get too involved in the beginning stages of creating a program, I do not have any specific lists of tools or mentors for you. However, you have a community here at your fingertips. You can reach to other training programs here on the call or through our website to see if they can provide you with guidance. There is an organization called ACTO that made up of training organizations and providers and that is a great community to reach out to for guidance as well. You can visit their website at ACTOonline.org

Q: Do you have dialogue with applicants regarding info on the application once it is submitted – if there is a clarification needed – additional info needed to support application or is pass/fail for an application?

A: It will also be an open dialog. Once I start reviewing the application, I will send you email to let you know and invite you a website called Basecamp. Once you are logged in, you will see a list of items that you will not need to complete, but these are items that I need to complete as part of my review of your program. I will mark things off of the list once they are completed. If I need clarification or need to follow up with you, I will post that information in that portal. It will never be a black or white, pass or fail situation. There will always be a dialog or conversation between me and the training provider.

Q: I would like to know the following: regarding an ACTP program, how many hours need to be accomplished by a participant of the whole direct class hours to be eligible to receive the certificate, accordingly to the right performance level reached?

A: It gets a little complicated if your program has multiple levels. However, to simplify this, the minimum requirements for an ACTP is that students complete 125 coach training hours, 10 hours of mentoring, observed sessions and passed the performance evaluation at the PCC credential level. If you have a training program that is 200 hours and that what students need to complete, then that would be your

minimum requirement for your students of that particular program. If you would like to have an open dialog about this, please let me know!

Q: If we transform a little initial part of the program that all direct class training, into a direct synchronous webinar? What do we need to do towards ICF?

A: Back when program accreditation started, we said that synchronous learning was strictly face-to-face training and that webinars do not count. Now that technology is more advanced, we have allowed webinar learning to be counted as synchronous learning and is "OK". Because the students will have the opportunity to participate in the live voice-to-voice setting, this counts as synchronous learning. No other updates are needed for that kind of change.

Q: When you franchise a program to other places, like you have the central accreditation institute and then you deliver it also in other countries, how many will have to take the survey checks?

*A: *on the call* - This is a good question but again, one that I need to follow up with my colleague, Michael Burgess. I want to make sure I am providing the correct information.*

*A: *clarifying answer* - If you are following the partnership policy as laid out in our Code of Conduct, then no matter the location that is delivering the program, the content should be the same. Therefore, only the centralized accreditation body (or the group that holds the actual approval) will need to submit the surveys for the Incremental Renewal Process.*

Q: We would like to add a program that we have already accredited as CCE to our ACTP, what would we need to do?

A: You will need to complete our update applications. This is where you can add these programs to your already approved programs. In this situation where you have already approved this program for CCE's, you will just complete the update application that you are adding hours and content and then make a note that it has already been approved for CCE, the name of that program and then submit it to me for review. It will be a fast review turn around since it has already been approved.

ACSTH Update application: <http://coachfederation.org/acsthupdate>

ACTP Update application: <http://coachfederation.org/actpupdate>

Q: I am a PCC and an inactive member of ICF but want to reactivate. Who should I speak with?

A: This is a great question. You will want to speak with our member services department at 1-888-423-3131 and ask to speak with member services.

Q: I am in the process of completing an ACSTH application... I have a question the 80 percent of synchronous hours... do buddy coaching hours count in the total mix? I also have a fair amount of recorded information – some of which could be considered bonus information... but I don't want to throw off my 80%. Any guidance on the best way to structure this?

A: 80% live interaction hours can count the lecture/training time but can also count the practice coaching sessions that are occurring within the training environment. For the recorded sessions, you are able to have 20% of the program made up of asynchronous hours. This will mean that ICF can only approve up to 20% of your content that is pre-recorded. You are more than welcome to deliver more than 20%, however, I can only approve up to 20% of the recorded/bonus sessions. It would be important for you to be clear to your students that they may be completing more hours that are approved within the program because of the recorded sessions.

Q: When a CCE is accredited somewhere else and we want to deliver the same program, then what do we need to do?

A: If you would like to deliver a course that is approved as a CCE through another organization, but would you like to produce your own certificates and claim that you have this training program, you would need to submit for your own program approval process.