



## True North Coaching Academy (TNCA)

Students' & Program's

# Credit Forward Policies

*(Exceptions, Extensions, Post-Cohort Requests, and Related Provisions)*

At TNCA, we recognize that students may face genuine challenges in completing their coaching journeys as per the cohort schedule. These policies are designed to balance flexibility with accountability, ensuring fairness to both students and faculty, while maintaining program quality and integrity.

## Credit Carry-Forward Policy

TNCA offers students the flexibility to carry forward credits to a future cohort under specific conditions:

- Extensions are considered **only for genuine reasons** of absenteeism.
- **Full program fee must be paid** for the originally signed-up cohort, irrespective of deferment.
- Credits can be extended **only once, up to the next cohort** of the same delivery mode (online/in-person).
- **No extensions beyond 9 months** from the original cohort start date. All offers expire after this period.

### 1. Time Extensions:

#### 1.1 Could Not Complete the Learning Sessions (LS) / Informed Within First Month

- **For Whom:** Students who enrolled in a Level 1 cohort but could not continue after attending the first few hours of Learning Sessions.
- **Policy:**
  - Students must inform TNCA by email within the first month, citing the reason and tentative future dates when they can resume.
  - Students will rejoin from the beginning of the next suitable cohort (online to online; in-person to in-person) to ensure seamless learning.
- **Qualification:** Time extensions are eligible for students who have fully paid the course fees as on the date of availing this extension.
- **Validity:** Credit is valid for **one additional cohort only**. No further extensions.
- **Fees:** A nominal **administrative fee of ₹2,000** applies for rejoining. For joining the in-person cohorts, additional cost differences may apply.



## 1.2 Could Not Complete the Observed Online Sessions (OOS)

- **For Whom:** Students who completed LS but could not continue with or finish their OOS requirements.
- **Policy:**
  - Students must inform TNCA by email with reason and tentative dates of resumption.
  - They may join OOS in the next cohort, or restart sessions if required for smooth catch-up and take the journey forward therefrom.
- **Qualification:** Time extensions are eligible for students who have fully paid the course fees as on the date of availing this extension.

To qualify for next steps i.e. One-on-one mentoring, students must complete **minimum 6 OOS plus Peer Coaching**.

- **Validity:** Credit valid for **one additional cohort only**.
- **Fees:** Eligible students may rejoin OOS of the next cohort at **no extra charge**. If LS reattendance is requested, additional fees will apply (shared on request).

## 1.3 Could Not Complete Mentoring Submissions or Attend Mentoring

- **For Whom:** Students who completed LS + OOS but could not submit the required **3 mentoring recordings** or attend mentoring sessions.
- **Policy:**
  - Students must inform TNCA by email within the first month, citing the reason for extension sought.
  - Extension can be sought for One-month at **no extra cost**.
  - Beyond one month, students may enroll into separate mentoring option by selecting any one of the Mentoring packages:
    - **Mentoring Package 1 (₹10,000 + tax):** For those rejoining within 6 months of last OOS. Re-start at the stage left-off and be eligible for mentoring over a 3-month period. No breaks
    - **Mentoring Package 2 (₹15,000 + tax):** For those rejoining beyond 6 months. Must attend **4 OOS** before being reassigned a mentor. 3-month mentoring process, no breaks allowed.
- **Qualification:** Students must have attended **minimum 6 OOS and Peer Coaching** to qualify for mentoring extension
- **Validity:** Once mentoring begins, the 3-month timeline must be completed without further extensions.



### **1.4 Re-Submission of Recordings (For Certification or ACC Application)**

- **For Whom:** Students who completed all of their one-on-one mentorings, but have not been able to get their recording approved for ICF ACC / Level 1 certification.
- **Policy:**
  - Students shall need to re-submit another Recording and Transcript in an attempt to meet ICF Level 1 / ACC requirements.
  - All recordings and transcripts must meet minimum passing score of **70%**.
  - The recordings shall be reviewed by a **TNCA PCC Mentor Coach**.
  - Detailed written feedback shall be provided. No one-on-one mentoring is included.
  - If this recording also fails to clear the ICF parameters, resubmission would be required (and resubmission fees shall become applicable again).
- **Fees: ₹3,000 + tax per re-submission.**

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## **2. Post-Cohort / Certification Completion Requests** (for ACSTH Students)

### **Recording Re-submission For ICF approval - without Mentoring**

- **For Whom:** Students who completed all of their one-on-one mentorings, but have not been able to get their recording approved for ICF ACC certification.
- **Policy:**
  - Students shall need to submit their recording and transcripts in an attempt to meet ICF ACC requirements.
  - All recordings and transcripts must meet minimum passing score of **70%**.
  - Detailed written feedback shall be provided. No one-on-one mentoring is included.
  - If the recording fails to clear the ICF parameters, resubmission would be required (and resubmission fees shall become applicable).
- **Fees: ₹3,000 + tax per re-submission.**

### **Recording Re-submission for ICF Approval – with Mentoring Package**

- **For Whom:** Students who completed all of their one-on-one mentorings, but have not been able to get their recording approved for ICF ACC certification.
- **Policy –**
  - Students may request for additional mentoring to prepare their ACC application recordings.
  - They can choose Mentoring Package 2 (₹15,000 + tax). – Details under the relevant para.



### **Refresher for ACSTH / Level 1 / ACC Coaches**

- **For Whom:** Coaches who have completed their milestones of their learning journey but want to have a Learning refresher to upskill / polish their Coaching skills.
  - **Refresher:** Students may rejoin for:
    - **Learning Sessions (LS):** ₹15,000 + Tax (online) / ₹20,000 + Tax (in-person).
    - **OOS:** May attend as **observers only**, at no extra cost with LS refresher.
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## **3. ACC Renewal – Process & Fees**

*(To be detailed separately in TNCA's renewal guidelines; aligned with ICF requirements)*

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## **4. Bridge Program for Level 2**

- A structured **video-based bridge program** will be available for students progressing from Level 1 to Level 2, and those who are not familiar with SNAP framework, in order to ensure alignment with level 1 ICF competencies.
  - Specifics on curriculum, access, and fees will be released separately.
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