



COACH TRAINING PROGRAM

Student Handbook

VERSION 2025

HEADQUARTERS:

149 Avenue at the Common, Suite 202
Shrewsbury, NJ 07702

(+1) 732-982-8155 | iPEC.com



Awakening Potential

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1-866.72COACH | [iPEC.com](https://www.ipec.com)

Headquarters: 149 Avenue at the Common, Suite 202, Shrewsbury, New Jersey 07702



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Introduction

WELCOME TO iPEC

We are excited you have chosen us to guide you on your journey to becoming a Certified Professional Coach. Over the next 7-9 months, you will grow and develop as a coach and as a person. We encourage you to be open to the process, have fun, and play full out.

iPEC may, from time to time, make modifications to the program if we feel it is in our students' best interest. While iPEC reserves the right at any time to alter, change, add, or substitute any of the classes currently offered without notification, the number of hours required for program completion will remain as set forth in this Coach Training Program Student Handbook.

Details of the CORE® Dynamics Program are in the CORE® Dynamics Program Student Handbook, which is available to all students after Module III.

[Schedule of Upcoming Classes](#)

About iPEC's Founder

Bruce D Schneider is the founder of iPEC. He is the author of *Relax, You're Already Perfect*, the bestselling book *Energy Leadership*, and his latest book, *Uncovering the Life of Your Dreams*. He is also the innovator of a groundbreaking theory of consciousness levels, the Energy Leadership Index® (ELI) assessment, and the transformational Core Energy Coaching™ process.

Bruce's life was virtually over at age 18. In 1978, a late-evening highway encounter with a drunk driver left him on his deathbed. Miraculously, he not only survived this horrific accident but, against all odds, went on to a complete recovery. Why?

This is the question that has motivated him for more than 35 years through the study of psychology, coaching, hypnotherapy, metaphysical research, quantum physics, spiritual teachings, and decades of deep meditation. Through this journey, Bruce found his answers and his purpose:

"My role and gift in life is not to teach, preach, or convince anyone of anything. I am here to empower others to get their own answers, access their true dreams, and overcome anything that gets in the way of making those dreams a reality."

The drunk driver died instantly. Bruce's survival was described as a near mathematical impossibility—recognized as a miracle by most. He could have viewed that experience in several ways. Perhaps he could have felt like a victim or guilty for being involved in the death of another person.

Bruce's viewpoint was much different. Bruce saw this "horrific accident" for what it really was . . . an exceptional gift and opportunity. He was, at 18, given a second chance at life and he decided to make it a life worth living.

Bruce was awarded undergraduate and graduate degrees from William Paterson College and Rutgers University, respectively. He is a successful entrepreneur, business executive, and former semi-professional athlete, in addition to being a Master Certified Coach, licensed psychotherapist, Reiki master, hypnotherapist, metaphysician, philosopher, and renowned speaker.



Administrative Offices

Address

149 Avenue at the Common,
Suite 202
Shrewsbury, New Jersey 07702

School Director

Courtney Waid
(+1) 732-982-8155
cwaid@ipec.com

Hours of Operation

Monday through Friday 8:30 AM to 5:00 PM EST
Phone: (+1) 732-982-8155

Observed U.S. Holidays

- New Year's Day Good Friday
- Memorial Day Independence Day
- Day after Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

iPEC will take into consideration international scheduling and seek to schedule Modules on other than statutory holidays.

Student Support

Receive support by opening a ticket using the HubBot Chat feature on your Hub login page where you will find our Help Center's Frequently Asked Questions along with the option to speak with a Student Support Specialist.

Resources

Student Handbook

This Student Handbook provides an overview of the iPEC Coach Training Program and the requirements for certification along with iPEC's policies, procedures, and your rights as a student. The student handbook is your primary source of information and should be reviewed in detail.



The Student Hub: community.iPEC.com

This online portal is your one-stop destination for the information and resources you will need as you complete the Coach Training Program. **Upon enrollment, an email will be forthcoming with a unique username and password allowing you access to the Hub.**

In the Hub, you will find the documents and resources needed to complete your assignments, access your weekly links to attend live webinars or review recorded webinars, log your coaching sessions, and so much more. Additional resources will be added as you progress through the program. You will also complete and upload your certification requirements in the Hub. The materials on the Hub are not to be used on behalf of any person or entity that is involved in training coaches or people who perform coaching activities. If you engage in a business competitive with iPEC's business or if you perform services for a competitor of iPEC, your access will be terminated.

Receiving iPEC Emails

In addition to receiving your "welcome email" providing access to the Hub, you will receive an additional email asking to confirm the email address for your account. Please complete the process in this email. **Please add system@netsuite.com to your email contact list to ensure you receive iPEC email correspondence.**

Email and Telephone Communication

iPEC is committed to providing knowledge and information through open communication among its members. iPEC may contact students via email, telephone call, or text for purposes including but not limited to, training and weather-related updates, peer to peer and group assignment information, as well as financial account inquiries.

iPEC will only share your telephone number and email address with other current students in order to establish peer to peer coaching relationships, provide updates on peer and group assignments, and allow for easier and timely communication among students.

Program Syllabus

The Coach Training Program Syllabus, found in the Hub, is a resource to help plan your coach training experience. It includes the program content, assignments, and other requirements to complete your certification. While iPEC has resources like the syllabus available to guide students through the program, each student is responsible for their own learning.

Coach Training Program Textbooks

- **Module I: Coaching Fundamentals Workbook**
This workbook will be provided to you digitally within 1 week of your Module I: Coaching Fundamentals start date.
- **Coach Training Manual Part 1**
This workbook will be provided to you digitally after your Module I: Coaching Fundamentals end date.
- **Coach Training Manual Part 2**
This workbook will be provided to you digitally within 1 week of your Module II: Core Transformation start date.
- **Coach Training Manual Part 3**
This workbook will be provided to you digitally within 1 week of your Module III: Breakthrough Coaching start date.

***Please note, iPEC must have your correct shipping address to ensure arrival of shipped items.**

****Module I only:** If you enroll without enough time to receive shipped items, access to alternative digital material will be granted prior to the start of Module I so that participation in all exercises can be achieved.

iPEC's Program Overview

Training Schedule

iPEC conducts three training cycles per year—a new training cycle is being offered approximately every four months.

As a student, you will attend three, 3-day classroom training sessions at approximately 10–13-week intervals:

- **Module I:** Coaching Fundamentals
- **Module II:** Core Transformation
- **Module III:** Breakthrough Coaching

Location/Dates

Modules I, II, and III will be held at the same location unless otherwise noted. **Your specific training dates for each module can be found in the Hub under the Training Locations tab.** iPEC may change module dates and locations from time to time. As such, we recommend you confirm prepaid travel arrangements no more than 21 days in advance as iPEC will not be responsible for personal travel expenses and fees incurred due to a change in location or dates. These expenses include, although are not limited to, shipping expenses for class materials, hotel reservations, transportation, etc.

Course Hours

Between modules you will have assignments including weekly webinars, peer and group coaching sessions, and self-study work.

Program Components	Approximate Training Hours
In-class modules	90
Webinars (23 webinars are required for certification)	46
Classes (videos)	1.5
Peer Coaching (one-on-one)	48
Peer group meetings	12
Reading/reports, self-study assignments	72
Coaching Interviews (10 sessions)	10
Mentor Coaching (6 sessions)	3
Quick-Start: Getting Your First Clients Program (optional)	10
Total hours	292.5

Training Modules: Logistics Information

Hours for Training

Each day will begin promptly at 9:00 AM and end at 7:00 PM. Please arrive 30 minutes prior to your scheduled start time on the first day of training. Please take the coach approach by arriving on time and ready to start the day, as well as ensuring you are back from breaks on time so we can stay on schedule.

Breaks

There will be numerous short breaks and a lunch break of approximately 1.25 hours each day, depending on the available time. There will be no dinner break.

If you are attending a physical location classroom, you may choose to bring snacks for yourself. (Most hotels prohibit outside food from being brought into their training rooms, and students should plan to eat their meals in the public/common area.)

Attire

Dress casually and comfortably. For physical location classrooms, the temperature in the classrooms may vary throughout the training and we suggest layering to adapt easily to changes.

For virtual classrooms, you are required to be on camera and visible to your trainer and fellow students at all times for attendance verification, so please dress appropriately.

Participation

We encourage you to participate in large group discussions to get the most from your experience. During small group breakouts and coaching sessions, participation is necessary to learn the required skills and partner effectively with your peers.

When contributing to classroom discussions, please offer information that is relevant and helpful to others and be mindful to allow classmates equal time to participate. Please be courteous, respectful, and supportive to your classmates and teachers.

Use of Electronic or Digital Equipment During Live Modules

The use of electronic or digital equipment beyond what you require to attend class is prohibited during the live modules. Students may use such devices during breaks and outside of the training room. Prohibited devices include cameras, and all audio or video recorders including transcription services. Cell phones must be switched off, put on airplane mode, or silenced (including no vibration) during class instructional time. This is critical for not only the learning experience, but for adhering to professional ethical guidelines surrounding confidentiality.

Photography and Video

The use of devices, including cameras and cell phones, for audio/video recording, transcribing or photography is strictly prohibited in the classroom to respect the privacy of our students and to safeguard our intellectual property.

Use of Electronic or Digital Equipment During the Distance Education Portions of the Program

All students, whether attending a physical location classroom or virtual classroom, will require the same basic computer specifications to complete the in-between module work.

Students must have access to a computer with the following basic specifications throughout the Coach Training Program to successfully complete the program components:

- 80 GB hard drive or higher
- 2 GB RAM or higher
- Minimum of 2.0 GHz Intel or AMD processor
- Windows 7 or later/OS 10.11 or later
- Sound Card
- MS Office 2007 or later, Office 2008 (for MAC) or later
- Either Firefox 3.6 or later, Google Chrome 7.0 or later, Safari 5.0 or later
- Adobe Acrobat Reader 9.0 or later
- ZOOM Software ([Click here](#) for ZOOM Success Preparations)
- Anti-virus program (updated regularly)
- Computer microphone and speakers
- Web Camera
- High-speed internet connection (minimum 40 Mbps) obtained at home or another distraction free environment (home access is preferred for the best study setting)

For additional information on checking your device specifications, please click here:

[Where to Find your Device Specifications](#)

Hotel Accommodations

For those attending a physical location classroom, reservations can be made prior to any module. Most of our locations have a corporate rate; however, **they typically offer the rate up to one month in advance of the training.** Be sure to check the Hub for hotel contact information to secure your reservation, as needed.

Change of Instructor

iPEC reserves the right to change a course instructor at its sole discretion without notification to students.

Module I: Coaching Fundamentals

During Module I: Coaching Fundamentals, you will experience the power of the Core Energy Coaching™ process first-hand and learn how to utilize its potential in many aspects of your life. To help you “walk the talk,” we have designed a program that teaches you transformational coaching skills that you can use with yourself and others to significantly advance your personal and professional growth.

Each of us has a belief system that runs our lives. Unfortunately, many people’s belief systems block them from reaching their full potential on the job or at home. Fortunately, belief systems come with a warranty—if you do not like your current belief system, you can replace what is not working with new beliefs that serve you better.

The curriculum in Coaching Fundamentals is designed to give you new choices and possibilities to help you create the belief system and life you choose. You will learn and practice Core Energy Coaching™ skills throughout the training. By the end of Coaching Fundamentals, you will have the confidence to immediately apply what you have learned to positively impact your relationship with others, as well as your relationship with yourself. You will also develop a relationship with iPEC and see us as a resource for your continued growth.

At Module I: Coaching Fundamentals you will learn:

- **High Potential Concepts and Core Foundation Principles**
- **The Basics of the Core Energy Coaching™ Process**
 - Consciousness and Energy
 - The Energetic Self-Perception Chart
 - Old and New Rules
 - What Coaching Is and Is Not
 - The Big Four Energy Blocks
 - The 7 Levels of Energy
- **Impacting Relationships and Communications through Coaching**
 - Setting Intentions
 - Getting Buy-In
 - The Energy/Action Model
 - Tools, Assessments, and Charts

Module II: Core Transformation

Module II builds on everything you learned in Coaching Fundamentals. The second module covers many of the most common client concerns, questions, and issues that you might encounter during your coaching experiences. Through a variety of practice and experiential exercises, coaching skills are developed, enhanced, challenged, and refined. Between the second and third modules, you will select and develop your area of coaching specialization.

Module III: Breakthrough Coaching

As you progress through this advanced module, new and deeper opportunities are provided to you. You will demonstrate and apply life-changing empowerment skills within a wide variety of coaching settings and circumstances.

Module II and Module III Core Skills/Topics covered:

- **Psychology of Coaching—Inside and Outside of the Coaching Process**
 - Deep understanding of what drives a client’s perceptions and how those perceptions drive behavior, actions, and outcomes
 - Energetic Influencers that drive engagement and performance
 - Working through resistance
 - The solution-focused approach
- **Advanced Coaching Processes**
 - Continued learning/expert coach development
 - Advanced work on removing energy blocks
 - Coaching the whole person
- Breakthrough Laser Coaching
- Mastering the Energy Leadership Index® (ELI) assessment, debrief, and approaches
- **Additional Topics**
 - Building commitment and motivation through buy-in
 - Coaching energetic influencers (including mental, emotional, social, spiritual, and other elements)
 - Raising and influencing a client’s energy
 - Creating effective change
 - Coaching for contingencies and safety nets
 - Identifying the client’s core agenda

Requirements for Certification

Summary of Coach Training Program Requirements

Coach Training Program Required Assignments	Required for CPC Certification
Life Review	Yes
Intentions Setting Workbook	Yes
Engaging Energy, Creating Success Workbook	Yes
My Coaching Philosophy	Yes
<i>Energy Leadership</i> Book Report	Yes
Gremlin Project	Yes
Elective (choose one): <ul style="list-style-type: none"> • <i>Uncovering the Life of Your Dreams</i> Book Report • 12 Talents of a Transformational Leader Workbook • Quick Start Program 	Yes
Webinars (23 webinars are required for certification)	Yes
7 Pre-Recorded Classes	Yes
Self-Administered Course Review	Yes

Summary of Coaching Requirements for the Coach Training Program

Coaching	Requirement	Format	Submit
Peer Group	12 one-hour sessions	Suggested agenda provided for each session	Peer Group log for each session
Peer Coach	24 one-hour sessions (12 sessions per client)	Two peer clients assigned	Peer Client log for each session
Peer Client	24 one-hour sessions (12 sessions per coach)	Two peer coaches assigned	Peer Coach log for each session
Mentor Coach	Six 30-minute sessions	One mentor coach assigned for program; coach mentor and receive written feedback each session	Mentor Coaching log for each session
Success Coach (Optional)		Up to three 30-minute coaching sessions	
Coaching Interviews	Conduct 10 Interview sessions with 10 different people	Complimentary coaching session 30 to 60 minutes each	Coaching Interview log

Final Exam Overview

In addition to completing and submitting all requirements for certification, you must pass a final exam. Once you have completed all of your Coach Training Program requirements, paid in full, and it has been at least 30 days since your Module III, you will automatically receive your final exam instructions.

The final exam session is a *genuine 20–30-minute coaching session, submitted per the specific instructions you will receive after your requirements are complete at the conclusion of your program.

What do we mean by a *genuine coaching session? The session must be authentic, impromptu, unrehearsed and unscripted, just like you’ve been practicing throughout your coach training program. Any other form of exam submission which does not meet the criteria will be returned unscored by our Assessors. To pass the exam, you will be expected to apply the iPEC Core Energy Coaching™ skills and tools you have learned and sufficiently demonstrate the ICF Core Competencies, including ethics and the professional standards of conduct.

Final Exam Timeline

All program requirements, including your final exam, must be completed and submitted to iPEC within one calendar year of your Module III completion date. We highly encourage you to complete your program requirements and submit your exam as soon as you are ready upon the completion of your Mod III while your skills and training are fresh. Those who do so, tend to pass the exam at a higher rate than those who delay completion.

If you do not complete and submit all program requirements within one calendar year of your Module III completion date, you will be required to complete an additional 45-minute readiness session with an iPEC appointed Mentor Coach at a \$75.00 USD cost to you. The purpose of the readiness session is exactly what it sounds like: to determine your readiness for the final exam. Readiness session feedback may include recommendations to get additional coaching practice and feedback, and/or suggested training webinars and manuals to review, along with additional mentor sessions also at an additional cost prior to submitting your final exam.

General Policies and Procedures

Rules of Operation and Conduct

It is the policy of iPEC not to discriminate in its educational program, admissions, policies, employment practices, and other activities sponsored by iPEC on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, marital or parental status, national or ethnic origin, age, disability or any other legally protected characteristic.

Each person has the right to be treated with respect and dignity. Our staff is dedicated to providing students with a truly illuminating learning experience in a safe and supportive environment. Our program is designed to inspire individual growth, while teaching students the skills necessary for them to become Certified Professional Coaches. iPEC will not tolerate any behavior which undermines these goals, including, but not limited to, the use of profanity, verbal or physical abuse, disruption of classes or seminars, derogatory or discrediting remarks about the school, its personnel, or any student, interference with the progress of another student, or any other behavior not conducive to promoting a comfortable and secure learning environment for our staff and students.

Although we obviously encourage networking between iPEC graduates, we ask that there be no solicitation of iPEC staff or fellow students, by email or other communication. Chain letters and the like should also be avoided.

Statement for Students with Disabilities/Americans with Disabilities Act Statement

Preface

iPEC (or the Company) is committed to ensuring equal access to educational opportunities to qualified students with physical, mental or cognitive disabilities, in accordance with all federal, state and local regulations, including the Americans with Disabilities Act, as amended. iPEC does not discriminate against qualified individuals with disabilities on the basis of their disability in its services, programs or activities. This position is fortified by iPEC's Nondiscrimination and Anti-Harassment Policy.

Accessibility of iPEC Programs, Services and Activities

The Company will modify its policies and programs and provide auxiliary aids and services where necessary to ensure that the policies and programs are accessible to people with disabilities so that students have an equal opportunity to enjoy the full iPEC experience. iPEC is not required to provide any auxiliary aid or service that would fundamentally alter the nature of our programs and services or result in an undue burden.

Services and accommodations are determined on an individual basis. In order to receive services, students must disclose their disability and be found eligible for an accommodation by Student Support (SS). It is the student's responsibility to disclose to iPEC that he/she needs an accommodation for a disability. Students who do not voluntarily disclose their disability and request accommodations may not be eligible for services.

Students with disabilities are required to meet the same learning standards as other students, with modifications necessary to ensure that the place and manner in which the courses are given are accessible to them.

Confidentiality

iPEC recognizes that student disability records contain confidential information and are to be treated with discretion and care. Documentation of a student's disability is maintained in a confidential file by SS and is not considered part of the student's education record. Information related to a disability may be disclosed only as permitted by Company policy and federal law or as authorized by the student. In the interest of serving the needs of the student, the provision of services may involve SS staff disclosing disability information provided by the student to appropriate iPEC faculty and/or staff participating in the accommodation process. Information may be disclosed to appropriate parties in a health or safety emergency if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

Definitions

- A. Individual with a Disability** Individual with a Disability refers to an individual with a physical or mental impairment that substantially limits one or more major life activities, who has a record of such impairment, or who is regarded as having such an impairment. However, the Company is not required to implement modifications or provide auxiliary aids or services to someone who is only “regarded as being disabled” and does not actually have a disability.
- B. Requesting Accommodations, Modifications or Auxiliary Aids or Services.** Students who have a disability and wish to make a request for disability-related accommodations, modifications, or auxiliary aids or services must self-identify as having a disability with the iPEC’s Student Support department through the use of the [Students with Disabilities Self-Identification and Reasonable Accommodation Request Form](#). Appropriate documentation should be accurate, timely, and establish a current disability with enough supporting information to determine what is an appropriate accommodation.

When possible, students are asked to notify Student Support immediately following enrollment into the program or at least up to one month prior to training. Once eligibility is determined, appropriate accommodations based on the approved documentation may be implemented. Accommodations are determined on a case-by-case basis and are not retroactive.

Content of Documentation

As appropriate to the disability, documentation should include:

- **Functional Impact:** The current impact of the disability on physical, perceptual and/or cognitive functioning should be described.
- **Recommendations:** Recommendations for modifications, auxiliary aids and/or services and other accommodation options should be provided.

Program Probation and Dismissal

Program completion is contingent upon Student’s compliance with all of iPEC’s Rules of Operation and Conduct as described in this Student Handbook.

If Student fails to adhere to the Rules of Operation and Conduct, iPEC reserves the right to take the following steps:

- **Step 1.** Meet with Student to discuss the situation/challenge.
- **Step 2.** If situation/challenge persists, a written warning will be sent to Student via email putting him/her on program probation.

- **Step 3.** If a situation/challenge persists, another meeting with Student for final warning will take place with a written follow-up post meeting.
- **Step 4.** If a situation/challenge persists, Student will be sent a written letter of dismissal from the program.

Probation or dismissal does not eliminate Student's financial obligation.

Global Privacy Policy

The [Global Privacy Statement](#) for iPEC Perfect Creation LLC d/b/a iPEC Coaching for itself and authorized licensees ("iPEC") includes a summary of the data collected, how it is used, with whom it is shared, our security measures, and each user's rights. If you have any questions, please contact a Student Support Specialist.

Student Records

iPEC maintains student records indefinitely. Copies are available upon request by contacting a Student Support Specialist. iPEC adheres to strict privacy standards and will not disclose your information to anyone, including sponsoring employers, without your written authorization.

Upon certification, you will be given a certificate of your qualification as a Certified Professional Coach (CPC). An additional certification as an Energy Leadership Index® Master Practitioner (ELI-MP) is available at no additional cost upon completion of those specific certification requirements.

Intellectual Property Permissions

Over the years, students and graduates have asked us for guidelines on how they can use iPEC's content. Therefore, we have created guidelines and a set of Intellectual Property Permissions, which can be found in the Hub or at the link below.

A few general reminders about intellectual property, plagiarism, and permissions:

- iPEC's Intellectual Property Permissions can be found [here](#).
- Under no circumstances are any iPEC materials permitted to be used, in whole or part, by or for the benefit of an iPEC competitor, including any business that trains individuals to be coaches or on coaching skills.
- All rights are reserved for the Student Handbook and all program content including, but not limited to, student training workbooks, manuals, and both printed and online materials.

- No part of this handbook or any material provided during training may be shared, distributed, or used for any purpose other than intended, which is for use within the parameters of a coaching relationship.
- Nothing in any of the iPEC manuals may be used for workshops or trainings, nor reproduced by any means, including electronic storage within a computer program or database, without the written advance consent of Bruce D Schneider and iPEC.
- When referencing ideas or concepts from a source, you should always make sure the ideas or concepts are presented in a way that makes it clear to readers which ideas or concepts are your own and which are derived from other sources being consulted.
- Always acknowledge and cite the source when third party ideas or concepts are being communicated.
- Any verbatim short phrases taken from an iPEC source must be enclosed in quotation marks and be accompanied by a citation to indicate its origin. Use of any iPEC material in excess of short phrases requires the written advance consent of Bruce D Schneider and iPEC.
- When paraphrasing or summarizing (reproducing the exact meaning of someone else's ideas or facts using your own words and sentence structure), acknowledge and cite the source.
- Be aware that extensive paraphrasing or quoting of key elements of any kind can constitute copyright infringement unless the written advance consent of Bruce D Schneider and iPEC has been obtained.
- If you are seeking permission regarding any intellectual property that is not specified in the Intellectual Property Permissions or if you have any questions, please contact a Student Support Specialist for additional guidance.
- Some students create study aids and "cheat sheets" to help them remember and integrate iPEC materials. If you choose to do so, please be aware that study aids are for personal use only; distribution in any format, even to other students is prohibited and may constitute copyright infringement. We strongly feel that the value in study aids is found in the experience of creating it. Using someone else's study aid robs you of the opportunity to integrate the material. (Note—If you use an online flashcard program such as Quizly, be certain that privacy settings are set so iPEC materials are not inadvertently shared.)

Attendance/Tardiness

It is required that **Coaching Fundamentals (Mod I) be attended in its entirety**, with no tutoring option available.

Please note, if you are attending a virtual classroom, any time your camera is off it is assumed you have 'left the classroom' and will count as missed class time.

If you are attending a virtual classroom you are expected to participate free of distractions and 'as if' you are physically in a classroom location. Any time you are not fully present will count as missed class time and you may be required to be tutored on missed class content as noted at your expense.

If a student misses training hours during Mods II and III, and wishes to progress through the program, the student may **contract with iPEC to hire a tutor (provided by iPEC) at a cost of \$100 USD per hour payable to the tutor, or the student may be asked to re-attend the entire module based on the unique situation.** For international students, the fee will be converted using the exchange rate on the day the fee is charged.

- Tutoring is required for the full time you missed during live training, to fulfill your ICF live instruction hours for certification. Please note that tutoring must be made up before the student may progress further in the Coach Training Program.
- **If you miss four or more hours of instruction time, content, and/or peer practice during Module II or III, you may be asked to re-attend a different module at a different time.** In a rare occurrence, and depending upon content missed, students may gain approval at the discretion of the Director of Operations to re-attend in another location, during their cycle, or wait until the next cycle in their own location. Classrooms have capacity limits, and students who are making up missed days will be automatically waitlisted until such time as can be determined whether there is room in the requested class. If there is not room, students will be contacted with available tutoring options.

Distracted Participation

Coaching Presence is an ICF Core Coaching Competency, and it begins here in training. Presence means being fully engaged, distraction-free, and present to the person or task in front of you. If a student is found to be driving or otherwise distracted while attending a virtual class, they may be removed from the class and be required to either pay for tutoring at their own expense or reattend the module (with pre-approval from Director of Operations) dependent on time and content missed. Here at iPEC your presence is vital to the learning process for you and those you interact with—it is active and not passive. To prevent distracted driving and to ensure their safety and the safety of others, students who participate in a webinar, virtual

module, mentor or success coaching session while on the road must first park their vehicle in a safe location.

Missed Mentor Coach Sessions

Meeting with your mentor coach is a requirement for certification. You must complete 6 sessions with your mentor coach and schedule each session at least 28 days apart. Remember, your mentor coach will put the time aside and be prepared for your mentor sessions. Please show professional courtesy and contact your mentor coach 48 hours in advance if you are not able to make a session and need to reschedule.

If you miss or cancel within 24 hours of your scheduled mentor coach session, it may be rescheduled at the mentor coach's discretion **and a fee equal to \$50 USD per session (for international students, the fee will be converted using the exchange rate on the day the fee is charged) will apply.**

Any mentor coaching fees incurred should be paid via credit card or check payable to iPEC and mailed to the iPEC office (address on page 5 of this handbook). For payments from outside of the United States, please contact iPEC Finance regarding payment options.

Missed Success Coach Sessions

The Success Coach Program is optional and not required for certification. If you choose to participate, you'll be coached to create tangible next steps as well as an overall roadmap to stay focused and accountable to your long-term vision.

Contact your success coach 48 hours in advance if you need to cancel a session. If you miss or cancel within 24 hours of your scheduled session, **a fee equal to \$50 USD per session will apply. For international students, the fee will be converted using the exchange rate on the day the fee is charged.**

Any success coaching fees incurred must be paid via credit card or check payable to iPEC and mailed to the iPEC office (address on [page 7](#) of this handbook). For payments from outside of the United States, please email finance@ipeccoaching.com to explore payment options.

Student Dropout/Deferral

While students are expected to complete the program for which they enrolled, we know there may be unforeseen circumstances in life that might require a student to cancel or defer their training to a later date.

- If a student needs to cancel or defer their training date before Day 1 of their scheduled class, they should contact their Sales Consultant for further assistance.
- If a student has already started the program, they should notify a Student Support Specialist who will advise them of their options.

In case of emergency or unforeseen life event, iPEC allows a student to defer their training one time within the required CPC Certification window of 18 months without penalty, for up to two training cycles, beginning with the month of their Mod I date. During the deferral period, tuition payments continue according to their original contracted payment plan schedule.

While on deferral with payments current, a student may continue to receive access to their Student Hub account at iPEC's discretion with no advancement or additional resources until such time as they re-enroll and continue their training.

At any time if a student stops payment on their account, access to the Student Hub along with all program components will be suspended until re-enrollment. The student may also be subject to additional costs due to rate increases and/or tutoring fees as applicable.

Additional deferment requests are at the sole discretion of iPEC for a \$500 processing fee.

When the student is ready to return to the program, provided payments are in good standing and the student re-enrolls within 1 year of the original deferment date, no additional charges will be incurred should a tuition increase occur in their absence.

If at any time, a student feels our iPEC program is not a fit for them, they may withdraw from the course for any reason and may qualify for a refund of their tuition in accordance with iPEC's Refund and Withdrawal Policy.

Student Challenges

From time to time, you may encounter something in your Coach Training Program which you experience as challenging. When this happens, we encourage students to take a coaching approach to the situation—listen, get curious with others, detach from the outcome you desire, and focus on finding a win-win solution for everyone involved.

If you are unable to come to a resolution after directly discussing the situation with the individuals involved (e.g., classmates, peer coach, peer client, iPEC Staff or Faculty etc.), please reach out to a Student Support Specialist to discuss other possible approaches for resolving the situation.

1. Student's full name, class, and current address
2. A statement of the concern including dates, times, instructors, and if applicable, other students involved
3. Date of complaint letter and signature of the student

A written complaint needs to be mailed to iPEC, 149 Avenue at the Commons, Suite 202, Shrewsbury, NJ 07702, Attention: Director of Operations. All complaints will be investigated, and a report filed with iPEC's administrator within 30 days of receipt of the complaint. Actions to resolve the complaint, if any, will be determined by the Board of Directors and implemented as soon as reasonably possible.

Once a complaint has been investigated, a written notice shall be forwarded to all the parties involved. The notice shall explain the Institute's determination and the basis for that determination. The notice shall provide a statement of the course of action to be taken by iPEC, if any.

It is the policy of iPEC to maintain a learning environment that is free from religious, racial, sexual or any other unlawful discrimination or harassment. iPEC prohibits any form of religious, racial, sexual or other unlawful discrimination and harassment and any type of violence or threats of violence. iPEC supports/maintains drug and alcohol-free classrooms.

Stimulator Exercises

During the Coach Training Program, iPEC's proprietary and transformational methodology intentionally uses stimulator exercises. These exercises may trigger an internal stress reaction for a student. The exercises are used purposefully to facilitate growth through increasing one's self-awareness of how they interpret and respond to stressors.

Finances

Your tuition and payment plan terms are set forth in your Student Enrollment Agreement (SEA), a copy of which you received upon your acceptance. Attendance at modules and the completion of the program require that certain financial obligations be met, as outlined below:

Module/Exam Participation	Financial Requirement
Any Module	Payments must be current
Module III	Tuition must be paid in full or an approved tuition plan must be in place
Final Exam for Certification	Entire tuition must be paid in full

For any questions pertaining to your status or for financial information (e.g., the current balance due on your tuition), contact tuition@ipec.com.

Refund and Withdrawal Policy

Since these policies are state-specific, please refer to your Student Enrollment Agreement for information on refunds and withdrawal policies.

Grants, Student Loans, and Scholarships

iPEC does not award grants or scholarships at this time. We do assist our students with obtaining student loans and work with students so that finances are not an impediment to their higher education goals.

The Referral Program



We are incredibly fortunate that many of our students come to us as a result of referrals from our coaches and graduates. When you are sharing your training experience with others (friends, family, colleagues) and referring them to our programs once they enroll and shortly after they complete Coaching Fundamentals, registered Referrals receive a referral bonus.

You must be registered in advance. To learn more about this exciting program and how to register so you get paid, click on the following link or paste it into your web browser: ipeccoaching.com/refer-someone-to-ipec

You win, iPEC wins, and the person you referred wins; so together, we are raising the consciousness of the world, one person at a time.

APPENDIX A

Additional Information for Illinois Students

INSTITUTIONAL DISCLOSURES REPORTING TABLE

July 1, 2023 through June 30, 2024

Per Section 1095.200 of 23 Ill. Adm. Code 1095

Institution Name: iPEC Perfect Creation, LLC, d/b/a iPEC

iPEC Perfect Creation, LLC d/b/a/iPEC Coaching, provides one program, the Coach Training Certification Program. Students must begin the program at the start of the first module and continue throughout the approximate eight-month program. There are no additions to a class (new or later starts). There are no other courses available to transfer into. On some occasions, due to personal circumstances, a student may withdraw from the program and resume at a later date. Although many of our students fully complete the program with the eight-month period, some will take longer to finalize all required assignments due to personal or professional obligations. iPEC continues to support them until completion.

For this reporting period, there were three cycles (classes). The cycles (classes) began in the following months: July 2023, November 2023, and March 2024. In each case, the third module (3rd live classroom training) occurs approximately 6 months after the first module. As a result, it is virtually impossible for students in the latter two cycles to complete the program within the reporting time period herein. We have included subsequent results to provide a clearer picture.

Disclosure Reporting Category	Program Name	Coach Training Certification Program
	CIP*	35.0101
	SOC*	27-2022.00
A) For each program of study, report:		
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		167
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:		
a) New Starts		52
b) Re-enrollments		0
c) Transfers into the program from other programs at the school		0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		219
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:		
a) Transferred out of the program or course and into another program or course at the school		0
b) Completed or graduated from a program or course of instruction		31
c) Withdrew from the school		1
d) Are still enrolled		187
5) The number of students enrolled in the program or course of instruction who were:		
a) Placed in their field of study		N/A ¹
b) Placed in a related field		N/A ¹
c) Placed out of the field		N/A ¹
d) Not available for placement due to personal reasons		N/A ¹
e) Not employed		N/A ¹
B1) The number of students who took a state licensing examination or professional certification examination, if any, during the reporting period.		
		N/A ²
B2) The number of students who took and passed a state licensing examination or professional certification examination, if any, during the reporting period.		
		N/A ²
C) The number of graduates who obtained employment in the field, who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		
		N/A ²
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		
		N/A ²
<p>¹Note: Because iPEC does not provide placement services nor make any guaranty of employment in the coaching profession, we do not maintain records of students after completion of the course. It should be noted that many start a private coaching practice upon certification and do not enter the job market. Although many students maintain a relationship with iPEC for continued support in building or in enhancing their coaching skills in corporate life, interfacing with iPEC graduates, trainers, and staff; they do not provide notice of employment to us.</p> <p>²Note: Upon completion of the program, graduates are fully trained as professional coaches and do not require further action to begin coaching as an independent provider or within their current employment roles. Some graduates elect to receive the International Coach Federation (ICF) accreditation. iPEC's Coach Training Program provides virtually all that a student needs for ICF Certification with the exception of some additional coaching hours that are required by the ICF. The ICF does not provide data on graduates who obtained certification; therefore, this item only represents the number of students who voluntarily provided ICF status.</p>		

Disclosures

iPEC is not accredited by a US Department of Education recognized accrediting body. We do not guarantee the ability to transfer any iPEC-issued certifications to other institutions of higher education. We recommend students consult directly with any institutions to which they wish to transfer.

Complaints Against the School

Any complaint, which cannot be resolved by direct negotiation with an iPEC school representative may be filed with the Illinois Board of Higher Education, 1 N. Old State Capitol Plaza; Suite 333; Springfield, IL 627011377; Phone: (217)782-2551 or online at www.ibhe.org

