



Terms & Conditions:

- **Languages:** The program is offered in either English/Spanish languages.
Program Delivery: The program is delivered 80% live onsite or via Zoom virtual platform, and 20% asynchronous.
Non-refundable deposit to register
These policies are effective as of the time you submit your deposit or register for your training program.
- **NSCI Cancellation Policy:**
If you are on a payment plan, the financial obligation for the tuition is incurred at the time of registration. If you cancel between 15 and 30 days prior, and you are on a payment plan and have not yet paid in full, 50% of the tuition fee becomes immediately due and payable. If you cancel less than 14 days before the program starts and have not yet paid in full, the full tuition fee becomes immediately due and payable.
- NSCI reserves the right to reschedule or cancel any scheduled training or to replace personnel due to low enrollment or circumstances beyond our control. If a training is rescheduled or cancelled, participants will be given notice by NSCI at least five business days before the start of class. Learners may then enroll in the next available offering of the program. Should this occur, if desired by the student, all tuition collected to date will be refunded.
- Learners who have been enrolled in an online training may cancel 31 days or more prior to the starting date of the program, and your tuition is fully refundable minus the non-refundable deposit. If you cancel between 15 and 30 days prior, we will refund 50% of the program fee. No refunds are possible after 14 days prior to the starting date. Refunds are to be made by sending written notification via email to: drmario@neurostrategiccoach.com.

NSCI Online Learning – Payment/Fees/Cancellation Policy

- **DEPOSIT:** The deposit for the program is non-refundable and non-transferable.
PAYMENT PLANS: Payment Plan options can be found on the Registration/Pricing and Payment Options page on this website. Monthly automatic credit card billing is required. Applicable service rates are posted on the Registration/Pricing and Payment Options page on this website. Most major credit cards are accepted. Billing information will be collected during the registration process to facilitate payment on the service renewal date. A payment receipt will be emailed each billing cycle.
- **WITHDRAWALS:** If you withdraw from the program at any time for any reason, we will not refund your tuition. If your tuition is being paid by payment plan, the full amount becomes immediately due and payable.



NEUROSTRATEGIC COACHING INSTITUTE

- **PARTIAL COMPLETION/ILLNESS/EMERGENCIES:** Learners who are unable to complete a portion of their program due to emergencies must notify the Director of Education/Training. We will always try to accommodate absences resulting from emergencies such as severe illness, accidents, etc. However, adjustments can be challenging. Therefore, we are not able to accommodate requests for withdrawals for any other reason, such as work scheduling issues, family vacations, or personal reasons, etc.
 - Learners withdrawing and partially completing the coach education programs will be allowed to return to the next NSCI scheduled cohort at no additional cost. However, learners must meet all financial obligations as indicated in their original contract.

NSCI Transfer Credit Policy: Learners transferring to the Neuro Strategic Coach® Professional Certification – Advanced coach education program, who have completed an ICF ACSTH, ACC level coach education program, must provide an official copy of their training provider’s transcript, certificate, diploma directly from the training provider for transfer credit.

ETHICS/INTEGRITY/TRANSPARENCY

Our NSCI policies provide for an unbiased, fair process that protects both the organization and our learners. Misconduct includes fabrication, falsification, or plagiarism in proposing, performing, or reviewing coach learner calls, one-on-one sessions, mentor coach sessions, or in reporting program evaluation results. Business ethics includes our obligation to the public to ensure that we administer our services in a manner that fully complies with government laws and regulations, as well as our own high standards of integrity and quality, and the [ICF DEI guidelines](#).

All NSCI coach educators, staff and independent contractors are required to uphold the **Confidentiality Policy**, which ensures that proprietary or otherwise confidential information shared with NSCI is kept confidential, as is all information and data pertaining to our work.

The NSCI **Data Security Policy** provides additional guidance to ensure that all coach educators, mentors, and administrative staff, including subcontractors and consultants, understand the importance of keeping personally identifiable information confidential, and details best practices on how to do so.

Integrity. We firmly believe that operating with integrity and transparency directly helps us reach our objectives and manage our coaching organization in a sustainable manner. NSCI rejects any type of bribery, corruption, and fraud in the organization’s activity and we have measures put in place to prevent them, developing internal strategies that enable coach educators, mentors, sub-contractors and learners to communicate irregularities while respecting and protecting the anonymity of the informant. If you suspect a



NEUROSTRATEGIC
COACHING INSTITUTE

violation of any of our code of Ethics/Integrity or Transparency policies, notify Joanne Laflin, Mentor Coach and standards coordinator at joanne@neurostrategiccoach.com

NSCI **Transparency** encourages all coach educators, mentors, and learners to embrace the coaching profession and the benefits of empowerment through community and networking. All NSCI coach educators, mentors, staff, and learners are strongly encouraged to use ICF transparency practices and to operate in accordance to the International Coach Federation (ICF) standards, and adhere to the ICF Code of Ethics.

Performance Evaluators:

Dr. Mario Garcia, MCC – Director of Education

Coach Mario A. Garcia, PCC

Coach Robert Hedequist, PCC

Coach JoAnne Laflin, PCC

Director of Education:

Dr. Mario Garcia, MCC

Ownership: Neuro Strategic Coaching Institute, Internal Impact, LLC.

Dr. Mario Garcia, MCC – 100%

Learning Methods/Open & Free Learning Environment:

Our curriculum includes peer-to-peer coaching, coach supervision, and coach mentorship. Material is delivered both in the classroom and on live webinars. All delivery is framed with our accelerated learning experiences method, where adult learners learn by doing, and retain in environments that are open, free, and fun.

Final Program Evaluation:

Coach learners must have completed a minimum of 14 evaluated calls in preparation for the Final Performance Evaluation. Upon receiving a passing grade from the Lead Coach Mentor the coach learner shall complete a coaching session (not edited) lasting between 20 and 60 minutes. Coaching will not be scored beyond the 60-minute mark.

The performance evaluation must be from an actual coaching session between the learner coach and a paid or pro bono client (not part of your learner's coaching education). The client may not be a coach unless they are a regular client. A regular client is an individual who has come to the coach learner for coaching and for no other reason. Once the coach learner has completed the recording, the coach learner must have the audio transcribed, and complete a self-evaluation form using the PCC Markers, and submit the final PE to the Lead Mentor Coach. The Lead Mentor Coach will upload the audio into our NSCI Rae Notes system and shall provide a copy of the coach learner's audio file, and transcript to the Director of Education, and the Ethics and Standards Coordinator for their individual evaluation. The coach learner must receive a minimum of two (2) pass in order to move forward to the second phase of the final performance evaluation, the oral interview. Coach Learners who successfully pass the First phase, and second phase (oral



NEUROSTRATEGIC
COACHING INSTITUTE

interview) shall receive their NSCI certification and completion of the NSC® Certification Program (ACC) Level. In order to earn the NSC® Professional Certification (PCC) level certificate the coach learner must earn a pass from all 3 NSCI program evaluators. Coach Learners who do not meet either requirement will be invited to resubmit an additional recording for program evaluation.

Physical Address of NSCI Office

10751 SW 104 St.

Miami, FL 33176

Tel. 305-480-5800