

## Ignite Global ICF-accredited Programs: Terms of Service and Confidentiality Agreement

1. Ignite Global facilitates coach education in a group setting, delivering 60 hours for Level 1 (as part of the 125 total required hours), 65 hours for Level 2 (as part of the 315 total required hours), and 75 hours for Level 3 (as part of the 150 total required hours). These hours contribute to the Approved Coach Specific Training Hours (ACSTH) accredited by the International Coaching Federation (ICF).
2. The Student is required to attend at least 80% of the live classes and successfully complete the assessment requirements to obtain the ACSTH Certification.
3. If the Student requires additional training with a facilitator/s to cover any missed hours, additional fees may apply.
4. If the Student did not fulfill the required 80% attendance for live classes, the Student agrees to take the ICF Applied Verification Exam (ICF-AVE).
5. If the Student does not pass the first attempt of the ICF Applied Verification Exam (ICF-AVE), the Student agrees to settle a retake fee.
6. The Student will have access to the main course e-learning materials of the program they are enrolled in for a period of one year. Extended access beyond this period may be granted upon request and is subject to an additional fee.
7. The Student is expected to complete the program within one year from the date of enrollment. Extensions beyond this period may be considered on a case-by-case basis and may be subject to additional fees.
8. The Student and Ignite Global agree to abide by the ICF Code of Ethics. (<https://coachfederation.org/code-of-ethics>)
9. Ignite Global reserves the right to remove a student from the program at any time, at its sole discretion. In such cases, Ignite Global is not obligated to disclose the reason for the withdrawal. If the withdrawal decision is made solely by the training provider, the Student will receive a full (100%) refund of any fees paid.

10. The Student takes all necessary security measures to store information, resources, and material related to the program within the Data Protection Legislation of Thailand.
11. Ignite Global takes all necessary security measures to store the information of the Student according to the Data Protection Legislation of the country of residence.
12. The Student agrees to keep all communication through all mediums confidential unless agreed upon by writing.
13. Ignite Global agrees to keep all communication through all mediums confidential unless agreed upon by writing.
14. All material provided is copyrighted and only for personal use by the Student. The Student agrees to obtain written permission to use them for any other purpose.
15. The Student agrees to give testimonies and feedback on the experience and that is to be posted publicly.
16. The Student provides permission to publish photos, videos, screen captures, or any other materials publicly. In case the Student does not wish certain material to be published, the Student should inform Ignite Global via email at [hello@igniteglobal360.com](mailto:hello@igniteglobal360.com) within 24 hours after any of the sessions.
17. No refunds will be issued once payment and enrollment are processed.
18. In rare cases where the student chooses to withdraw from the program, an administrative fee equivalent to 10% of the total program fee will apply. The remaining balance will be refunded using the same payment method originally used.
19. When the Student is settling the investment via installment option and if any of the installment/s is/are delayed from the date of invoice, the Student agrees to settle an additional 5% late fee compounded on a monthly basis.
20. If a new certificate needs to be issued due to a name change, an official request should be made with supporting documents and would incur a fee.
21. If the Student is sponsored by an organization, the logo of the sponsoring organization may be included in our portfolio as an indication of organizational sponsorship.
22. If the student or the sponsoring organization does not want the logo or name of the organization to be listed in our portfolio, the Student or a representative of the sponsoring organization must inform us in writing by sending an email to [hello@igniteglobal360.com](mailto:hello@igniteglobal360.com).