

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

## SECTION 1

### Purpose, Scope, and Learning Philosophy

This Terms of Service and Confidentiality Agreement governs the Client's participation in any program offered by Ignite Global 360.

Ignite Global demonstrates an internationally recognized standard of learning philosophy that guides program delivery and client management. Ignite Global is an International Coaching Federation (ICF) accredited provider at Levels 1, 2, and 3, offering a comprehensive pathway from foundational to advanced coach training.

Ignite Global's learning philosophy is based on two pillars:

- Data-Driven Learning  
Ignite Global upholds the high standards set by the ICF, placing strong emphasis on data-informed learning and decision-making. All Ignite Global programs are based on concepts, techniques, and knowledge that are proven results of evidence-based international research. This knowledge is customized to align with Ignite Global's global reach and cultural diversity.
- Adult-Centric Pedagogy  
Ignite Global programs integrate applied psychology and neuroscience with coaching mastery and industry best practices, empowering Clients to step into the real world of coaching with confidence and competence as professional coaches.

Programs are activity-driven and highly participatory, reflective in nature, autonomy-supportive, instructor-led through reflective co-creation, inclusive, and oriented toward continuous learning, multidimensional development, and entrepreneurship as a professional coach.

By enrolling, the Client acknowledges and agrees to engage actively and take responsibility for their learning process.

## SECTION 2

## Complaints and Grievance Procedure

Ignite Global is committed to handling complaints with transparency, fairness, integrity, and a client-centered approach.

The Client agrees that any formal complaint must follow the procedure outlined below:

- The Client submits the complaint via email, clearly outlining the issue and any relevant details.
- The complaint is brought to the attention of the appropriate Ignite Global Director.
- The Lead ICF Educator at Ignite Global is informed to ensure alignment with coaching standards and professional ethics.
- An internal inquiry is conducted guided by principles of fairness, transparency, and service excellence.
- The Client's contract and related agreements are reviewed to inform an appropriate response, which may result in a proposed resolution, offer of support, or internal statement issued by the Ignite Management Committee.
- The designated Director arranges a meeting with the Client to present the outcome of the review. The Client may express their views and expectations, particularly if they disagree with the proposed resolution.
- If the Client agrees with the outcome, the complaint is considered resolved and the agreed actions are implemented.
- If the issue extends beyond the terms of this agreement or raises broader concerns, further information is gathered and the matter is escalated to the Ignite Core Management Team.
- A final decision or settlement is provided with consideration of empathy, fairness, transparency, and the interests of all parties involved.

### Scope of Procedure

This complaints procedure does not apply to matters covered by other formal policies and procedures, including but not limited to appeals related to assessment or examination results, academic misconduct, requests for deferral of assessments or coursework submissions, decisions regarding academic progression, or disciplinary matters relating to student conduct. Separate procedures apply to such matters.

## SECTION 3

### Disability, Discrimination, DEIJ, and Confidentiality

Ignite Global is committed to upholding the principles of Diversity, Equity, Inclusion, and Justice (DEIJ). Ignite Global believes in creating equal opportunities for all and celebrates the richness that diversity brings to its community.

Ignite Global welcomes and respects all individuals who align with its core values and ethical standards. Discrimination of any kind is not tolerated. This includes, but is not limited to, discrimination based on race, ethnicity, age, gender, sexual orientation or identity, disability (visible or invisible), marital or partnership status, socioeconomic background, religion or belief (including non-belief), or political philosophy.

Ignite Global is committed to making its programs and services as accessible as possible and will make every reasonable effort to accommodate individual needs when required.

Above all, all personal information shared with Ignite Global is treated with the highest level of confidentiality and care.

## SECTION 4

### Transfer of Coaching Credit and Program Completion Requirements

Ignite Global accepts the transfer of coaching-specific education, training, credentials, or experience from other International Coaching Federation (ICF) accredited Coach Education Providers, provided the Client holds the relevant ICF credential.

Each Ignite Global program includes a required foundation or bridge component. All Clients, regardless of prior training, are required to complete the appropriate foundation module before attending the live components of the program to ensure alignment with Ignite Global's learning philosophy and standards.

If the Client does not hold the relevant ICF credential, the Client may still be eligible to join the program by submitting a coaching session recording that demonstrates their ability to coach at the required level. This submission will be reviewed as part of an assessment process, and a non-refundable assessment fee applies as outlined at the time of submission.

The Client is expected to complete the program within one year from the date of the first live session. Extensions beyond this period may be considered and are subject to additional fees.

Clients are required to attend a minimum of **80%** of live classes. If this requirement is not met, the Client agrees to complete the ICF Applied Verification Exam (ICF-AVE) as an alternative measure of competency.

If the Client does not pass the ICF-AVE on the first attempt, a retake fee of 150 USD applies.

**In cases of written examination**, a standard retake incurs a fee of 200 USD. If the Client requests a customized examination date, a custom scheduling fee of 300 USD applies. All requests for a custom examination date must be submitted at least 30 days in advance. Examination scheduling is subject to availability and is not guaranteed unless confirmed in writing by Ignite Global.

Clients have access to the program's main e-learning materials for one year from the start of the program. Requests for extended access beyond this period are subject to a fee of 30 USD per month.

## SECTION 5

### Ethics, Integrity, Transparency, and Confidentiality of Materials

The Client agrees to take all necessary security measures to store program-related information, resources, and materials in compliance with Thailand's Data Protection Legislation.

Ignite Global commits to securely storing all Client information in accordance with the applicable data protection legislation of the Client's country of residence.

Both the Client and Ignite Global agree to maintain the confidentiality of all communication across any medium unless prior written consent is provided by both parties.

All materials provided by Ignite Global are protected by copyright and intended for the Client's personal use only. Any reproduction, distribution, or use beyond personal learning requires prior written permission from Ignite Global.

Any unauthorized reproduction, sharing, or commercial use of Ignite Global materials may result in legal action, revocation of access to the program, and forfeiture of any certification eligibility.

All communication and content shared within the learning environment, including peer coaching and group discussions, are confidential. This obligation continues beyond the end of the program.

The Client agrees to provide testimonials and feedback about their learning experience, which may be shared publicly by Ignite Global for promotional or educational purposes.

Ignite Global will make reasonable efforts to remind Clients of upcoming media or testimonial use and will respect opt-out requests submitted through the specified process.

The Client grants permission for Ignite Global to publish photos, videos, screen captures, or other materials from live sessions and events. If the Client does not wish for specific materials to be published, the Client must notify Ignite Global in writing at [hello@igniteglobal360.com](mailto:hello@igniteglobal360.com) within 24 hours following the relevant session.

## SECTION 6

### Course Investment and Payment Policy

The course investment includes coach-specific training hours and certification fees and is valid for one year from the date of enrollment.

After this period, the Client is required to pay the relevant penalty or service fees to regain access to program components, including resources, the e-learning platform, assignment submission, and certification issuance.

The course investment amount is fixed and publicly listed on the Ignite Global website. No additional discounts are offered beyond what is publicly stated.

Clients may choose to pay in installments:

- 6-month plan: 6% service fee
- 12-month plan: 8% service fee

If any installment is delayed, a 5% late fee applies, compounded per month on the outstanding amount.

Clients opting for an installment plan must select a payment channel at the start. A 5% service fee applies to any post-enrollment change of payment method on the remaining balance.

Ignite Global offers a free consultation prior to enrollment. There is a strict no-refund policy once registration and payment are processed.

Clients may defer to a future cohort only if fewer than two sessions have been attended. A 300 USD administrative fee applies. Requests must be made via email to the Lead Facilitator or Program Director.

The final certificate is issued only after all requirements are completed. Certification is not guaranteed and may be withheld, delayed, or denied if standards are not met. Failure to achieve certification does not entitle the Client to any refund or compensation.

## SECTION 7

### Liability, Disclaimers, and Professional Responsibility

Ignite Global is not liable for any indirect, incidental, or consequential damages arising from participation and may modify schedules, content, or delivery due to unforeseen circumstances.

Upon certification, the Client acts as an independent professional and is solely responsible for their coaching services.

Ignite Global is not liable for outcomes arising from coaching sessions conducted by certified graduates. Completion of a program does not confer licensure in therapy, counseling, or any clinical field.

## SECTION 8

### Force Majeure, Code of Conduct, and Governing Law

Ignite Global is not liable for delays or disruptions caused by events beyond its control.

Clients must maintain respectful, professional, and ethical conduct. Ignite Global may dismiss any Client for breach of conduct, including harassment, plagiarism, or disruption, without refund.

This agreement is governed by the laws of the Kingdom of Thailand. Disputes fall under the exclusive jurisdiction of Thai courts.

### Acceptance of Terms

By registering for and enrolling in any Ignite Global 360 program, the Client confirms that they have read, understood, and agree to be bound by this Terms of Service and Confidentiality Agreement in full.