

NEWFIELD NETWORK POLICY HANDBOOK

Table of Contents

General Disability Statement	Page 2
DEIJ Statement	Page 3
Grievance Policy	Page 4
Participant Enrollment Policy	Page 5-6
Participant Enrollment Agreement	Page 7-9
Partial Completion Policy	Page 10
Payment/Fees Policy	Page 11
Withdrawal and Refund Policy	Page 12
Credit Transference Policy	Page 14
Illness Policy	Page 15
Statement on Ethics, Integrity & Transparency	Page 16
Communication Guidelines During Intensives	Page 17

General Disability Statement

The Newfield Network supports individuals with disabilities. We are committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. In addition, The Newfield Network prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities.

Our goal is to create a learning environment which meets the needs of each individual student. Individuals with questions about this policy, or who wish to request accommodations should contact the [Director of Client & Community Relations](#) before enrolling to determine if your needs can be met.

DEIJ Statement

The Newfield Network shares a commitment to diversity, equity, inclusion, and justice.

We place diversity, equity, inclusion, belonging and justice at the forefront of our decisions.

Non-Discrimination Policy

It is the policy of The Newfield Network that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the Grievance Policy. The Newfield Network will promptly investigate all claims and reports of inappropriate conduct.

Grievance Policy

The Newfield Network seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A. A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.

- B. If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the [Director of Programs](#), within (10) days. The [Director of Programs](#) will review the issue and talk to the student within (10) days of receiving the complaint. The Director of Programs will work with all parties involved to resolve the issue.

- C. If a participant does not feel the issue is resolved, a written request for an appeal should be sent to Newfield's [Chief Executive Officer](#) for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within (10) days. All appeal decisions are final.

Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, minimizing all distractions (including all devices) and engaging in course activities.

Attendance

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings.

If you have an emergency or become ill and are not able to attend a scheduled meeting or session, please contact your Newfield Program/Mentor Coach and the [Director of Programs](#) immediately. You will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

If you need to miss more than 3-days of a virtual or in-person conference, you will have the option to work with the [Director of Programs](#) to cover the missed material at your own expense or transfer to another course.

If you miss more than 3-hours of personal coaching with your Newfield Program Coach, you will need to arrange and pay for individual sessions to complete the required 6-hours of coaching.

If you miss more than 3-hours of Mentor Coaching, you will need to arrange and pay for individual sessions to complete the required 10-hours of Mentor Coaching and 6-hour of Observation to satisfy the International Coaching Federation requirements.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the [Director of Programs](#).

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that you participate in course activities, including dialogue with the course instructor and peers, coaching activities, and experiential learning exercises. If you are unable to participate in an activity, please inform your instructor as soon as possible. Please refer to the **Newfield's Code of Conduct** for additional details.

Newfield Code of Conduct

Participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having your camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving yourself in discussions and activities, assuming responsibility for your learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of your fellow participants and instructors, including silencing your cell phone, not texting, engaging in other multimedia platforms, or other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.
- Keeping information shared by program participants confidential.

Participation Agreement

I. RESPONSIBILITY AND CARE - SELF

Communication.

As a participant, I agree to take charge of my own learning by:

- A. Communicating honestly and being open to coaching, feedback, and assistance.
- B. Informing the Newfield Network team immediately if I feel any undue physical, mental, or emotional discomfort at any time during the training.
- C. Asking for help and support when needed.

Participation.

As a participant, I agree to take charge of my own learning by:

- A. Attending and participating in all days of the virtual conferences.
- B. Completing the activities as set forth in the learning guides.
- C. Honoring my own physical boundaries and abilities and “challenging by choice” during exercises and activities involving physical activity, including dancing.
- D. Trusting the process to allow for a world of new possibilities.

Clarity of Scope.

As a participant, I agree:

- A. That I am not taking this program to treat any physical, emotional, or mental problems in any way.
- B. That I am not taking this program as therapy, and I agree not to substitute this program for therapy.
- C. To obtain the necessary support from a therapist or practitioner should the need arise during the program.

- D. I am taking full responsibility for my own health and well-being, fully assuming all risks with participation.

II. RESPONSIBILITY AND CARE – COMMUNITY

Participation.

As a participant, I agree:

- A. Not to interfere with the learning experience of others in the course.
- B. To maintain the confidentiality of information shared by program participants. This includes but is not limited to coaching done in front of the group at conferences and information revealed in other conversations on webinars, classes, breakout sessions, or group sessions, and written summaries or any written form.
- C. Not to use participant mailing/emailing or online forums information for any purpose other than program coursework. No spamming or soliciting for any reason – personal or professional – at any time during or after the program.

III. RESPONSIBILITY AND CARE – NEWFIELD NETWORK

Policies & Copyright.

As a participant, I agree:

- A. To maintain the copyright of all course materials. U.S. and international copyright laws protect the content of our written material. You may not reproduce, distribute, transmit, display, or prepare derivative works of any copyrighted material. You may copy and print the content, and you may download the content for your personal, non-commercial use in connection with the program, if you include all copyright and other notices contained in the content and that you do not modify the content. If you would like to use course materials in training or publication, please contact Newfield to discuss.

- B. To comply with all Newfield Network policies, including, but not limited to, our email privacy policy and our copying policy.
- C. That all parts of the program, workshops, telecalls, webinars, or other Newfield-sponsored events may be filmed, videotaped, audiotaped, or photographed. By participating in the program, workshops, telecalls, webinars, or other Newfield-sponsored events, the participant grants Newfield Network the right to use and publicize the participant's name, image, and voice for educational, marketing (social media), and promotional purposes without compensation and without opportunity for review.
- D. That, in addition to any other rights Newfield Network, Inc. may have at law or in equity, failure to comply with the above requirements may result in the participant being removed from the course. Participants removed from a course will not be eligible for a tuition refund.

By registering for this program, you agree to all the above terms.

Partial Completion Policy

If you are unable to complete Newfield's coaching training program, Coaching for Personal & Professional Mastery you may be eligible for partial credit. Please contact the [Director of Programs](#) to initiate the justification process. Include details about the course in which you were enrolled, the number of credit hours you are eligible for, and any additional relevant information. If approved, you will receive a certificate of credit from Newfield indicating the number of training hours completed.

Payment/Fees Policy

The Newfield Network strives to make our programs accessible to the greatest number of people for the greatest good. With this in mind, we provide a variety of payment options and a minimum of fees.

Payment and Registration: All registrations are secured on a first-come, first-served, space-available basis. Payment alone, does not guarantee access to a program if there is no longer space available. If you have made a payment and there is no longer space available you will receive a full refund.

Forms of Payment: We accept payment by credit card and wire. All payments must be made in US Dollars.

Payment Terms: Your first payment includes \$500 that is not refundable. Payment plans include a finance fee of approximately \$10 per payment and this fee is non-refundable. All payments are due every 30 days and will continue until the balance is paid in full.

Late Payment Fees: If you find yourself unable to make a scheduled payment it is your responsibility to contact Newfield's [Financial Officer](#), within 10-days of the payment due date to make alternate arrangements for payment. The Newfield Network will work with you on reasonable payment alternatives. We also reserve the right to deny participation in any program and/or add an interest charge of 12% for payments and fees in arrears.

Withdrawal and Refund Policy

The Newfield Network maintains a Withdrawal and Refund Policy with the intention to honor and respect the needs of students.

The standards to withdraw from a course enrollment are:

-A written request to cancel your enrollment must be sent to withdrawal@newfieldnetwork.com no later than 1-business day before one of the four Sections of the program begins (The Foundation Course, Module 1: FOL, The Coach Training Intensive Conference, Module 2).

Written notice of cancellation shall be effective on the date the cancellation notice is received by The Newfield Network team.

Refunds meeting the standards will be made within 30-days following the receipt of a withdrawal request.

- Withdrawals made less than 1-business day before the course are not eligible for a refund and all payments are due in full.
- Withdrawals not meeting the refund standards can contact Linda Fischer, Director of Client & Community Relations at linda.fischer@newfieldnetwork.com to discuss transferring to another program.
- A request must be made a minimum of 1-business day prior to the course beginning to be eligible for a full refund.
- \$500 US of your tuition is a deposit and not refundable.
- \$3,000* US of your tuition is non-refundable on Day 1 of The Foundation Course.
- \$5,700* US of your tuition is non-refundable on Day 1 of Module 1: FOL
- \$8,700* US of your tuition is non-refundable on Day 1 of The Coach Training Intensive Conference.
- Your full tuition is non-refundable on Day 1 of Module 2.
- Finance Charges are not refundable

- Any outstanding tuition payments are due in full
- To transfer between programs, there is a Program Change Fee of \$150 US for The Foundation Course and \$250 US for all other transfers.

*These amounts may vary depending on the full cost of your tuition and finance charges.

Credit Transfer Policy

Newfield Network will not accept partial credit from other organizations or programs

At this time, we are not able to accept partial course credit from other organizations or programs. Even if you have completed a Level 1 program, you must enroll for the entirety of a Level 2 program. Individuals with questions about this process should contact the Director of Client and Community Relations.

Illness Policy

In order to provide you with the minimum required training hours for certification, it is important that you are present at all course meetings. If you have an emergency or become ill and are not able to attend a program requirement, please contact the program manager or director as soon as possible. We will work with you on a recovery plan to make up the missed requirement(s). You will be expected to complete all program requirements to make up for any missed portion(s).

Statement on Ethics, Integrity and Transparency

As an ICF Accredited provider, our organization adheres to and emphasizes the International Coaching Federation Code of Ethics. The ICF Code of ethics describes the ICF core values, ethical principles, and standards of behavior for all ICF professionals. Meeting these ethical standards of behavior is the first of the ICF core coaching competencies. You can read more about the [ICF Code of Ethics here](#).

Additionally, The Newfield Network commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity. We strive to ensure access and quality of coaching education. We strive to be transparent, safe, and ethical in all processes in every division of our organization.

Communication Guidelines During Virtual Conferences

To facilitate the best possible support for you and the entire cohort during conferences, we have created some communication guidelines for communications between participants and the Newfield Team.

Communication Platforms:

- Zoom Chat
- What'sApp / Text
- Email

Newfield Network Team & Alumni Volunteer Roles:

- Facilitators
- Director of Programs
- Director of Client & Community Relations
- Conference Manager
- DJ
- Alumni Conference Assistant Volunteer (NN ACA)
(People's titles will be indicated on the Zoom platform for easy identification)

Logistics:

For communications regarding conference logistics (i.e. How many breaks are there?), please direct message in Zoom chat to:

- Conference Manager, Debby Weber
If a response is not obtained in a timely manner, reach out next to our Director of Programs, Deanne Prymek

(Please do NOT contact NN ACA individuals with questions (example: Bob Smith, NN ACA). These folks are our Alumni Conference Assistant volunteers . They are stepping in to support the conference and are not NN Staff members; as such, they will not be able to address your inquiry.)

Attendance:

For communication regarding your Attendance (i.e., absences, being tardy, needing to leave early, etc.)

More than 24-hour advances notice:

- Email the Director of Programs at deanne.prymek@newfieldntwork.com
- In the subject line, write the word <Conference Attendance>

Less than 24-hour advance notice:

- Text the Program Manager. (You will obtain the phone number to text during the first day of the conference.)

Non Urgent/Emergency Communication:

- Please Zoom chat the Conference Manager, Debby Weber, directly; if a response is not obtained in a timely manner, please reach out to our Director of Programs via Zoom Chat.

Urgent/ Emergency Communication:

- Please email the Director of Programs at deanne.prymek@newfieldntwork.com
- In the subject line, write the word <Urgent>
- Or text the Director of Programs (You will obtain the phone number to text during the first day of the conference.)

Thank you in advance for abiding by these guidelines so we can attend to everyone as best as possible.