



LIFE COACH TRAINING &
CERTIFICATION PROGRAMME

TERMS & CONDITIONS OF REGISTRATION / ENROLMENT TO BE READ AND AGREED TO BY THE PROSPECTIVE TRAINEE

We've tried to keep these Ts & Cs as straightforward and fair as possible. 😊

It is important that you read them carefully. You will be required to confirm that you agree to abide by them on the online Registration Form.

Kindly read:

- Section 1 below; and
- Section 2 (pg 5) if you wish to make use of the Easy-Pay-Plan instalment payment option

PREAMBLE

These Terms and Conditions, together with the PayPal recurring payment arrangement if you choose to pay using one of our Easy-Pay-Plan offers, form the Agreement between you, the Trainee, and us, New Insights Life Coaching UK Limited, that will govern our provision of products and services to you in terms of the New Insights Life Coach Training and Certification Programme that you are registering and enrolling for.

At New Insights, we advocate of the use of plain English and we believe in constructing agreements that are clear, simple to understand and fair to both parties. It is important that you read the appropriate section(s) of this document carefully to prevent any misunderstandings during the course of our relationship.

The Terms and Conditions are presented in two sections below. Please note which Section or Sections apply to you and read them accordingly.

- Section 1 applies to **all Trainees**.
- Section 2 applies only to Trainees who choose to utilise one of our **Easy-Pay-Plan** instalment payment plans for payment of the programme fee.

SECTION 1: GENERAL

Trainer/Trainee Relationship:

New Insights Life Coaching UK Limited is a private limited company registered in England and Wales and trading as New Insights UK (NIUK). NIUK markets, distributes, supports and provides services for the New Insights Life Coach Training and Certification Programme (the **Programme**) from the United

Kingdom.

The primary aim of the Programme is to train individuals to become practitioner life coaches. The training involves both the study of skills training theory and the practical application thereof. As the Trainer, NIUK will, during the prescribed period of training, regularly refer to you (**You**), as a purchaser of this Programme, using the term 'trainee life coach' or simply **Trainee**.

Product & Services:

The Programme consists of the following key elements:

1. The Product

This refers to all printed and downloadable programme material and resources made available to You, the Trainee, for study and practice coaching purposes. This may include, but is not limited to, the introductory audio, programme guide, skills training manuals, business support manuals, coaching session guide, practice coaching session notes, simulated coaching videos and other online programme resources.

2. Various supporting Services

NIUK provides a range of supporting services aimed at assisting the Trainee to complete the requirements for its certification. These Services may include, but are not limited to: general email and telephone support, online access to the New Insights Forum and Journaling platforms, online access to model answers for self test assignments, access to and marking of the final theory exam, review and collation of practice client feedback forms and issuance of a certificate upon completion of the course requirements within the allowed period.

Such Services will be provided to You for the duration of the allowed **Certification Period** (see 'Time limit on certification' below).

Programme satisfaction guarantee

Should You decide, within the first 30 calendar days after Your registration/enrolment, that the Programme does not meet Your needs, You are entitled to return the Product at Your cost, and in re-saleable condition, for a full refund of the Programme fee less a small administrative fee.

For more detail, please familiarise Yourself with the full New Insights refund policy which is available from our website. (See Refund Policy under POLICIES and NOTICES)

Time limit on certification

In order to protect the integrity of the New Insights certification process, we stipulate a time limit within which You need to complete the certification requirements for the Programme as set out in Your programme guide, or as may be amended by New Insights from time to time. The period allowed for certification (Certification Period) is two years from the date of Your registration/enrolment (as reflected on Your invoice).

New Insights may, at its discretion, and in certain circumstances, agree to extend this period. In such cases, NIUK reserves the right to charge an additional fee for extending the provision of Services beyond the Certification Period.

Exclusive use of the Product and Services

The Product and related Services are intended for Your sole and exclusive use as the registered Trainee, regardless of whether or not You are being sponsored by another person or institution.

Product and Services not for transfer or resale

You are not entitled to transfer or resell the Product or access to the related Services, either in whole or in part, at any time during or after the allowed Certification Period, whether or not you successfully complete the prescribed certification requirements for the Programme.

Use of the New Insights Life Coaching System

During the Certification Period, and subject to you having signed the New Insights Code of Ethics Declaration, NIUK grants You a temporary license to use the New Insights Life Coaching System (the **Coaching System**) solely for the purposes of practice coaching as required for the purposes of Your certification.

Should You successfully complete the New Insights certification requirements and remain in good standing with NIUK, you may continue to use the System in your professional coaching, subject to You agreeing to the terms of the license and making payment of the required annual license fee as set out on the NIUK website.

Up to date contact details

NIUK will communicate with You primarily through the medium of email. It is thus imperative that You inform NIUK of any change to Your email address as and when it occurs. It is Your responsibility to ensure that You receive confirmation of any such changes from NIUK. We cannot be held responsible for failing to provide You with Services if You do not inform us of changes timeously.

Certification requirements

The Programme requirements for certification may change from time to time to take account of the evolving life coaching industry and our policy of continual improvement. However, NIUK will endeavour not to extend - or make the requirements more onerous - for existing Trainees during the Certification Period.

Self paced course is Your responsibility

You acknowledge that it is Your sole responsibility to complete the Programme certification requirements within the Certification Period, should this be Your intention. The Programme is self-paced meaning that it is Your responsibility to ensure that You do not allow unreasonable delays in Your studies and practice coaching that may jeopardise Your ability to meet the certification requirements in the time allowed and that You allow sufficient contingency in your planning to cater for any unexpected events.

NIUK undertakes to inform You from time to time during the Certification Period, of the remaining time available to You.

Electronic submission of certification requirements

New Insights operates largely on a 'paperless' basis. NIUK will only accept Your certification requirement submissions (self test assignments, code of ethics declaration, practice session feedback, exam submission etc.) in electronic format (e.g. via email or fax) unless specific dispensation has been granted to You to use another format.

Coaching as an independent operator

Any relationship, contractual or otherwise, that You may enter into with clients, whether during training or after completion of the certification requirements, will be conducted in your capacity as an independent operator.

Notwithstanding whether you choose, after certification, to license the use of the Coaching System or not, You are at no stage entitled to claim that you are an employee, and/or representative and/or agent of New Insights, NIUK or any of its sister or affiliated companies,

You agree that You will not hold NIUK or any of its sister or affiliated companies in any way liable for the process, outcome, results or effect (either direct or indirect) of Your coaching. You also agree to indemnify New Insights against any such claims that Your clients may make in this respect.

Code of Ethics

New Insights trainee coaches and certified coaches are required to uphold a simple yet important code of ethics when coaching in accordance with our Coaching System. You will be required to sign a simple declaration of intent to uphold the code, which is available from Your online programme resources, and which may be amended from time to time. You acknowledge that You are not entitled to use the Coaching System unless you have signed the declaration and are thus committed to abide by this code.

Results and income not guaranteed

Whereas the Programme has been carefully designed to give you the very best chance of success as a professional life coach and the Coaching System has been used in many instances to produce excellent results for clients, NIUK cannot guarantee the results that You will achieve through the Programme or with the Coaching System.

Although NIUK may, from time to time, offer examples of the level of income that may be achieved from life coaching, the income level You achieve will be dependent on many factors, such as Your chosen niche market, Your unique selling proposition as a coach, whether You choose to coach full or part time, how many clients You take on, how much experience You have, what Your fees are, and so on. You therefore acknowledge that the income You make from a career in life coaching is largely dictated by Your own level of commitment and the effort You put in, and therefore cannot be guaranteed by NIUK.

Right to make changes

New Insights has a policy of continuous improvement. We therefore reserve the right to make changes to our policies and/or to the Product and Services that make up the Programme, as we deem necessary from time to time. We reserve the right to charge an additional fee or fees for access to significant Product or Service upgrades. You will always be given the choice to accept or not accept such upgrades.

SECTION 2: EASY-PAY-PLAN (Applies only if you are using our Easy-Pay-Plan facility to make payment)

Offer Availability

NIUK's Easy-Pay-Plan offer is made available exclusively to individuals acting in their private capacities. Instalment payment terms are not offered to corporate or organisational sponsors.

Payment Mechanism

NIUK has chosen to use PayPal as its payment facilitator for the Easy-Pay-Plan option and TotalBusinessCart (a division of 1ShoppingCart) as its online shopping cart provider.

When You choose to pay for the Programme using our Easy-Pay-Plan you will be required to pay an initial payment or 'deposit' through PayPal, after which NIUK will arrange to make the Programme available to you. You will also be required to commit to a number of recurring payments (the number depends on the Easy-Pay-Plan that you choose). These payments, or instalments, will be charged to your chosen credit card, debit card or PayPal account, by PayPal, each month, on the same day (or closest possible) that the initial payment was made, until the full programme fee has been paid.

Your responsibility to ensure payment in full

Although PayPal's recurring payment facility has been chosen to facilitate the payment of the full programme fee associated with the Easy-Pay-Plan that You have chosen, You acknowledge that you are liable for completing all of the instalment payments that make up the programme fee and that these payments do not form part of a subscription that can be cancelled at any time.

Unsuccessful charges to Your account

In the event that PayPal is unable to charge Your card or account successfully for an instalment, a further attempt will be made after five days have passed. If that attempt is also unsuccessful a third and final charge will be attempted after a further five days has passed. The monthly billing day will be changed to reflect the day of the last successful billing.

In the event that PayPal is unsuccessful with three successive charges to your account, the Easy-Pay-Plan will be cancelled and You will become liable to NIUK for the full amount of the outstanding programme fee.

Implications of payment default(s)

In the event that You default on one or more monthly payments, either in part or in full, NIUK will be entitled to suspend Your access to the Services that form part of the Programme. Provided that such default is fully rectified within 60 days, to its satisfaction, NIUK will resume the provision of Services to You.

Should You default on one or more monthly payment, either in part or in full, and that default is not fully rectified within 60 days, NIUK will be entitled to terminate all Services to You with immediate effect.

With respect to defaults, NIUK reserves the right to charge a fee for collection and administration equal to 10% (ten percent) of the total value of the outstanding payment(s). In addition, NIA reserves the right to charge interest on outstanding payments, at 10% (ten per cent) per annum.

Certification issued only upon payment in full

A Certificate of Completion will be issued to You only once You have paid for the Programme in full, regardless of whether You have completed all of the requirements for certification. In the event that You complete the certification requirements prior to completion of Your agreed monthly payments, You may choose to pay the balance outstanding immediately to secure the issuance of Your certificate or You may choose to wait, until Your payments are complete.

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