



June 1st, 2022

NSE PROGRAMS POLICY

The success of our training programme requires complete commitment from all participants. By enrolling in our courses, participants agree to be present during the sessions and to participate to the best of their ability. This means, for example, arriving on time, respecting the code of conduct, and participating in course activities.

All people wishing to participate in our training courses are required to fill in a registration form containing personal details, which are useful for completing the training registration (e.g. participant details, payment method, invoice header information, data management).

ACHIEVEMENT OF TITLE

Modalities of Participation

To obtain the certificate of completion for the chosen training programme, it is essential that each participant accrues the required minimum number of hours (at least 80% of the total number of hours provided).

The award of the certificate by NoStopEvolution means that the student has successfully passed all the scheduled examinations, has handed in any agreed papers, and has been assessed as a competent coach against a given ICF credential level, where applicable.

NoStopEvolution is committed to doing its best to serve the highest standards and safeguard the coaching profession and we believe this generates value for all involved.

Each training programme involves passing some tests and submitting some papers. In the event of an impediment or failure, each student has the right to retake the tests during the following examination period up to a maximum of 4 times.

Involvement in the course

Our courses are designed to be interactive and engaging. You are expected to participate in course activities, including dialogue with the trainer and colleagues, coaching activities and experiential learning exercises. If you cannot participate in an activity, please inform your instructor as soon as possible. For further details, please refer to the code of conduct.

Code of Conduct

Participants are expected to behave in a professional manner while conducting training programmes. This includes, but is not limited to:

- Arriving at all classrooms on time.
- Attending all live sessions and mentor coaching sessions.

- Video camera on for live virtual sessions.
- Actively participate in all live sessions and mentor coaching sessions. This means being prepared



for the session, participating in conversations and activities, taking responsibility for your own learning and contributing to the learning of others.

- Participating in conversations with integrity and honesty.
- Being respectful of peers and trainers including silencing mobile phones, avoiding texting and other disruptive behaviour.
- Embrace diversity and inclusion while respecting the dignity and humanity of other participants.

In extreme cases, the organisation may also **decide to expel** the student if inappropriate behaviour is detected. Examples include

- academic misconduct (e.g. plagiarism, copying, unjustified failure to meet submission deadlines)

1

- unjustified absences beyond the permitted percentage (20% of the total hours of the programme);
- unjustified non-payment of tuition fees by the deadline.

In the case of unjustified absences, the student will be compensated for the modules not attended; in other cases, no compensation will be paid.

Temporary impediment or illness

In the event of an emergency or illness that prevents participation in one or more training sessions, the student is requested to contact the training leader and/or the organisation's representative immediately to agree on how to make up part or all of the missed module. We like to ensure that every student achieves the agreed target.

Requests for exceptions to this policy are considered on a case-by-case basis and must be made in writing to the trainer and the organisation.

In the event of partial completion of the training course, no Certificate of Achievement can be issued but only a simple letter stating the actual hours attended.

PAYMENT POLICY

Methods of Payment

Each training programme, when published, includes a clear indication of costs.

The cost for participation in our courses is indicated in Euro net of VAT.

To meet the needs of the participants, NSE provides for an agreement with them, dividing the payment into 3 separate tranches and/or according to the needs of the individual.

There is also a discount for NSE Alumni and those who take part in an extended training programme.

Refund for cancellation of enrolment

In case of non-participation NoStopEvolution provides the following refund plan: - For cancellation prior to at least 8 weeks before the start - full refund

- For cancellation prior to course start and between 6 and 8 weeks - 75% refund
- For cancellation prior to course start and between 4 and 6 weeks - 50% refund

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- For cancellation in the month of course start - 20% refund
- No refund in case of absence of the participant at the start of the course.

It is possible to suggest a substitute participant if they meet the programme selection criteria. To make a request please write to segreteria@nostopevolution.com

NoStopEvolution reserves the right to cancel, postpone or move the date of the programme in case of impediment or force majeure. In this case, participants will be informed as soon as possible, and the company will be obliged to guarantee their participation in a subsequent workshop or refund the amount paid for registration.

Refund after the programme has started

If the training is interrupted after the programme has started, the participant is financially bound to NoStopEvolution. However, NoStopEvolution, on a case-by-case basis, may choose to reimburse the participant according to a plan linked to the percentage of activity carried out:

- Up to the attendance of 10% of the programme hours NoStopEvolution may retain up to 20% of the tuition fee
- Up to 30% of the hours attended NoStopEvolution may retain up to 50% of the tuition fee
- Beyond 50% of the hours attended NoStopEvolution may retain up to 100% of the tuition fees

2

Payment of the refund will be made within 30 (thirty) days from the date of the participant's official termination. The calculation of the refund due will be based on the investment indicated for each course on the date of registration.

Credit Transfer Policy

If one would like to complete or update one's coaching diploma to obtain ICF credentials, NoStopEvolution allows enrolment in its "Creative coaching" Basic or Advanced programmes by transferring credits earned elsewhere.

It will be necessary to share the documents of the individual courses already attended to certify the compliance criteria for the individual programmes. For information write to: segreteria@nostopevolution.com

The modules of the BASIC pathway include: - Coaching mindset and guidelines

- Ethics in coaching
- Coaching agreement
- Co-creating value in the 1&2 relationship
- Active listening in coaching
- Active listening and the art of asking questions
- Direct communication
- Generating awareness
- Facilitating learning
- Creative Coaching

3

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- Examination

The ADVANCED training programme is divided into 5 modules as follows: - Mindset Coaching

- Collective Creative Coaching
- Group Coaching
- Team Coaching
- Enhance Awareness & Group Dynamics
- Ignite the creative spark
- Creative Purpose
- Effective Presence
- Examination

Modules on which you do not have adequate preparation (see table above) must be attended.

Based on the documentation submitted, the applicant will be contacted for the written examination to ascertain his/her preparation. Admitted success mark is 70 per cent. The outcome will show which modules to skip. The last two sections are compulsory to obtain a transfer. The examination will be held after payment of the examination fees.

NoStopEvolution accepts partial credits from other organisations or programmes.



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NSE REFUND POLICY

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April 30th, 2022

NSE GRIEVANCE PROCEDURE POLICY

BRIEF POLICY AND PURPOSE

The aim of the procedure is to explain, in the simplest and clearest way, how all our employees can express complaints constructively. To listen to unmet needs and for the sake of a constant and continuous process of internal improvement of both work processes and, above all, the well-being of our people, we want to foster a pleasant, needs-oriented and effective working environment. NoStopEvolution intends to treat all employees with complaints in the same way, always preserving their confidentiality at each stage of the process. We aim to resolve all complaints wherever possible, respecting the non-retaliation policy.

SCOPE OF APPLICATION

This procedure applies to all NoStopEvolution employees, regardless of their hierarchical position.

ELEMENTS OF THE POLICY

- Definition of grievance: by grievance we mean any possible complaint, problem, or concern of an employee regarding his/her internal experience with NoStopEvolution.
- Any employee may file a complaint for any reason they see fit. Examples include inadequate working conditions, harassment in the workplace, health and safety issues, behaviour of managers.
- As a matter of policy, we urge all employees to promptly - immediately and informally - raise any non-compliant situation without waiting for it to be delayed.
- After an initial informal contact, they may also, in a formal manner, send e-mails to company associates explaining in detail the situation they request attention to.
- The person(s) involved in the incident have the right to be informed of the possible allegations and to respond in an appropriate forum and before the shareholders. All this with a sincere and serene dialogue always.

PRESERVE CONFIDENTIALITY AT EVERY STAGE OF THE PROCESS

- Everyone must be treated fairly and always have the opportunity to express their disagreement in a civil manner.
- Every complaint, regardless of who is involved, must be addressed and a policy of non-retaliation and fairness must always be guaranteed.

PROCEDURE Complaint procedure

- Always speak up in a direct and timely manner regarding situations that occur and are deemed inappropriate.
- If it is not possible to resolve the situation informally, follow the following procedure:

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1. send a formal email to your manager or NoStopEvolution members who will immediately take charge of addressing and resolving the unfortunate situation. If the situation concerns one or more members, the members can formally contact the member who oversees managing relations with the members through a formal meeting and assess together the possible actions to be taken.
 2. If the situation is serious, the co-worker will be asked to send an email to segreteria@nostopevolution.com and activate the procedure and involve all parties.
 3. Once the listening process has been completed and decisions have been made, they will be communicated in writing to all persons concerned.
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June 1st, 2022

NSE ILLNESS POLICY

Temporary impediment or illness

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We like to ensure that every student achieves the agreed target.

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NSE PARTIAL COMPLETION POLICY

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NoStopEvolution is committed to doing its best to serve the highest standards and safeguard the coaching profession and we believe this generates value for all involved. Each training programme involves passing some tests and submitting some papers.

In the event of an impediment or failure, each student has the right to retake the tests during the following examination period up to a maximum of 4 times. In the situation of partial completion of the training course, no Certificate of Participation will be issued, but a letter indicating the actual hours attended will be issued.



June 1st, 2022

NSE PAYMENT/FEES POLICY

Each training programme, when published, includes a clear indication of costs. The cost for participation in our courses is indicated in Euro net of VAT.

To meet the needs of the participants, NSE provides for an agreement with them, dividing the payment into 3 separate tranches and/or according to the needs of the individual.

There is also a discount for NSE Alumni and those who take part in an extended training programme. All registrations are secured on a first-come, first-served basis. Your registration in a course is dependent upon receipt of full payment. We accept payment by bank transfer in Euro.

Refund for cancellation of enrolment

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