



ACC APPLICATION INSTRUCTIONS

CLIENT COACHING HOURS

Requirement

ACC Portfolio applicants must log a minimum of 100 hours of client coaching. A minimum of 75 of the client coaching hours must be paid hours. The applicant must log a minimum of 8 clients.

Confidentiality

Providing Client Information

In keeping with the ICF Code of Ethics, you must obtain consent from each client to list his or her information on the client coaching log. The consent may be verbal and does not need to be provided to the ICF. Individuals who do not consent to have their names listed must be left off of the log, except in internal or third-party coaching arrangements with organizations that have a confidentiality policy. In those cases, confidential client names may be listed as aliases if you provide a reference letter from the organization.

ICF Use of Client Information

The information on your client coaching log will be seen only by ICF staff. Client information is never shared or sold to another party or used for any purpose other than review of your application. Clients listed on your client coaching log may be contacted by the ICF to verify the information in your log. If they are contacted, clients will not be asked about coaching topics.

Definitions

Client Coaching Hours

A client coaching hour is 60 minutes of actual coaching with a client who has hired the applicant as a coach and not in any other capacity. Client coaching sessions of less than 60 minutes will count as partial client coaching hours (for example, 30 minutes of client coaching will count as 0.5 client coaching hours). Coaching must be done in person or by telephone or other voice-to-voice technology.

Paid Hours

Paid hours include:

- Hours of coaching for which the coach receives payment from the client (payment may be in any amount, or barter of goods or services, including coaching in exchange for coaching)
- Internal coaching that meets the definition below
- Third-party coaching that meets the definition below

Internal Coaching

Internal coaching is coaching done as part of the applicant's employment. In order to count as client coaching hours, internal coaching must be part of the applicant's job description. Coaching of direct reports (employees for whom the coach is an immediate supervisor) does not count as client coaching hours.

Third-Party Coaching

Third-party coaching is coaching in which either:

- The coach receives payment from an organization specifically for coaching the client, or
- The coach volunteers to coach the client on behalf of an organization that receives payment from a client

Payment may be in any amount, or barter of goods or services.

Documentation

As soon as you begin coaching, you should begin logging client coaching hours. A simple spreadsheet is the most effective log (see the sample below).

Four types of clients may be included on the coaching log: individual clients, group clients, internal clients, and third-party clients.

Individual Clients

For each individual client, you must log:

- The client's name and email address
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the client

Individual clients who do not consent to have their names listed must be left off of the log. The consent may be verbal and does not need to be provided to the ICF.

Group Clients

For each individual client, you must log:

- The name and email address of one individual in the group (you do not need to provide the names of other individuals in the group or the name of the group itself)
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the group
- The number of individuals in the group (only groups of 15 or fewer will count)

Each individual in a group counts as a client for the purpose of meeting the requirement of 8 total clients.

Internal and Third-Party Clients

Internal and third-party clients should be logged the same as other individual or group clients unless there is an organizational confidentiality policy that prevents you from disclosing the client's information.

If there is a confidentiality policy, you must provide a reference letter from a contact person at the organization who is familiar with your work. The reference letter must include:

- The name and contact information for the contact person
- A description of the role of the contact person in the organization
- A description of your role in the organization
- Confirmation of the organization's confidentiality policy
- Confirmation of the information that you have logged for confidential clients

For internal or third-party confidential clients, you must also log:

- An alias for each confidential client (for example, "Confidential Client 1")
- The email address of the contact person at the organization
- The start and end date of the coaching relationship with each client
- The number of paid hours that you coached each client

Sample

<i>Client</i>	<i>Individual/Group</i>	<i>Email</i>	<i>Start Date</i>	<i>End Date</i>	<i>Paid</i>	<i>Pro Bono</i>
Juan Gonzalez	Individual	jg@x.com	1-Jan-10	31-Jan-10		2
Sales Group - Li Ming	Group (5 members)	lm@y.com	1-May-10	30-May-10	12	
Client A (IN Corp.)	Individual	hr@in.com	1-Jul-11	1-Jul-11	5	

Completion

The client coaching hours requirement must be fulfilled prior to submitting your application.

Submission

Do not send documentation to ICF Headquarters by mail or email. Only documentation that has been included with your online application will be accepted.