



Professional Certified Coach (PCC) Portfolio Guide to Applying Online

Dear PCC Credential Applicant:

The PCC Portfolio Application is designed to support you in attaining your coaching credential. The PCC Portfolio online application is accepted any time.

The purpose of the ICF Credentialing Program is to:

1. Establish and administer standards for Credentialing professional coaches and coach-training programs.
2. Assure the public that participating coaches and coach-training programs meet or exceed these standards.
3. Reinforce professional coaching as a distinct and self-regulating profession.

Below are four documents you need to familiarize yourself with before filling out the application as these documents will assist you in completing the online application.

Here are four documents you will want to read thoroughly before you begin the online application.

1. Coaching Core Competencies

<http://www.coachfederation.org/research-education/icf-credentials/core-competencies/>

2. Definitions and Terms

<http://www.coachfederation.org/research-education/icf-credentials/become-credentialed/>

3. The ICF Code of Ethics

<http://www.coachfederation.org/ethics/>

4. Minimum Skill Requirements for PCC

<http://www.coachfederation.org/includes/media/docs/cfpcexampassagestandardswithchanges.pdf>

If you have questions once you have read these documents, please e-mail us at icfcredentialing@coachfederation.org. Please keep a copy of your application and supporting documents after completing the online application. While it is important that you fully document your experiences, do not upload extra documents.

We congratulate you on your decision to take this important step in your career.

Regards,

The ICF Application Review Committee

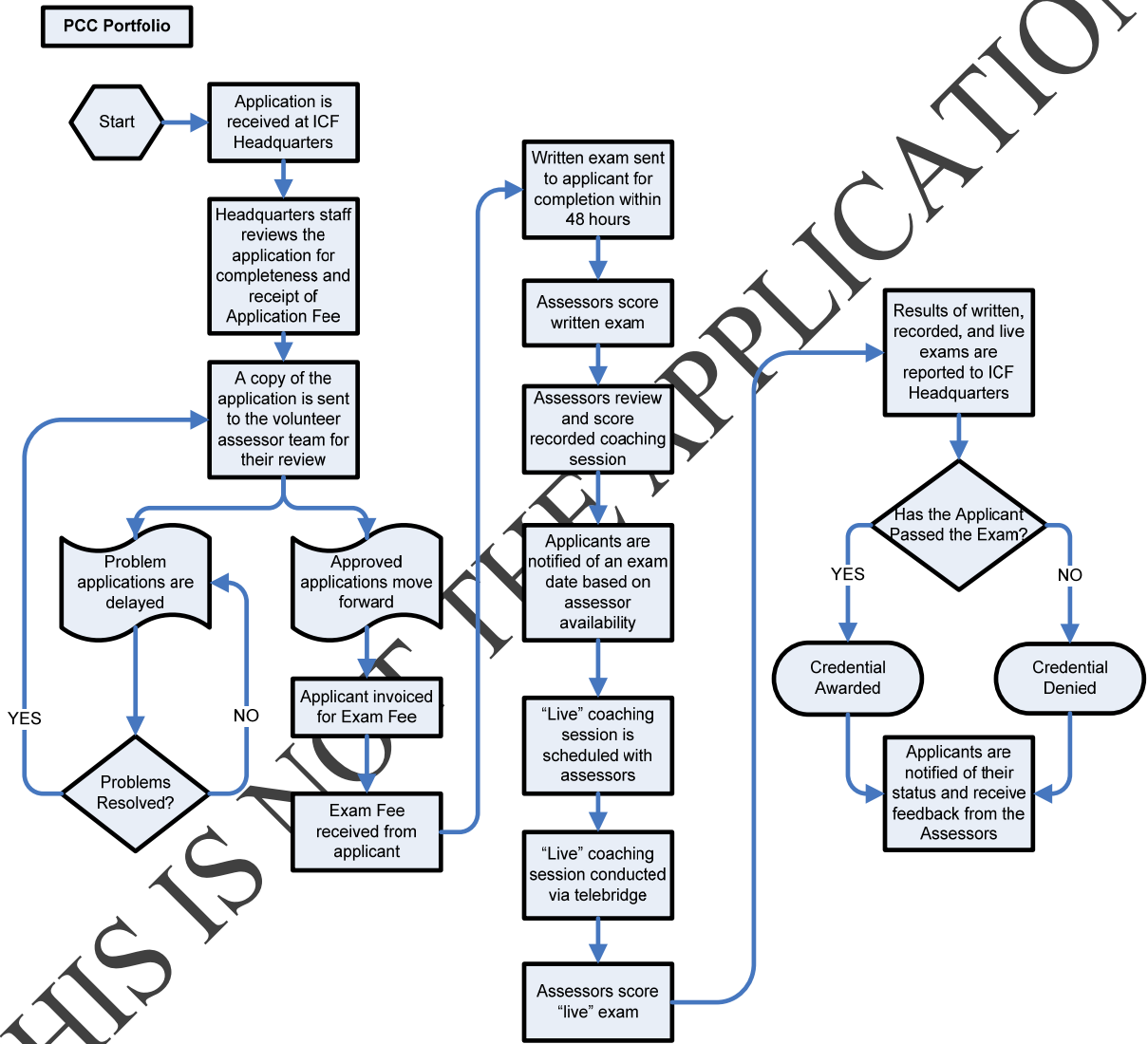
Thank you for taking the time to submit your online application! We applaud your commitment to personal excellence and to the coaching profession at large.

General Information and Instructions

Please take time to carefully read and understand all information and instructions provided below. A complete and well prepared application will allow the ICF staff and volunteers to process your application in a timelier manner.

Online applications are accepted year-round.

Applications are processed as shown in the chart below. *The order of the written, recorded and live portions of the exam may be changed due to Assessor availability.*



Applicants must prove they fulfill the requirements for the PCC Credential. **The ICF will not review incomplete applications.** All uploads must be prepared and submitted with your online application. If upon review, the ICF Application Review Committee requires additional explanation of your documentation, this may extend the processing time of your application.

The Following Checklists Will Aid in your Online Application Process

- **Step 1: Applicant Information**
- **Step 2: Statement of Agreement and Compliance**
- **Step 3: Coach-Specific Training**
 - Upload a copy of one of the following: a copy of your certificate, congratulatory letter, or transcript *all of which will need to indicate the number of coach-specific HOURS you earned.*
- **Step 4: Client-Coaching Log**
- **Step 5: Client Reference Letter for Internal or Third Party Only (Optional)**
- **Step 6: Coach References**
 - Coach Reference Letter 1
 - Coach Reference Letter 2
- **Step 7: Confirm File Uploads**
- **Step 8: Payment**
- **Step 9: Confirmation Page**

- KEEP A COPY OF EVERYTHING YOU ARE UPLOADING FOR YOUR OWN FILE.

General Notes for all PCC Portfolio Online Applicants:

- The online application is a complex process. Allow up to one to two hours to complete. Please note that the online application may take a moment to move from one slide to the next.
- The online application must be completed in its entirety according to the directions contained in the application.
- Payment will be processed at the end of the online application.

Problems with any part of the application will delay processing!

THIS IS NOT THE APPLICATION

Applicant Information:

The online application must be completed in its entirety according to the directions contained in the online application. If you cannot complete the application once you have begun, bookmark the page which you are on, and return to the page when it is convenient.

PCC Portfolio applications will be processed in the order in which they are received.

Instructions: Fill out all sections, upload the appropriate documents, and make note of where agreements are requested.

Application Fee in USD: \$425 for ICF members \$625 for non-members*

*Payment of non-member fee does not register applicant as an ICF member.

To Join the ICF click here: <http://www.coachfederation.org/join-icf/>.

Below are detailed steps for completing the PCC PA Online Application. Screenshots are also included to show what the application will look like online.



Online Application Step 1: Applicant Information



- Complete the form by entering or updating your contact information.
- Select the **Application Type** you wish to complete.
- Click Proceed.

ICF Credential Application - Applicant Information

Please note: the following demographic information will be used by the ICF office for correspondence purposes, results/feedback and printed on your credential certificate.

Prefix:

First Name: This field is required

Last Name: This field is required

Suffix:

Current ICF Credential:

Address: This field is required

City: This field is required

Country: This field is required

State/Province:

Postal Code: This field is required

Daytime Phone Number: This field is required

Fax Number:

Email Address to send results, feedback, etc.: This field is required

Language Used in Coaching: English

if Other please specify:

Member ID:

Chapter Affiliation:

Application Type:

- ACC ACTP
- ACC Portfolio
- PCC ACTP
- PCC Portfolio
- MCC Portfolio

This field is required

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STATEMENTS OF AGREEMENT AND COMPLIANCE

I, _____, acknowledge that my signature below attests that I understand or certify that the following statements are true and correct:

1. I have read, acknowledge and agree to abide by the ICF Code of Ethics (<http://www.coachfederation.org/ethics/>) as published on the ICF Web site.
2. As the applicant, it is my responsibility to communicate and validate my qualifications to clearly show that I meet or exceed each of the requirements appropriate for the Credential for which I am applying.
3. I have had no adverse legal actions taken or pending against me as a coach or my coaching business.
4. I release any individual from any previous bond of confidentiality, whether explicit or implied, for the purpose of validating my qualifications for an ICF awarded Credential.
5. I acknowledge that the Professional Certified Coach (PCC) designation is valid for a three-year period. In order to renew the PCC Credential, one must successfully complete a minimum of 40 hours (or current hours set forth by the ICF) of Continuing Coach Education (CCE) as well as 10 additional mentor coaching hours within that three-year period of time.
6. I agree that the ICF may change or modify the rules governing Credentialing at any time and has the power to revoke any individual Credential for violation of the ICF Standards of Ethical Conduct.
7. I will abide by the decision of the ICF.
8. I give permission for the ICF to verify my experience and documentation. I understand that the ICF will keep all information confidential.
9. I agree to honor the rules and regulations of the International Coach Federation's Credentialing process. I further agree that the ICF has sole discretion to issue or amend the rules and regulations governing Credentialing at any time. I acknowledge that the ICF has the right to revoke Credentials for violations of the ICF Code of Ethics or non-payment of fees and to inform the public of such decisions. I agree to abide by any decision of the ICF regarding Credentialing matters.
10. I understand that the application fee is non-refundable.

Applicant signature _____ Date _____

Applicants must prove they fulfill the requirements for the PCC Credential. Applications must be submitted in their entirety. All attachments and supplemental materials must be prepared and submitted with your application. Upon review of your application, if ICF Credentialing requires additional explanation of your documentation, this may extend the processing time of your application.



Online Application Step 2: Statement of Agreement and Compliance



- Download and/or read the **Statement of Agreement and Compliance** (above).
- Check the box indicating you have read and agree to the statement of agreement and compliance.
- Check the box indicating you have read and understand this "Guide to Applying Online."
- Click Proceed.

ICF Credential Application - Statement of Agreement and Compliance

Download [PCC Portfolio Statement of Agreement and Compliance](#) (Word Document)

- I have read and agree to the statement of agreement and compliance.
- I have read and understand the "Guide to Applying Online."

proceed

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Upload 1: Coach-Specific Training

PCC applicants are required to have attained a minimum of 125 Hours of Coach-Specific Training.

At least 100 of the hours must be:

- Direct interaction with a trainer (voice-to-voice or in-person training; not cyber courses, mail-in courses, or self-study);
- From a program *other than* ICF conference, SIG, Virtual Education, or chapter events; and
- Teaching the ICF Core Competencies (all Core Competencies must be covered).

The remaining hours may be self-study, or from an ICF event, or teaching coaching-related topics, or a combination of those. However, all hours must be part of a program with the purpose of training coaches.

If your training is not Coach-Specific, your application will be denied. Therefore, please realistically assess whether your training meets the below definitions.

Coach-Specific Training is:

- ❑ Training from an Accredited Coach Training Program (ACTP) or a program that has received the ICF Approved Coach-Specific Training Hours (ACSTH) designation, or
- ❑ Training that is specifically marketed as teaching coaching skills, that teaches coaching skills or teaches how to apply technical skills in a coach-like manner and teaches coaching skills in accordance with the ICF Core Coaching Competencies.

Training that is not accepted as Coach-Specific Training:

- ❑ Training that is marketed as teaching other skills, even though the skills can be used by a coach in some manner, does not count as Coach-Specific Training.
- ❑ In addition, personal development courses (such as Forum, Landmark, Lifespring, Life Training, Science of the Mind, etc.) do not count as Coach-Specific training.
- ❑ Finally, education in other areas such as psychology, counseling, NLP, etc., does not count as Coach-Specific Training *unless it was actually taught as coach training and from an ICF Core Competencies perspective.*

If your Coach-Specific Training has received an ICF accreditation either as part of an ACTP or ACSTH, you need only to provide a list of courses taken and written evidence from the program attesting to the total number of Coach-Specific Training hours completed.

Documentation of your Coach Specific Training Hours requires two forms of proof:

1. Completion of the chart below listing all of your Coach Specific Training Hours, **and**
2. Written acknowledgement of successful completion from the sponsoring organization that validates your successful completion of the course and includes the number of Coach-Specific Training Hours awarded. This could be in the form of a certificate, transcript, or letter.

Coach-Specific Training Record

For each entry written acknowledgement must be uploaded

You may use your own computer generated forms, however be sure to include all data columns.

Dates	Sponsoring Organization with Contact Information	Course Name	Instructor(s)	Class Description	ICF Core Competencies Taught	SCLH's
2/15/01 - 5/15/01	John Doe Coach Training Academy (888)123-1567	Listening Skills for Coaches	Jane Doe, MCC	Teaches coaches the art of listening for the client's agenda, what is said, what is unsaid, the client's strengths and client blocks.	Establishing coaching agreement, coaching presence and active listening	12 hours

Please Note

If an applicant has created *and* taught Coach Specific Training programs of sufficient length to meet the hours requirement for a specific credential, then that program (or hours) may be counted as Coach-Specific Training for the applicant. In order to qualify for Coach-Specific Training credit, under this rule, the applicant must present evidence of authorship, a definitive outline of the course and for each class in the course including an explanation of the ICF Core Competencies taught in each class. The applicant must also submit evidence of delivery of the course. No more than three co-authors may receive credit under this rule and each co-author must have delivered each class in the course. Coach Specific Training credit is only given for authorship and the first delivery of the course. Multiple deliveries of the same or similar courses will not be given Coach-Specific Training credit.

Upload 2: Mentor Coaching

Instructions: This part of the application requires the applicant* to provide proof in the form of a log listing hours spent working with a mentor coach. Documentation must be uploaded at the time of application.

***Important: Please note that applicants who meet the following conditions are exempt from the Mentor Coaching requirements as they have already taken part in activities that fulfill this need:**

Coaches who currently hold an ACC and submitted their application *after* June 31, 2008.

For purposes of Credentialing, mentor coaching means an applicant being coached on their coaching skills rather than coaching on practice building, life balance, or other topics unrelated to the development of an applicant's coaching skill.

The requirement for the PCC Credential is: 10 hours over three months with a qualified mentor coach.**

This requirement is intended to help applicants prepare for participation in the ICF Portfolio exam. The ICF highly recommends that Portfolio applicants work with their mentor coaches in preparation for the exam and its oral demonstrations.

The Mentor Coaching requirement must be fulfilled prior to submitting your application.

(Example: You must have completed a minimum of three months and 10 hours of mentor coaching prior to today's date if you were to submit your application today.)

Qualifications for Mentor Coach:

- **If you live in the United States or Canada** you are required to have been mentor coached by a coach who holds an ICF PCC or MCC Credential for a minimum of 10 hours over a minimum of three months.
- **If you live outside of the United States or Canada**, you are required to have been mentor coached by a coach who either holds an ICF Credential, or who is actively involved in an ICF Chapter, or who is actively involved in another coaching association that holds similar definitions of coaching as the ICF. You are required to have been coached for a minimum of 10 hours over three months.

Group coaching may count toward the mentoring requirement of 10 hours within the framework described. No more than 70 percent of the required mentoring hours (that is seven hours) can come from group coaching. Additionally, the group being mentored may not consist of more than 10 participants. Please list your mentor coach(es), their qualifications, their contact information, when you were coached, and the total number of hours coached. The format to document your Mentor Coaching is below:

Create a Mentor Coaching Log in the same format as shown below to document your Mentor Coaching hours.

Mentor Coaching Log

You may use your own computer generated forms, however be sure to include all data columns.

Name(s) of Mentor/Coach	ICF Credential	Contact Information: Phone/e-mail	Start / End Date	Total Hours
John Doe	MCC	jdoe@noe-mail.com	2/03 - present	30

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Upload 3: Record of Client-Coaching Hours

Instructions: This part of the guideline requires the applicant to provide proof in the form of a log listing hours spent working with clients as a coach. Documentation must be uploaded at the time of application.

PCC applicants are required to have coached for 750 hours with a minimum of 675 for compensation. Your client-coaching log must reflect a list of at least 25 clients.

In keeping with the ICF Code of Ethics, you must obtain consent from your clients to release their names to ICF and for the Application Review Committee (ARC) to contact them in the event it becomes necessary. Should the ARC deem it necessary to contact clients in order to confirm they were coaching clients of the applicant, the ARC does not discuss the specific topics of the coaching.

*Client information submitted with ICF Credentialing applications is viewed only by designated members of the ICF Application Review Committee and ICF staff. Client contact information may be used to verify the information presented by applicants. Client names and contact information are never shared or sold to a third party or used for any purpose other than review of application files for ICF Credentialing.

Your coaching log* may include any of the following:

- Coaching of individuals**
- Coaching of groups**
- Coaching internally for an organization or paid for by a third party**

***Required coaching log with required formatting is on Page 13.**

What constitutes a client-coaching hour?

- A client-coaching hour is 60 minutes of actual coaching with someone who has hired you as a coach and not in any other capacity.
- Paid hours shall be any hours for which any kind or amount of compensation, including barter, is received.
- Only 10 percent of the minimum hours needed to qualify for the Credential can be pro-bono hours, including complimentary sessions.
- Teaching coaching classes does not count as client-coaching hours.
- There shall be no limitation of client-coaching hours by specialization or niche.

On Your Coaching Log, please include the following information for each client:

- Client name(s)
- Contact information
- Dates of coaching relationship
- Total hours in coaching relationship, paid and pro-bono

Group Coaching (see required format below in the sample client log):

- In order to count as client-coaching hours, a coaching group can have no more than 15 clients as participants.
- Group coaching shall be documented listing the group name, number of group participants and full contact information for one person, who shall represent the group
- One hour of group coaching counts as one client-coaching hour, not the number of hours multiplied by the number of clients in the group.

Internal Coaching with an Organization/Paid for by Third Party (see required format below in the sample client log):

If coaching is paid for by a third party or done as part of applicant's employment, it counts as paid coaching. Internal coaching hours count as paid hours toward a Credential when coaching is a designated part of the applicant's job description. Coaching of a direct report (your boss) may not be considered in the coaching hours.

*If the organization or third party has a confidentiality policy that prevents disclosure of individual names and contact information, applicants should document the hours with the organization as follows:

- 1) List the organization/third party name in the log with the total number of coaching hours.
- 2) Select one contact person at the organization/third party and list their full name and contact in the log. The contact person should be someone familiar with your work, who can verify that the number of hours presented in the log is an accurate reflection of your coaching experience with the organization.
- 3) The contact person should provide you with a letter of reference testifying to the information in the log, explaining your role with the organization, and the organization's confidentiality policy.
- 4) Illustrate your work with individuals at the organization by assigning aliases for each individual (For example, you may list each individuals initials or assign designations of client A, client B, etc.) and listing the start/end dates and hours spent with each individual.

Coaching Log Sample: *(This is the required format for the coaching log)*

Example	Client Name	Contact Information: Phone/e-mail	Start/ End Date	Paid Hours	Pro-Bono Hours
Individual Client	1) Jane Doe	JaneDoe@nomail.com	2/03—11/03	18	1
Group Coaching	2) ABC Coaching Group Participants: (5) Contact: John Smith	jsmith@nomail.com	1/02—2/03	7	1
Internal/Third Party Coaching if unable to give /reveal client names.	3) 123 Organization Client A Client B Contact: Mr . X* *Reference letter included	mrx@nomail.com	3/04—9/04	17	0
			3/04—present	58	0
Total Hours Submitted:				100	2

Upload 4: Coaching Reference Letters

Instructions: This part of the guideline requires the applicant to provide letters of reference from three qualified coaches that have heard or observed you coaching. Documentation must be uploaded at the time of application.

PCC applicants are required to submit two letters of reference from qualified* coaches who have heard or observed your coaching.

Your mentor coach may write one of the two letters, if they meet the qualifications described below.

For applicants who:

- **Live in the United States or Canada**
 - Provide two letters of reference regarding your coaching skills and expertise from coaches that currently hold a PCC or MCC Credential. Your mentor coach, if they have heard you coach, may write a letter of reference to meet this requirement.
- **Live outside of the United States or Canada**
 - Provide two letters of reference regarding your coaching skills and expertise from coaches that currently hold an ICF Credential or who are actively involved in an ICF Chapter, or who are actively involved in another coaching association that holds similar definitions of coaching as the ICF. If not an ICF Credentialed coach, the letter must detail the writer's qualifications to assess the applicant's skill level. Your mentor coach, if they have heard you coach, may write a letter of reference to meet this requirement.

Requirements for each Coach Reference Letter are stated below:

- Dated within 12 months of the day you begin uploading your application.
- Clearly states the coach's support.
- Comes from coaches who have actually heard or observed you coaching.
- States that the writer has heard or observed you coaching.
- Contains a statement by the coach that they believe you coach at the PCC level and therefore are recommending you for the PCC Credential.
- Written on the referring coach's stationery or from their e-mail address. It may be forwarded through your e-mail, but it must clearly have originated from their e-mail address. It will not be accepted if it is does not originate from their e-mail or come on their stationery if submitted via regular mail. If the letter was sent in an e-mail, please print the letter in a way that showcases the message header.

**PLEASE DO NOT FORWARD E-MAIL REFERENCES TO THE ICF HEADQUARTERS.
PLEASE UPLOAD WITH YOUR APPLICATION.**

Coaching References Checklist

(Please answer the questions below regarding your reference letters)

1. Are both references dated within 12 months of the application date?	YES NO	6. Are both references written on the referring coach's stationery or from their email address with the message header showing where the message originated?	YES NO
2. Do both references clearly state the coaches' support?	YES NO	7. For US/Canada applicants - Do the writers hold the required PCC or MCC credential?	YES NO N/A
3. Do both references come from coaches that have actually heard or observed you coaching?	YES NO	8. For non US/Canada applicants using non-ICF Credentialed references - Do the writers list their qualifications as a coach?	YES NO N/A
4. Do both references state that the writer has heard or observed you coaching?	YES NO	9. Are both reference letters and/or emails uploaded to this application?	YES NO
5. Do both references contain a statement by the coach that they believe you coach at the PCC level and therefore recommend you for the PCC credential?	YES NO		

Important! An answer of "NO" to any of these questions requires attention on your part prior to submitting your online application. Reference letters that do not meet these requirements will not be accepted.

Do not forward e-mail references to the ICF Headquarters or mail references separately to the ICF Office. Only reference letters that have been uploaded with your online application will be accepted.

Upload 5: Recording of Coaching Session

All portfolio applicants must participate in the three-part ICF Portfolio exam* in order to be awarded the PCC Credential. The recorded exam is an evaluation of your coaching with a real client, as captured in a recorded coaching session.

In compliance with this requirement, all portfolio applicants must upload:

1. **A recording of an actual client coaching session between you and a paid or pro-bono client (sessions that occur as a part of coach training may not be used).** The ICF can only accept the following formats: CD (.mp3, .wmp, or .wav formats), or an audio-podium recording. ICF CANNOT accept Audiocassettes (cassette tapes) or Microcassettes (MC-60 or MC-90). The session length should reflect the average length of a normal coaching session with that client. **Keep at least one copy for your records.**

2. **A release form is to be signed by the client being recorded and you, authorizing you to record the session for the purposes of evaluating your coaching competency.** We want to assure you that only your reviewers hear the recording and they will not receive your client's full name. Please print off the below release and upload this release to the online application.

Please read the following before uploading your recording:

- We suggest that you record several coaching sessions before you upload to the application.
- Listen to your recording. Make sure the sound is clear and the reviewers can easily understand the recording.
- Recordings that cannot be heard clearly cannot be used and a new recording will be requested. This will delay the process significantly.
- Choose a recording to submit that you believe demonstrates a wide variety of the ICF Core Coaching Competencies.

*****REQUIRED***.**

Keep at least one copy for your records. One copy will be kept in a secure area at the ICF Office.

RELEASE OF CONFIDENTIAL INFORMATION

Purpose: The purpose of this release is to facilitate the ICF Credentialing application of

(Name of Credential applicant)

I, _____, authorize _____
(Name of client) (Name of Credential applicant)

to record and release the following recording to the International Coach Federation (ICF).

Information to be released: Audio recording of my coaching session on _____
(Date)

I understand that the audio recording of my coaching session will be reviewed only by ICF Application Review members who will use it for assessing the quality and methods of my coach and possibly Assessors for use of training. I understand that the information will be kept confidential and will not be shared with any other party.

This release form has been read/reviewed with me and I understand its content.

Client's Signature _____ **Date** _____

Coach's Signature _____ **Date:** _____

Please indicate which language you used in this coaching session:

- English Danish French German Italian
- Portuguese Spanish Swedish

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***The ICF Portfolio Exam:**

The ICF portfolio exam measures your ability to coach and to demonstrate the ICF Core Coaching Competencies. The exam is thorough and is graded by Master Certified Coaches. The exam process requires:

- Submission of a recorded coaching session with this application. (Upload 5)
- Completion of a written exam consisting of short answer questions and three case studies. This exam is administered through e-mail after your application passes technical review. All applicants are given 48 hours to complete the exam.
- Coaching “live” on a telebridge with two MCC assessors.

Preview of PCC Portfolio Exam Scheduling:

- Once your application has completed Technical Review and your name reaches the top of the queue you will be contacted by the ICF to schedule your PCC Exam.
- ICF will try to offer each applicant several PCC Exam time availabilities within a two-week notice.
- After selecting an Exam date and time from the list sent to you please contact ICF *immediately* so that a Exam date will be reserved for you.
- To complete the PCC Portfolio application process in the timeframe given it is best to coordinate your schedule to fit one of the Exam Time openings.

Helpful Hints about the Portfolio Exam:

- To prepare, begin reading the competencies and observing them in your coaching.
- It's also helpful if you have your mentor coach evaluate your coaching and give you feedback on how you demonstrate each of the competencies in your coaching and where you might need to practice a competency more.
- We encourage you to look at the exam as a true opportunity to renew your connection with your coaching skills, to study and absorb the core competencies again, and to demonstrate to your peers that you are committed to being the best for your clients and for our profession.

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Written and Live Exam Preferences

Instructions: The second part of the ICF exam is a written test that measures your ability to coach and to demonstrate the ICF Core Coaching Competencies. The exam is thorough and is graded by Master Certified Coaches. **Please note that applicants holding a current PCC Credential will not be required to take the written exam.**

The written exam process requires: Completion of a written exam consisting of short answer questions and three case studies. This exam is administered through e-mail after your application passes technical review. All applicants are given 48 hours to complete the exam. Once your application has cleared a technical review you will be contacted to schedule your written exam.

In what language(s) would you prefer to take your Written Exam?

- English
 French
 German
 Spanish
 Other (contact ICF)
-

Live Exam

Instructions: The third and final part of the ICF exam is participation in a “live” oral coaching demonstration. Each applicant must sit for a ‘not-to-exceed 30 minutes’ live oral exam, administered by an assessor team via telebridge. Once your application has cleared a technical review you will be contacted to schedule your live exam.

The live exam may be conducted in a variety of languages as indicated below. Please contact the ICF headquarters if another language is preferred for your live exam.

In what language(s) would you prefer for your Live Oral Exam?

- English
 Danish
 French
 German
 Italian
 Portuguese
 Spanish
 Swedish
 Other (contact ICF)
-

Notes Regarding Exam Scheduling

Once your application has completed Technical Review you will be contacted by the ICF to schedule your written and live oral exam.

ICF will try to offer each applicant several time availabilities within a two-week notice.

After selecting a date and time from the list sent to you please contact ICF **immediately** so that exam date will be reserved for you.

PAYMENT INFORMATION

Portfolio Application Fee in USD: \$425 for ICF members \$625 for non-members*

- Your payment will be taken over VeriSign, a secure payment network.

*Thank you for taking the time to submit your online application!
We applaud your commitment to personal excellence and to the coaching profession at large.*

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