

Teach-Out Policy
DeeKay Excellence

Effective Date: 7th July ,2026

Approved By: Deepa Kannan

1. Purpose

The purpose of this Teach-Out Policy is to ensure that all enrolled participants are given a fair and reasonable opportunity to complete their coaching education programme in the event that DeeKay Excellence is unable to continue or complete a programme as originally planned.

This policy is designed to protect participant interests, maintain transparency, uphold educational commitments, and ensure continuity of learning wherever possible.

2. Scope

This policy applies to all coaching education programmes, credentialing programmes, mentoring programmes, and related learning offerings conducted by DeeKay Excellence, including but not limited to ACC, PCC, Level 1, Level 2, mentor coaching, refresher, and transition programmes.

3. Circumstances Requiring a Teach-Out Plan

A teach-out plan may be activated under circumstances including, but not limited to:

- Discontinuation of a programme or cohort.
- Inability to continue scheduled training due to unforeseen operational reasons.
- Extended unavailability of the lead faculty, mentor coach, or trainer.
- Organisational restructuring affecting programme delivery.
- Loss, suspension, or change in accreditation status, where applicable.
- Any other circumstance that may prevent participants from completing the programme as committed.

4. Commitment to Participants

In the event of a teach-out situation, DeeKay Excellence will make reasonable efforts to ensure that currently enrolled participants are able to complete their programme with minimal disruption.

DeeKay Excellence may offer one or more of the following options:

- Completion of the programme through the same cohort with revised timelines.
- Transfer to another DeeKay Excellence cohort.

- Completion through alternate faculty or mentor coaches approved by DeeKay Excellence.
- Access to pending learning materials, assignments, recordings, or self-study resources, where applicable.
- Assistance in identifying a suitable alternate ICF-aligned or accredited coaching education provider, where required.
- Partial refund or fee adjustment, where completion cannot be reasonably supported.

5. Communication Process

Participants affected by a teach-out situation will be informed in writing within a reasonable timeframe after the decision is made.

The communication will include:

- Reason for the teach-out situation.
- Programme completion options available.
- Revised schedule or alternate cohort details, if applicable.
- Pending learning hours, mentor coaching hours, assessments, or submissions.
- Contact person for support and clarification.
- Refund or transfer options, where applicable.

6. Participant Records

DeeKay Excellence will maintain accurate records of each participant's completed training hours, attendance, mentor coaching, assignments, assessments, and other programme requirements.

Where required, participants will be provided with relevant documentation confirming completed hours or modules, subject to internal verification and applicable programme policies.

7. Alternate Faculty or Provider

If DeeKay Excellence appoints alternate faculty, mentor coaches, or assessors to complete the programme, they will be suitably qualified and aligned with the standards and learning outcomes of the original programme.

Where transfer to an external provider is necessary, DeeKay Excellence will make reasonable efforts to recommend a provider whose programme is aligned with the participant's learning and credentialing needs. However, admission, fees, timelines, and

acceptance of prior learning by the external provider will be subject to that provider's policies.

8. Fees and Refunds

If a participant is able to complete the programme through a revised schedule, alternate cohort, or approved alternate faculty, no refund will generally be applicable.

If DeeKay Excellence is unable to provide a reasonable completion pathway, participants may be eligible for a proportionate refund based on the portion of the programme not delivered.

Any refund or fee adjustment will be reviewed on a case-by-case basis, considering:

- Fees paid by the participant.
- Programme hours already completed.
- Materials, mentoring, assessments, or services already provided.
- Administrative and non-refundable costs, where applicable.

9. Participant Responsibilities

Participants are expected to:

- Respond to teach-out communications within the specified timelines.
- Choose from the available completion options within the stated period.
- Attend revised sessions or alternate cohorts as agreed.
- Complete pending assignments, practice requirements, assessments, or documentation.
- Inform DeeKay Excellence of any constraints that may affect completion.

10. Limitations

DeeKay Excellence will make reasonable efforts to support programme completion; however, it cannot guarantee outcomes that depend on external bodies, third-party providers, ICF credentialing decisions, participant attendance, participant performance, or individual credential application approval.

11. Policy Review

This policy will be reviewed periodically and updated as required to reflect organisational changes, programme requirements, accreditation expectations, and participant needs.



12. Contact

For questions regarding this Teach-Out Policy, participants may contact:

DeeKay Excellence

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