



The Mentor Coaching Experience

Overview & Frequently Asked Questions

The CaPP Institute's Mentor Coaching Experience equips CTI graduates with the tools to build a successful coaching practice independently, or within an organization, and helps coaches prepare to apply for their **International Coaching Federation (ICF) [credential](#)**.

If you are a coach that is working towards a [credential](#) with the ICF, please keep in mind that:

1. The entire Mentor Coaching Experience will take place over **at least a three month time period**, from first group session to final one-on-one session, to keep in accordance with the ICF requirements.
2. Unlike other programs at The CaPP Institute, you must attend **ALL seven live, virtual group coaching sessions**. The ICF **does not** permit coaches to review a recording of a missed group session to make up any missed hours.
**Note: You must attend the entire session for it to count towards your Mentor Coaching hours. Leaving early/coming late will impact your hours.*
3. Following your seven group coaching sessions, you will schedule two 90-minute one-on-one sessions with a mentor coach from The CaPP Institute. Most often, sign-ups for the one-on-one sessions with your mentor coaches are sent out during the week of session 6.
4. For your one-on-one sessions, you will be given a specific time period within which you can schedule each session, and you will use each mentor coach's appointment calendar to sign-up.

5. **Cancellation, Refund, & Transfer Policy:** Your seat in the Mentor Coaching Experience is held in good faith of your attendance and cannot be replaced or filled once the program begins. For that reason, we can only process refunds/cancellations or transfers before the start of the Mentor Coaching Experience session. Once the program has begun, refunds/cancellations or transfers are not allowed.
6. If at any time you have a question, concern, or desire more information throughout your Mentor Coaching Experience, please reach out to The CaPP Institute Support Team at info@cappinstitute.com

FAQ's

1.) What if I missed a group coaching call? Can I make up the hour by listening to the recording?

No - the ICF does not permit this. All mentor coaching must be done live for the ICF certification requirements. If you missed one or more group coaching calls, then you have the following options:

- You can book a make-up one hour session with one of our mentor coaches.
 - Note that this will be a **privately-paid session** as it is outside the scope of the MCE program. The cost of this session will be per hour.

2.) Can I book my 1:1 sessions so that I will be done before the holidays (if applicable)?

The CaPP staff and mentor coaches work to ensure that the timeframe of completion for your Mentor Coaching Experience remains within the requirements of the ICF. We strive to help coaches expedite the process, however this is contingent on your mentor coach(es) availability in their calendar.

3.) Does it matter if I book two sessions with the same mentor coach?

No. Both mentor coaches can provide mentor coaching and the ICF doesn't require that your hours are done with just one coach or more than one. What is important is that you have a total of 10 hours of mentor coaching over three months.

4.) Can I get more mentor coaching (or coaching of any sort) with either mentor coach after the MCE experience? Can I consult with the mentor coach(es) to learn more about business building, working inside organizations, positive psychology, or anything else?

Yes. That would be a private arrangement outside the CaPP Institute. Contact your mentor coach(es) directly to discuss.