

Ecommerce

Terms and conditions

Registration and Application

In order to register and participate in any online evaluations or training courses you will need to have an NCCP# or coaching account on The Locker. You will also need this information to apply to be a Chartered Professional Coach or a Registered Coach. This is necessary in order to provide you access and record your participation or status on your coach transcript.

Online Evaluations or Training courses

You may cancel, at no charge, an online NCCP evaluation or training course prior to logging into the course within 30 days of receipt of your order confirmation letter. Once you have logged into the course, you are responsible for pay the entire course price. To cancel an enrolment, please call 1-613-235-5000.

Professional Coaching Program

You may cancel your online application to become a Chartered Professional Coach or a Registered Coach at any time while your application is being reviewed. You will be charged a \$10 administrative fee and will receive a refund of the remainder of the fee that was paid. You can abandon your application by calling 1-613-235-5000. The review process is complete when your Professional Coaching status changes to "Pending". From the date that the application fee was paid, this process takes a minimum of 2 weeks. After this process is complete you are responsible to pay the entire application fee.

General

The Coaching Association of Canada (CAC) does not warrant or guarantee compatibility of its online courses with customer systems.

Refunds require proof of purchase in the form of an invoice or receipt.

All fees are charged in Canadian dollars.

Privacy Policy

Click [here](#) to download.

Refund Policy for Online evaluations

Refunds will only be issued in the exceptional case where the fee for a given online NCCP evaluation is paid but the evaluation is never attempted. In this case the refund will only be issued within the first 30 days after the payment of the fee. If more than 30 days have passed or the online NCCP evaluation is attempted, even only partially, then no refund will be issued.

No refund will be issued in any situation where the fee for a given online NCCP evaluation is paid and the evaluation is attempted. This includes, but is not limited to, cases where the evaluation is failed, technical issues on the side of the coach, technical issues on the side of the CAC, technical issues in the infrastructure between the coach and the CAC, comprehension challenges with the evaluation content, etc.

No refund will be issued in situations where a coach may have more than one NCCP# or coaching account on The Locker, have received the appropriate NCCP training on one account and attempt the online NCCP evaluation on another account

Refund Policy for the Professional Coaching Program

All applications are subject to a non-refundable \$10 administrative fee. Refunds for the remainder of the application fee that was paid will only be issued in the exceptional case where the coach wishes to abandon their application before the review process is complete. The review process is complete when the coach's Professional Coaching status changes to "Pending". From the date that the application fee was paid, this process takes a minimum of 2 weeks. No refund will be issued after this process is complete.

Refunds for the renewal fee will only be issued within the first 30 days after the payment of the fee. If more than 30 days have passed, no refund will be issued.

No partial refunds will be provided based on the failure to include a discount code or voucher at the time of renewal or application.

When a refund is issued, the coach's standing will return to its original status (e.g. expired). In the exceptional case where the coach would then want to renew again, a reinstatement fee may apply.

In situations where the coach paid their renewal or application fee, but the fee was to be covered by a third party (e.g. sport organization), the coach will be asked to get refunded by the third party and not the CAC. Please contact procoach@coach.ca for details.