



The International Coaching and Counselling Institute

English-language International Coaching Diploma Course

Frequently Asked Questions

Questions about the nature of the course

- What is the main course you are offering?

The main course we offer is a complete two-year track towards becoming a professional coach. It's a two-phased course, where the first year forms Phase 1 and the second year forms Phase 2. Successful completion of the course puts you in position to seek work as a professional coach (independently or for an organisation).

- What is the difference between Phase 1 and Phase 2

Phase 1 prepares you to become a skilled helper. Phase 2 goes further to prepare you to become a professional coach. It involves much more practice, including with actual clients.

- What is the advantage of taking both Phase I and Phase 2?

If you only wish to learn and experience how to help people without calling yourself a coach, Phase I might be enough for you.

However, it is only during Phase 2 that you'll start seeing real clients and only after the completion of Phase 2 that you'll get a diploma which will be able to prove that you've studied and practiced enough in order to comply with the requirements of most international professional organisations/associations of the coaching profession.

If gaining experience in working as a coach and with real clients and potentially having such recognition is important to you, then only having the Phase I course will not be enough.

Completing Phase 2 and opting for a diploma is the way to get the necessary support on your journey to become a professional coach.

- Is it possible to take Phase 1 and Phase 2 separately?

Yes, we offer the possibility to take Phase 1 as a separate course, and complete Phase 2 separately at a later stage in life, or not at all.

However, in such cases, you'll not be able to benefit from the discount of combining the two phases.

- How does the course look like? How often is the training taking place, how long are they and what else is there?

Phase 1 includes 100 hours, and Phase 2 -115 plus 100 hours of client work. Each Phase typically consists of 10-11 full training days (10:00-17:00) or 18 evenings (18:30-21:30) and one

full training day. Both Phases of the course include various assignments and practice, so you do need to take into account additional time for self-learning, preparations, time for doing assignments, writing essays, and during Phase 2 - also client hours in which you'll have to see real clients.

- How much time will I have to spend studying on average, on top of the training?

The average student reports dedicating 3-5 hours per week to their study (outside of the training days) for Phase I, and 5-8 hours per week for Phase 2 (outside of training days, but including seeing clients). This is of course very personal, but please make sure that you have this time available. It can be useful to already start with the literature required even before you start the course.

- How long is it before I complete my studies?

This really depends on what you wish to achieve.

- If you only want to learn to be a very skilful helper, then you only need to complete Phase I - and that takes around 10 months.
- If you wish to become a professional coach holding a diploma, you'll need to complete both phases - in which case you are looking at about 2 years of studying.

- Why should I choose for this particular course?

There are many good reasons:

- Our course is tailor-made for internationals.
- Our course focuses on practice, and a lot of it. You work with people (other students) right from the first training day and gradually move on to work by yourself once you're confident to do so. This is done with our guidance. We combine the theory with practical work;
- We invest in our students and provide a positive and supportive environment for your growth. We have a high ratio of trainers to students (typically 3 trainers for every group of around 18 students) so you get a lot of ongoing support;
- Our course has a person-centred, humanistic framework and orientation that includes freedom and responsibility;
- Our course offers much attention to personal safety and boundaries, as well as to intellectual stimulation and challenge.
- The skills and insights one can gain in this course, can be immediately useful in daily work/ life and provide a solid basis for further professional development;
- Our trainers are registered and audited by the Dutch CRKBO and all have years of experience both as practitioners and in training adults in various training or academic settings.

Questions about suitability

- What kind of people might enrol to the course?

Anyone who wishes to learn how to effectively help others, who is able to grasp the literature and participate in group discussions/exercises in order to gain the skills a skilled helper needs. The full 2-year course is particularly apt for those who are considering in becoming professional coaches.

- I'm not a highly academic achiever. Can I still succeed in this course?

Our courses are very practical, with a "hands on" approach. We mostly learn by doing and experiencing listening skills and coaching tools in order to become professional ourselves. The theory, the exercises, the books and other study materials are very important as they support your knowledge and you can check if you can get a good understanding of it, but they're there to accompany your practical studies, rather than your academic excellence. You can make the challenge easier by starting reading the literature before the course begins. If for whatever reason you're really unable to read the theoretical books, there are other ways to gain the required theoretical knowledge (audio books and peer learning are two good examples; feel free to ask us for more advice in this regard). Anyhow, remember that coaching, at the end of the day, is not about chanting theory, but about doing and being present for someone else. This is not something you learn from books!

- Does anyone who start the course also finishes it?

While most people do, there are exceptions. Some people realise on the way that coaching isn't for them after all, and that's of course fine. Others, despite everyone's best efforts, may find the journey too challenging, and that's OK too.

This is exactly why we operate a 2 phases system, so you don't necessarily need to commit for a full 2 years course right away (although if you do, you'll enjoy a nice discount).

In very rare cases when we see that a student isn't obeying basic house rules such as confidentiality, it's us who may have to ask the student to leave.

Questions about the nature and approach of the ICCI

- What approach to coaching do you teach?

As a main method, our course is Person-Centred, which is part of the humanistic approach. This approach strongly emphasises the belief that clients know what is good for them, and our job as coaches is to empower them to discover their potential and act upon it.

To that we're adding a large variety of tools and exercises from different working methods, so our students become all-round coaches with the knowledge and skills needed to work with a diversity of clients. This allows more choice and lets you become a more eclectic coach.

- What is the tuition language? What level of proficiency am I expected to have?

Our courses are taught exclusively in English. English doesn't have to be your native language, but you should know enough English to be able to engage in discussion and practice and read the literature.

- Why is this course called the "International Coaching Diploma Course?"

For several reasons combined:

- It's tailor made for the International community in The Netherlands. After years of teaching internationals, our trainers really understand the unique needs of this community, and have created a course which is focusing on the way this community learns best and cover their needs as coaches who'll potentially also work elsewhere as coaches;
- We focus on the International community as our target audience: This community has its specific needs, its particular challenges (very often different from the locals ones), and we particularly address and highlight this in the course. We learn to work and support this community.
Some issues which are discussed in the International courses we developed are unique to our course and might not even be raised in other courses aimed at Dutch audience;
- We use materials and literature which is used in similar courses around the world.
- our trainers come from a wide range of countries and backgrounds and they have experienced themselves being "international" and "multicultural". They also all work with the international community in the Netherlands and can provide a good example to people who see this community as their target audience once they work;
- Being such an interactive course, the students are playing a vital key in the formation of the course and its outcome;
- Our students are international and therefore the whole process becomes so from the nature of the participants and what they bring to the course.

- What makes your school unique?

Our approach, combined with English as the tuition language and the highly international character of the course - which is tailored-made to expats.

The students on the course come from countries from all over the world and from different backgrounds, which makes this course ever so interesting.

Questions about admission requirements

- What are the admission requirements? Do I need any previous studies or degree to be accepted to the course?

There is no need for previous studies. The course is built on existing talent and knowledge. Your life experience is a wonderful thing to start building on, combined with whatever education you have received. Experience of previous studies will help you in studying the materials and getting organised. Admission to Phase 1 is conditioned on a successful intake session done over the phone. Admission to Phase 2 requires completion of Phase 1, and a successful Phase 2 intake session.

- If I register for the full course, is it guaranteed that I would be admitted to Phase 2?

There are specific requirements to enter the Professional phase of the course (Phase 2), including an intake / interview.

- Is everyone completing Phase I automatically accepted to Phase 2?

No. In order to be admitted to Phase 2 (the Professional phase of the course), you'll need to submit the Written Reflection Document (WRD) and to pass the Professional Knowledge Assessment (PKA) at the end of Phase I. After looking at your written reflection and seeing the results of the test, we'll invite you to have an intake/ interview with one or more of our trainers.

It's only after the interview which we'll decide if you're ready to join us on the profound Phase 2 of the course. But don't worry: if you've worked hard, showed good understanding and progress during Phase I, showed that you're a reflective learner and showing that you're motivated to take your studies to a whole new level, you should have no problem progressing to Phase 2.

Questions about assessment and assessment tools

- [What is meant by 'submitting a Written Reflection Document' at the end of Phase I'?](#)

During the Phase I course, and in order to assist you to keep on top of things you studied, you'll be asked to document a reflection on your progress. This is an integral part of the course. The written reflection document you'll be asked to provide will be a summary of this. If you will keep documenting your progress and thoughts in real time, you should have no difficulties to provide this document.

- [What is the 'Professional Knowledge Assessment'?](#)

Passing a so called Professional Knowledge Assessment at the end of Phase I is one of the important requirements for successfully competing Phase 1. This assessment concentrates on theory and practical questions which are relevant to the coaching profession and checks the different competencies and skills a skilled helper is expected to have.

The assessment has some multiple choice questions and some open questions.

They're all based on work which we've done in class and you've done in your peer group practice. If you take an active part in the training, study the theory and practise with peers during the course - you should find this assessment relatively easy.

- [What is meant by 'essays' at the end of Phase 2?](#)

At the end of Phase 2 you'll need to submit two essays, i.e. useful reflections, stories or reports that detail your learning process:

- Professional Development Self-Reflection
- Evolvement Self-Reflection.

Both essays need to demonstrate your growth as a developing coach.

The criteria and learning goals for the essays will be provided during the Phase 2 course.

It is strongly recommended to keep detailed notes of your learning process from the very beginning, as this will greatly simplify the writing process of your essays.

The Personal Evolvement Self-Reflection essay can, if you wish, be replaced by another form of presentation (for example: a film, presentation, blog entries etc.), as long as it shows a meaningful growth process.

- [What is meant by 'oral exam' at the end of Phase 2?](#)

Your essays and other documents will be sent to an external examiner who'll read them and will then invite you to have an oral exam with them. This exam is a conversation between two professionals about your journey, progress, reflections and how you see yourself as a developing coach. It is after this exam that you'll be receiving your diploma.

Questions about recognition, accreditation, certification and the Diploma

- What recognition does the course have?

The quality of the trainers is recognised and audited by the Dutch CRKBO, which is a register for quality short-term professional education. Individual trainers have undergone a strenuous review process and received CRKBO registration. Our graduates can be accepted as (aspiring) members by a number of professional organisations/associations. Please also see the separate document about the recognition of the diploma for more details.

- Is the course or the diploma accredited by the Dutch government?

Coaching is a free profession in the Netherlands. There's no such governmental accreditation available for this profession so no coaching course can provide one. Our trainers voluntarily registered with the Dutch CRKBO, the Dutch register for quality short-term professional education, to assure the high quality of our work.

- What are the requirements for obtaining the full Diploma?

To obtain the full Diploma at the end of Phase 2, you need to have successfully completed both phases of the course with positive assessments at the end of both of them.

Assessments for Phase 1:

Via assignments throughout the course

Ongoing recording of your journey via a "Written Reflection Document"

Passing a Professional Knowledge Assessment at the end of the Phase 1

Assessments for Phase 2:

-Via assignments throughout the course

-Writing 3 Case-Studies throughout the year

-By writing 2 essays:

1. A Professional Development Self-Reflection essay

2. Personal Evolvement Self-Reflection essay

Both showing your growth as a developing coach. The criteria and learning goals for the essays will be provided during the Phase 2 course.

-Passing and Oral Examination of around 1 hour by an outer examiner.

- I understand that I'll get a full diploma at the end of Phase 2, but what will I receive at the end of Phase 1?

At the end of Phase 1 you'll receive from the ICCI a Certificate of Participation, showing the number of hours you've been studying, what you've studied, the theory you've learnt and the type of practice you've been doing.

- What does it mean that I'll be a "certified" coach?

It means that you'll hold a certificate (in this case a diploma), which is first of all for yourself: It is a proof that you have gained the skills and knowledge needed to help/assist people in a professional manner and to be reassured that you're working both ethically and professionally, that you're able to provide your clients with a high level of service and that you're most likely not going to harm them.

This diploma can open more doors for you when coming to work as a practitioner. For example: it is only with the full diploma that you're able to opt to belong to a professional organisation/association.

Clients (both private individuals and organisations or companies which you might want to give your services to) tend to look for a proof of studies and belonging to a professional body as testimony for professionalism, and the diploma can be of real help to you as a service provider.

- [What is the value of the Certificate of Participation and the Diploma?](#)

For an elaborated explanation of the value of completing training and obtaining a Certificate of Participation or the Diploma, please take a look at our 'Explanatory Note Explanatory regarding the Diploma'.

Questions about the life after the course

- [Can you guarantee I'll become a professional coach at the end of Phase 2?](#)

No, we cannot. Our dedicated and experienced training team will do whatever they can within their role as trainers to support you on your journey to become a coach. This is a long and meaningful path, with ups and downs, and we'll do our best to support you whenever you need. The responsibility to actually make it, remains yours.

- [How long is it before I can work with real clients?](#)

Technically, at any time because you don't even need training to call yourself a coach in The NL.

But you chose to train and to gain the needed professional skills, and we congratulate you on this decision. By doing so you already demonstrate your understanding that working ethically and professionally is an important part of being a professional helper (such as coach), and that you're ready to place yourself on a high standard level as a professional. Well done.

In the course we recommend to complete Phase I (also called "The Skilful Helper") before you start seeing real clients. During that phase you study and practice the most important coaching skills, you learn about the working boundaries, and you gain experience with coaching methods and tools so you'll be ready and sure of yourself when you see real clients.

Once you have entered Phase 2, we encourage you to start seeing real clients, (and even charge for the help you provide when you feel ready). In fact, because you have to coach for 100 sessions during Phase 2, it's good to start early so we can be there to support you and guide you (and you'll also need a supervisor).

Our advice is to start with coaching work that concerns clients with relatively simple issues. Don't worry, we'll guide you on how to approach such clients - this is part of what we teach.

- [Can I work as a professional coach right after getting the diploma?](#)

Because this is free professions, you don't even need a diploma or any other certificate, or anyone's permission to work as a coach.

The reality of the market is, however, that people not only train to work as coaches, but they choose to train well in serious courses which include meaningful training combined with many practice hours. It is up to the individual to choose how much and in what way they train themselves before they are confident to see and present themselves as skilled helpers or professional coaches, and provide (paid) services.

It's also important to note that private clients and companies to which you might be able to

offer your services tend to look for people with knowledge, experience, professional qualifications and an association with professional bodies/organisations.

- [Will I have to belong to a professional organisation/ association?](#)

Not at all. This isn't a must and you can work without it.

However, there are advantages to doing so. Depending on the particular organisations or association, the following benefits come to mind:

- Recognition of your standards of working
- Opportunities to meet other professionals
- Opportunities for continuation of professional development
- Accessible supervision
- Being part of keeping the high standards of the profession
- Getting publications
- Getting discounts on workshops, courses and sometimes literature
- Getting legal advice (possible in some organisations)
- Being able to have a point of contact and the ability to get update

Bear in mind that obtaining the Diploma may be required for you to enter many of these (international) professional bodies (for more information about this, you're invited to read our 'Explanatory Note Explanatory regarding the Diploma'.

- [Will my clients be able to get reimbursed via their medical insurance?](#)

Coaching is by nature a non-medical approach towards helping with common issues and difficulties anyone can encounter in daily life. Dutch medical insurance companies accordingly seldom reimburse for this kind of non-medical help. That said, some special insurances might be willing to reimburse clients for the costs of a coaching process, usually upon presenting a paid invoice from a professional coach. Worth checking.

It is not uncommon for clients to get their sessions paid for by their employer, following a referral from the organisation. There are also clients who have access to funding for coaching e.g. via municipal authorities. In such cases, they can see you without necessarily paying you directly (you will be paid by the referring party).

Questions about counselling courses

- [Why can I not see advertisement for any counselling course in the ICCI?](#)

That's right. We decided to concentrate, for the time being, on coaching courses. There are several reasons for that, the main one being that counselling is rapidly changing around the world and it requires very intense studying (in some places: 3 years full time study and 450 practicum hours).

Because our students are internationals who might one day go and wish to work abroad, we feel a responsibility to offer them a course which will be relevant in the Netherlands but elsewhere too. Such counselling courses we hope to offer in the future.

- [I'm really into counselling, does this mean your currently offered courses are irrelevant to me?](#)

If you're really into counselling, here are two things worth noting:

- Counselling requires more significant and even academic (university level or equivalent) studies, so make sure that you are prepared.

- If it's helping people that's at the core of why you wish to study now, and you're looking to do what is called counselling in the Netherlands, it is very similar to what is internationally known as 'life-coaching'. So you can still study to become a coach and work as a life-coach. You're probably going to earn more as a coach (double at some places) than a counsellor too.

You can still take our Phase I course, learn and practice tools and skills every counsellor needs and receive a Certificate of Participation which showed what you've learnt. This may count towards further counselling studies.

Questions about additional information, contact, and registration procedure

- [Where do I find more information about your course?](#)

Comprehensive information about our course is available on our website (www.theicci.com). For further information or to request an intake, you can always contact Noa Brume, the courses manager, via info@theicci.com or 06 5049 9646.

- [What is the procedure to get admitted to the course/s?](#)

To join our courses you'll have to do the following:

1. Contact us to request an intake session
Use our email info@theicci.com or phone number 0650499646 to set a time.
An intake session is typically 30-45 minutes long
2. If we feel that you're ready to join our courses, we'll send you 'The ICCI Welcome Pack' by email.
This Welcome Pack includes a few documents about the course and a registration form.
For the protection of your details, this form is password protected, so we'll send you the password separately to the email.
All other instructions will be on the email.
3. Fill in the form and send it to us according to the instructions on it
4. We'll have a look at your registration form. If it was successful, and if there are still places on the course, you'll receive a confirmation email followed by an invoice according to your choice of course/s and payment on the registration form.
5. Once your payment was received, that's it, you're registered.