

choose  
the  
program  
that's  
right for  
you...



## LEVEL IV – CREDENTIALLED PROFESSIONAL COACH (ICGCPC0414)

Inclusive of all three Level Master, Advanced & Practitioner Programs below PLUS:

### BY APPLICATION ONLY

SPEAK TO YOUR COURSE CONSULTANT ON 1800 094 927 TO FIND OUT MORE

#### ***Your Program Experience:***

The Professional Coach is the Application Only Program designed for experienced managers, leaders and professionals who want the best of business and leadership coaching training.

The program runs concurrently with all previous levels (yes, you can start at this level). Its focus is on the business, marketing, sales and leadership coaching skills utilised by top-level coaches, mentors and facilitators

#### **36 months membership & online access:**

- Strategic Thinking & Strategic Coaching
- What Creates a Great Culture
- Disruptive Leadership
- Ultimate Influence
- Leading the Team
- Managing the Performance of the Team
- Millionaire Marketing
- Online Marketing II
- Launching a Product
- Selling from Stage
- Technician to Entrepreneur

#### ***Your Training Event:***

- Meta Dynamics™ Level II Profiler Certification Training- 5 day face-to-face training event
- Professional Coach Round Table – 2 day face-to-face training event

#### ***Your Program Recognition:***

- ✓ International Coach Guild Level IV – Certified Professional Coach (CPC)
- ✓ Total of 60 ICG Business Mentorship Points
- ✓ Meta Dynamics™ Guild Level II Certified Profiler

## LEVEL III - CREDENTIALLED MASTER PRACTITIONER OF COACHING (ICGCMC0314)

Inclusive of the two Advanced & Practitioner Programs below PLUS:

#### ***Your Program Experience:***

24 months membership & online access:

- Advanced mentoring through Meta Dynamics™
- Advanced Meta Coaching
- Advanced Language Skills
- Group Coaching and Training
- Emotional Intelligence
- Competitor Analysis
- Copywriting
- Developing Your Social Media Strategy
- Developing Your Tangible Product

#### ***Your Training Event:***

- Meta Dynamics™ Level I Practitioner Certification Training – 5 day face-to-face training event
- Master Business Skills Training Level III – 2 day face-to-face training event

#### ***Your Program Recognition:***

- ✓ International Coach Guild (ICG) Level III – Certified Master Coach (CMC)
- ✓ Total of 40 ICG Business Mentorship Points
- ✓ Meta Dynamics™ Association Level I Recognised



## LEVEL II- CREDENTIALLED ADVANCED PRACTITIONER OF COACHING (ICGCAC0214)

Inclusive of the Practitioner Program below PLUS:

### ***Your Program Experience:***

18 months membership & online access:

- The Heart of Coaching
- Extended DISC Insights
- Group mentoring through Coaching Practicums
- Niching Your Expertise
- Neuro-Linguistic Programming(NLP) –online module & recorded training
- Relationship Coaching
- Style, Image and Personal Brand Coaching
- Business Coaching
- Psychology of Marketing
- Ascension Model for Sales and Marketing
- Becoming Known in Your Market
- Creating Your First Book
- Becoming the Expert

### ***Your Training Event:***

- Advanced Skills Training – 2 ½ days face-to-face
- Advanced Business Skills Training Level II – 2 days face-to-face

### ***Your Program Recognition:***

- ✓ International Coach Guild (ICG) Level II – Certified Advanced Coach (CAC)
- ✓ Total of 25 ICG Business Mentorship Points

## LEVEL I - CREDENTIALLED PRACTITIONER OF COACHING (ICGCC0114)

### ***Your Program Experience:***

12 months membership & online access:

- 70 hours minimum of contact with trainers & facilitators (live & online)
- One-on-one mentoring through Coaching Triads
- D.A.R.E. Coaching Methodology
- Personal Mastery
- One-on-one Coaching Skills
- Developing Your Brand
- Effective Relationship Building
- Curious to Committed

### ***Your Training Event:***

- Foundation of Coaching Success (FOCS) Training – 3 day face-to-face
- Your Success Training - 2 day face-to-face
- Meta Dynamics™ Foundations - 2 days face-to-face training

### ***Your Program Recognition:***

- ✓ International Coach Guild (ICG) Level I –Certified Coach (CC)
- ✓ Total of 25 ICG Business Mentorship Points

## PLUS EXCLUSIVE BONUSES...

### ***Courage To Be You Event***

Conquer today's challenges and take control now... Our gift to you: 2 tickets to this extraordinary event with Joe Pane

VALUED AT \$197 x 2 TICKET

### ***Feel the Fear and Do It Anyway!***

Classic book by the world's leading personal development expert, Susan Jeffers.

VALUED AT \$35

### ***Your First 6 Sessions with Your New Client***

Series of classes and workbook developed and delivered by Sharon Pearson

VALUED AT \$1997

### ***Attract Your First Client – Guaranteed!***

With guidance from your own appointed Accountability Mentor

MASTER PRACTITIONER LEVEL AND  
ABOVE ONLY



## PACKAGE INCLUSION

Course Choice	Via Instalments AUD	Tick	Via Express AUD	Tick
LEVEL IV - PROFESSIONAL COACH (ICGCP0414)	<b>\$2,997 Deposit + \$147 Weekly</b> For 36 Months (\$25,997 total)	<input type="checkbox"/>	<b>\$23,997</b> (save \$1,997)	<input type="checkbox"/>
LEVEL III - CREDENTIALLED MASTER PRACTITIONER OF COACHING (ICGCM0314)	<b>\$997 Deposit + \$135 Weekly</b> For 24 Months (\$14,997 total)	<input type="checkbox"/>	<b>\$13,997</b> (save \$932)	<input type="checkbox"/>
LEVEL II - CREDENTIALLED ADVANCED PRACTITIONER OF COACHING (ICGCAC0214)	<b>\$997 Deposit + \$99 Weekly</b> For 18 Months (\$8,749 total)	<input type="checkbox"/>	<b>\$7,997</b> (save \$752)	<input type="checkbox"/>
LEVEL I - CREDENTIALLED PRACTITIONER OF COACHING (ICGCC0114)	<b>\$997 Deposit + \$87 Weekly</b> For 12 Months (\$5,499 total)	<input type="checkbox"/>	<b>\$4,997</b> (save \$502)	<input type="checkbox"/>

## STEP 1 - YOUR DETAILS

Please fill in all the below fields

Given Name:			
Surname:			
Date of Birth:			
Driver License #			
Street Address:			
Suburb:			
State:		Postcode:	
Phone Number:			
Email Address:			

## STEP 2 - TRAINING DATES

FOCS Training Date:			
Training Delivery:	<input type="checkbox"/> Online Streaming	<input type="checkbox"/> Face to Face	
Starter Kit:	<input type="checkbox"/> Received	<input type="checkbox"/> Not yet received	

## STEP 3 - INVESTMENT AMOUNT

Please select ONE of the options below:

<input type="checkbox"/> VIA EXPRESS	
Investment Amount:	<b>AUD\$</b>
Date:	
<input type="checkbox"/> VIA INSTALMENTS	
Deposit Amount:	<b>AUD\$</b>
Date:	
Ongoing Amount:	<b>AUD\$</b>
Frequency:	<input type="checkbox"/> Weekly <input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly
Commencement Date: (Within 30 days from the Enrolment Date)	
Total to Collect:	

## STEP 4 - PAYMENT INFORMATION

☐ CREDIT CARD / DEBIT CARD, OR

I request you The Coaching Institute to arrange for funds to be debited from my nominated credit card according to the schedule specified below and attached Direct Debit Service Agreement.

Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> BankCard <input type="checkbox"/> AMEX*
Card No.	
Expiry Date:	
Cardholder Name:	
Signature:	

\*Surcharge applies: American Express 1.8% including GST

## TERMS & CONDITIONS

<input type="checkbox"/> I have read and accepted The Coaching Institute's Terms & Conditions <input type="checkbox"/> I have read and accepted The Coaching Institute Student Handbook <input type="checkbox"/> I have read and accepted the PayWay Direct Debit Request Service Agreement <input type="checkbox"/> I have read, understood and accepted the Table of Values	Signature:  Date:
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## FOR OFFICE USE ONLY

SIGNED BY:	DATE:
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**PAYMENT INCLUSION IN YOUR COURSE ON ENROLMENT AND PAYABLE – TABLE OF VALUES**

Level I Credentialed Practitioner of Coaching (ICGCC0114)	PAYABLE	VALUE AUD
<b>Starter Kit</b>	On Enrolment	<b>\$997</b>
<b>Foundations of Coaching Success Training</b>	On Enrolment	<b>\$2,997</b>
Meta Dynamics™ Foundations	On Attending or Course expiry	<b>\$997</b>
Ongoing Learning & Support Over Course Period (For 12 Months)	Ongoing Monthly	<b>\$42</b> (total \$504)

Level II Credentialed Advanced Practitioner of Coaching (ICGCAC0214)	PAYABLE	VALUE AUD
<b>Starter Kit</b>	On Enrolment	<b>\$997</b>
<b>Foundations of Coaching Success Training</b>	On Enrolment	<b>\$2,997</b>
Meta Dynamics™ Foundations	On Attending or Course expiry	<b>\$997</b>
Advanced Skills	On Attending or Course expiry	<b>\$2,997</b>
Ongoing Learning & Support Over Course Period (For 18 Months)	Ongoing Monthly	<b>\$42</b> (total \$756)

Level III Credentialed Master Practitioner of Coaching (ICGCMC0314)	PAYABLE	VALUE AUD
<b>Starter Kit</b>	On Enrolment	<b>\$997</b>
<b>Foundations of Coaching Success Training</b>	On Enrolment	<b>\$2,997</b>
<b>Online Resources Content</b>	On Enrolment	<b>\$1,704</b>
<b>Meta Dynamics™ I Pre-Learning</b>	On Enrolment	<b>\$1,997</b>
Meta Dynamics™ Foundations	On Attending or Course expiry	<b>\$997</b>
Advanced Skills	On Attending or Course expiry	<b>\$2,997</b>
Meta Dynamics™ Level I	On Attending or Course expiry	<b>\$2,300</b>
Ongoing Learning & Support Over Course Period (For 24 Months)	Ongoing Monthly	<b>\$42</b> (total \$1,008)

Level IV Professional Coach (ICGCPC0414)	PAYABLE	VALUE
<b>Starter Kit</b>	On Enrolment	<b>\$997</b>
<b>Foundations of Coaching Success Training</b>	On Enrolment	<b>\$2,997</b>
<b>Online Resources Content</b>	On Enrolment	<b>\$1,704</b>
<b>Meta Dynamics™ I Pre-Learning</b>	On Enrolment	<b>\$1,997</b>
<b>Meta Dynamics™ II Pre-Learning</b>	On Enrolment	<b>\$1,997</b>
<b>Millionaire Marketing (Original Value \$9,997)</b>	On Enrolment	<b>\$5,163</b>
Meta Dynamics™ Foundations	On Attending or Course expiry	<b>\$997</b>
Advanced Skills	On Attending or Course expiry	<b>\$2,997</b>
Meta Dynamics™ Level I	On Attending or Course expiry	<b>\$2,300</b>
Meta Dynamics™ Level II	On Attending or Course expiry	<b>\$3,336</b>
Ongoing Learning & Support Over Course Period (For 36 Months)	Ongoing Monthly	<b>\$42</b> (total \$1,512)

Initial: \_\_\_\_\_



## In this Agreement:

“Agreement” means these Terms & Conditions, together with the completed Student Acceptance Form.

“Student”, “you”, “your”, “me” or “I” means the person specified in “Step 1 – Your Details” of this Agreement.

“The Coaching Institute”, “us” or “we” means The Coaching Institute – ACN: 163 412 057

The Agreement is governed by the laws of the State of Victoria and the parties submit to the non-exclusive jurisdiction of the courts of Victoria, and the courts entitled to hear appeals from those courts.

## By completing, submitting your acceptance form and payment of Deposit, you are deemed to have agreed to the following Terms and Conditions:

1. Please consider and refer to your financial situation before signing and submitting your enrolment form. Upon part/full payment of your Deposit, your selected course begins and you are liable for the course payment.
2. You receive online access to classes and Course materials that are relevant to the training Course selected at the time of enrolment.
3. Attend the Foundations of Coaching Success (“FOCS”) via face-to-face or via live streaming and receive the services provided at that training.
4. 12 months membership for The Coaching Institute’s Credentialed Practitioner of Coaching, 18 months membership for the Credentialed Advanced Practitioner of Coaching, 24 months membership for the Credentialed Master Practitioner of Coaching and 36 months membership for the Credentialed Professional Coach and to extend their membership beyond the above timeframes by participating in the Masters Academy Program.

## Course payments –

5. Where the Student has elected to pay the Course fees by instalments, the first instalment is due within 30 days of enrolment and the Student must continue to pay instalments on weekly basis thereafter.
6. Where the Student has elected to pay the Course fees in full, fees are payable upon enrolment, and must be paid in full 30 days prior to commencement of training.
7. We collect, hold and use, information related to your consumer and commercial creditworthiness from a Credit Reporting Agency, DBCC Pty Ltd (w: [www.dnb.com.au](http://www.dnb.com.au) | e: [pac.austral@dnb.com.au](mailto:pac.austral@dnb.com.au) | t: 1300 734 806), for all purposes permitted by law. You agree to our exchange of creditworthiness information with DBCC Pty Ltd (Dun & Bradstreet’s consumer credit reporting business), and agree that we will obtain (and to the extent permitted by law, provide) information about both your consumer and commercial creditworthiness from/to DBCC Pty Ltd. Such permission remains in force for the duration of any credit contract that may be approved.
8. Any personal information we collect under this Agreement will be dealt with in accordance with our Privacy Policy, a copy of which can be located on our website at: <http://www.thecoachinginstitute.com.au/policies-and-procedures/> RTO-18 Privacy
9. Course fees can be either paid in full or instalments. If any instalments are in default, your access to the Course may be suspended until such time as payment has been brought up to date. For Students with more than one credit account, default on one account may cause suspension of all accounts. Failure to make payments as agreed will result in a fees of \$10 per failed payment plus additional 10% p.a. finance charge until outstanding amount paid in full, and will result in all recovery cost being responsibility of the Student and become due to The Coaching Institute.
10. To attend training events relevant to your enrolled Course, you must have made payment of the Deposit and submitted your signed Enrolment form. At the time your signed Enrolment form and payment of deposit are received your Course commences.
11. No refund will be given for part/full payment of Deposit.
12. In order to attend a training event, your course payments need to meet the minimum payment amount required for that event.

## Cancellation by You:

If you need to cancel your enrolment/training/membership during its term, you must notify The Coaching Institute immediately in writing.

13. **After the start of the course:** No refunds are available on the course materials provided on enrolment, as considerable Intellectual Property is imparted to the Student upon commencement. Early withdrawal from any course may result in fees payable. These fees are calculated based on the table of values calculated as per the schedule in the Student Hand Book. Changing your mind is not a reason for any type of refund. Whatever the reason for withdrawal, the fees due (or refund due) is calculated strictly according to the fee schedule of classes and/or Course materials delivered to the Student in accordance with the fee schedule located in the **table of values above and the Student Handbook.**

Initial: \_\_\_\_\_





14. Cancellation or Rescheduling attendance made 10 working days prior to the Foundations of Coaching Success face-to-face training will incur a \$500 fee to cover the venue, catering and administrative costs. This fee will only be waived if a doctors' certificate can be provided prior to the training commencing.
15. Cancellations or Rescheduling attendance made within 1 month of any of the other face-to-face trainings will incur a \$500 fee as there are substantial waiting lists for these events and someone dropping out means someone else misses out on attending.
16. Cancellations or Rescheduling of training attendance via live streaming made within 10 working days will incur a cancellation fee of \$250 to cover administrative costs.
17. No Refund will be process, if you have outstanding invoices with The Coaching Institute. Any refund/credit will be automatic offset against any outstanding debt.

## Training – I agree –

18. All live trainings must be completed within the original membership period, or additional fees will apply.
19. That the training sessions which I will be required to participate in may be personally, emotionally and physically challenging for me and I agree that I have undertaken any necessary tests or investigations with a suitably qualified expert before commencing training to ensure that I am physically, mentally and emotionally fit for such training sessions. I understand that there may be sexually explicit content and strong language may be used throughout the training. I understand that some discussions may be confronting and that I will participate only to the extent I feel comfortable.
20. I will not hold The Coaching Institute liable for any loss or cost or damages or consequential loss (including but not limited to loss of income, loss of revenue, loss of profit, loss of goodwill and loss of business opportunity) incurred by me (or any person related to me) in the event of mental, physical, emotional stress or distress (or other ailment or condition) caused either directly or indirectly in relation to the training sessions. I will indemnify The Coaching Institute in the event of any such claim.
21. That I have not and will not rely on any representations made by The Coaching Institute or any of its employees or agents, other than as supplied in this Agreement.
22. To access all classes or training via phone or internet at my own cost
23. That once I have chosen and enrolled in my selected Course, I may downgrade provided all fees for Intellectual Property received at the higher level Course are paid in full, according to the trainings, classes and Course materials received, (whereby "Intellectual Property" means all aspects of The Coaching Institute's intellectual property in whatever form associated with The Coaching Institute, including but not limited to the rights contained in their website, stationary, customer list, graphics, literature, style of trading, copyright, design rights, patents, logos, course materials and content).
24. The Coaching Institute reserves the right to change the training venue at any point prior to the training in order to best serve the needs of the students.

## The Student, in consideration of The Course and/or Training to be provided by The Coaching Institute under this Agreement, agrees –

25. To indemnify & keep indemnified The Coaching Institute from & against all loss, damage or liability (whether criminal or civil) suffered including legal costs on a full indemnity basis incurred by The Coaching Institute resulting from breach of this Agreement by the Student.
26. Not to cause or permit anything which may damage or endanger the intellectual property of The Coaching Institute or assist or allow others to do so.
27. That what is taught within the Course and the Intellectual Property delivered in any form remains the copyright of The Coaching Institute and is not be replicated, modified, licensed, published, transmitted, distributed, uploaded, broadcast, sold or otherwise transferred without The Coaching Institute's written consent. A breach of this clause considered serious misconduct and may result in The Coaching Institute taking action such as the removal of the Student from the Course, suspension of access to Course material, or the initiation of legal proceedings against the Student.
28. Not to solicit, deal with or engage in any business dealing with any of the personnel provided by The Coaching Institute to supply the Course for a period of two years from the date of this Agreement without the prior written consent from The Coaching Institute.
29. Not to make copies or distribute any materials from the Course other than as required to do so for the purpose of participating in the Course.
30. Not divulge to any third party any part of the Confidential Information or of the Intellectual Property nor provide to any third party a copy of any document or audio recording which comprises or contains Confidential Information or Intellectual Property, except as this Agreement specifically permits.

Initial: \_\_\_\_\_



31. "Confidential Information" included any of the following information:

- a. all business and financial information, sales and supply details, marketing strategies, customer and supplier listing, business listing, personal information, nor other information concerning The Coaching Institute, its customers or its employees and officers;
- b. all drawing, plans sketches, production processes and procedures, computer programs, specifications, manuals, notes, diagrams, flowcharts, project plans, calculations, know how or any other verbal information or written data concerning The Coaching Institute or its products;
- c. all (if any) other information relating to The Coaching Institute which, by its nature, places or potentially places The Coaching Institute at an advantage over its present or future business competitors; and
- d. any other information that would otherwise at law be considered secret or confidential information of The Coaching Institute; whether or not marked "Confidential" BUT does not include information which:

at the time of first disclosure by a Student to another person is already in the public domain;

after disclosure by a Student, becomes part of the public domain otherwise than by disclosure in breach of the terms of this Agreement; and

the person to whom the information is disclosed can prove that the information was in his or her possession before the time of first disclosure by or discovery from the Student.

32. The Course fees and the course selected is not transferable for any reason.

33. That any publicity or information provided by The Coaching Institute in relation to the provision of the Course subject to alteration from time to time at The Coaching Institute's discretion.

34. That in the event that The Coaching Institute is liable to any extent under this Agreement or under general law The Coaching Institute's liability is to be limited to the amount of the Course fee paid by the Student, save for where there is any fraud, wilful misconduct or criminal action on the part of The Coaching Institute.

35. That The Coaching Institute is not liable in any way if the Course contains materials which the Student is already familiar with.

36. That The Coaching Institute has not made any representation that participation in the Course guarantees success as, including but not limited to, a Coach, Business Coach, Niche Specific Coach, Executive Coach or Meta Dynamics™ Practitioner, or that such participation will guarantee income.

37. Assessments required to achieve competency in the Course will be conducted and any certificate or statement of attainment will only be awarded once competency is achieved & upon the completion of all payments.

38. Any disputes which may arise as a result of this Agreement shall be dealt with in accordance with our Complaints Resolution Policy, a copy of which can be located on our website at: <http://www.thecoachinginstitute.com.au/policies-and-procedures/> RTO 9 Complaints Resolution

39. To acknowledge that training events may be videoed and that still photographs may be taken for training and/or marketing purposes. To that end, the Student willingly gives his/her approval to be filmed and photographed, save for where the Student advises otherwise by signing a waiver at the relevant event.

**The completed enrolment form is signed with the understanding that all Terms and Conditions, and the Student Handbook are read and agreed to.**

Initial: \_\_\_\_\_



This is your Direct Debit Service Agreement with THE COACHING INSTITUTE (314011) 21 163 412 057. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## DEFINITIONS

**Account** means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**Banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit day** means the day that payment by *you* to *us* is due.

**Debit payment** means a particular transaction where a debit is made.

**Direct debit request** means the Direct Debit Request between *us* and *you*.

**Us** or **we** means THE COACHING INSTITUTE, (314011) *you* have authorised by requesting a *Direct Debit Request*.

**You** means the customer who has signed or authorised by other means the *Direct Debit Request*.

**Your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

## DEBITING YOUR ACCOUNT

By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from your *account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

*We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

or

*We* will only arrange for funds to be debited from *your account* if *we* have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

If the *debit day* falls on a day that is not a *banking day*, *we* may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

## AMENDED BY US

*We* may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least **fourteen (14) days** written notice.

## AMENDED BY YOU

*You* may change, stop or defer a *debit payment*, or terminate this agreement by providing *us* with at least 7 days notification by writing to:

Suite 40 37-39 Albert Road  
Melbourne, VIC, Australia 3004

or

By telephoning *us* on +61396087900 during business hours;

or

Arranging it through *your financial institution*, which is required to act promptly on your instructions.

## YOUR OBLIGATIONS

It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in your account to meet a *debit payment*:

- *You* may be charged a fee and/or interest by *your financial institution*;
- *You* may also incur fees or charges imposed or incurred by *us*; and
- *You* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

*You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

## DISPUTE

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on +61396087900 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve your query more quickly. Alternatively *you* can take it up directly with *your financial institution*.

If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.

If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

## ACCOUNTS

*You* should check:

- With *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- *Your account* details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- With *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## CONFIDENTIALITY

*We* will keep any information (including *your account* details) in your *Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

*We* will only disclose information that *we* have about *you*:

- To the extent specifically required by law; or
- For the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## NOTICE

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to

THE COACHING INSTITUTE

Suite 40 37-39 Albert Road  
Melbourne, VIC, Australia 3004

*We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the third *banking day* after posting.

Initial: \_\_\_\_\_