

Instructions for ICF Client Coaching Log

This sample Client Coaching Log is the recommended form to use when submitting your client coaching experience for the purposes of obtaining an ICF credential. Using this form will make the credentialing process easier, and more efficient. As soon as you begin coaching, you should begin logging client coaching hours. Four types of clients may be included on the coaching log: individual clients, group clients, internal clients, and third-party clients.

Confidentiality

Providing Client Information

In keeping with the ICF Code of Ethics, you must obtain consent from each client to list his or her information on the client coaching log. The consent may be verbal and does not need to be provided to the ICF. Individuals who do not consent to have their names listed must be left off of the log, except in internal or third-party coaching arrangements with organizations that have a confidentiality policy. In those cases, confidential client names may be listed as aliases if you provide a reference letter from the organization.

ICF Use of Client Information

The information on your client coaching log will be seen only by ICF staff. Client information is never shared or sold to another party or used for any purpose other than review of your application. Clients listed on your client coaching log may be contacted by the ICF to verify the information in your log. If they are contacted, clients will not be asked about coaching topics.

Definitions

Client Coaching Hours

A client coaching hour is 60 minutes of actual coaching with a client who has hired the applicant as a coach and not in any other capacity. Client coaching sessions of less than 60 minutes will count as partial client coaching hours (for example, 30 minutes of client coaching will count as 0.5 client coaching hours). Coaching must be done in person or by telephone or other voice-to-voice technology.

Paid Hours

Paid hours include:

- Hours of coaching for which the coach receives payment from the client (payment may be in any amount, or barter of goods or services, including coaching in exchange for coaching)
- Internal coaching that meets the definition below
- Third-party coaching that meets the definition below

Internal Coaching

Internal coaching is coaching done as part of the applicant's employment. In order to count as client coaching hours, internal coaching must be part of the applicant's job description. Coaching of direct reports (employees for whom the coach is an immediate supervisor) does not count as client coaching hours.

Third-Party Coaching

Third-party coaching is coaching in which either:

- The coach receives payment from an organization specifically for coaching the client, or
- The coach volunteers to coach the client on behalf of an organization that receives payment from a client.
- Payment may be in any amount, or barter of goods or services.

Documentation

Individual Clients

For each individual client, you must log:

- The client's name and email address
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the client
- Individual clients who do not consent to have their names listed must be left off of the log. The consent may be verbal and does not need to be provided to the ICF.

Please see an example of how to log individual client coaching below.

Client Name	Contact Information	Individual/Group	Number in Group	Start Date	End Date	Paid hours	Pro-bono hours
Joe Smith	Joe.smith@corp.com	Individual		3/1/2012	3/1/2013	10	
Jan Doe	Jan.doe@job.com	Individual		1/1/2013	1/15/2013		5

Group Clients

For each group client, you must log:

- The name and email address of one individual in the group (you do not need to provide the names of other individuals in the group or the name of the group itself)
- The start and end date of the coaching relationship
- The number of paid and pro bono hours that you coached the group
- The number of individuals in the group (only groups of 15 or fewer will count)
- Each individual in a group counts as a client for the purpose of meeting the requirement of 8 total clients.

Please see an example of how to log group coaching below.

Client Name	Contact Information	Individual/Group	Number in Group	Start Date	End Date	Paid hours	Pro-bono hours
Jim Peters	jim@abc.com	Group	12	7/1/2013	9/21/2013	2	

Internal and Third-Party Clients

Internal and third-party clients should be logged the same as other individual or group clients unless there is an organizational confidentiality policy that prevents you from disclosing the client's information. If there is a confidentiality policy, you must provide a reference letter from a contact person at the organization who is familiar with your work. The reference letter must include:

- The name and contact information for the contact person
- A description of the role of the contact person in the organization
- A description of your role in the organization
- Confirmation of the organization's confidentiality policy
- Confirmation of the information that you have logged for confidential clients

For internal or third-party confidential clients, you must also log:

- An alias for each confidential client (for example, "Confidential Client 1")
- The email address of the contact person at the organization
- The start and end date of the coaching relationship with each client
- The number of paid hours that you coached each client

Please see an example of how to log internal or third party coaching if there is no organizational confidentiality policy below.

Client Name	Contact Information	Individual/Group	Number in Group	Start Date	End Date	Paid hours	Pro-bono hours
Pam Peters	Pam.peters@123.com	Individual		5/1/2012	5/1/2013	25	
Jim Smith	Jim.smith@corp.com	Group	14	1/3/2012	2/15/2013	5	

Please see an example of how to log internal or third party coaching if there is an organizational confidentiality policy below.

Client Name	Contact Information	Individual/Group	Number in Group	Start Date	End Date	Paid hours	Pro-bono hours
Client A	Contact person – Jane Peters 123-456-7899	Individual		1/14/2012	2/26/2013	12	
Client B	Contact person – Jane Peters 123-456-7899-	Individual		12/17/2011	7/01/2013	19	