



COACHCOMPANION
– ACCREDITED ICF COACHING EDUCATION

Master Certification Programme for Coaches and Leaders

Information about Performance Evaluation

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PERFORMANCE EVALUATION

After completion of your Coaching Education Programme, the mandatory mentor coaching and a minimum of 100 client coaching hours, participants are eligible to provide their recording for Performance Evaluation.

The following markers are behaviours that represent demonstration of the Core Competencies in a coaching conversation at the Professional Certified Coach (PCC) level. Please download the PCC Markers before you start Block 2:

[PCC Markers - International Coaching Federation](#)

A certificate for the entire ICF Coaching Education to directly apply for your credentialing will be issued **after a passing score** of your Performance Evaluation.

PREPARATION

You will be encouraged to record some of your sessions throughout your education, raising your awareness of your coaching performance. You will be working with ICF's markers to get you ready for an ACC or PCC level of coaching performance.

Make it a habit to coach without seeing your client, for example via phone or another platform, but without using a camera. ICF only approves audio recordings.

PERFORMANCE EVALUATION

Recording

Please choose a session that you think is a passing one. This session must clearly show your coaching skills and usage of the Core Competencies. It is not measured by the client reaching the goal or not.

Only recordings in MP3 will be accepted. The recording will not be accepted if you have seen the client during the conversation, as all verbal communication is lost in an audio recording.

Remember to ask your client for a permission to record a session and state the purpose of it: it will be used for examination and educational purposes at CoachCompanion. ICF has the right to have the access of the session, too. All parties listening to your coaching session are bound by the ICF's ethical guidelines and confidentiality.

Your question and the permission must be included in your recording at the very beginning of the session. Should you omit this information, the recording will not be approved.

Duration of recorded sessions: we recommend that sessions aimed for Performance Evaluation last between 30-45 minutes.

- Choose a session for Performance Evaluation.
- Transcribe every word of the session.
- Obligatory to include timestamps.



- No translation is needed if recording is in English or Swedish.
- If you choose another language, a translation must be submitted as well.

Please upload VOICE recording (no video!) including the above and upload or link (depending on the file format) the above documents in your portal under the tag called *documents*.

Don'ts

- Coaching your course mates will not be accepted.
- No initial session, balance wheel or foundation session.

Transcription of your recordings

There are many companies which can help you transcribe your recordings to text. Please see examples of accurate transcription and pricing as below. Observe that this is not included in your fee and you, yourself pay for transcription of your recording.

<https://www.rev.com>

<https://www.spokencompany.se/transkribering/>

The transcription must be accurate, meaning it should include all sounds from both the coach and the client, including humming, etc., and the timestamps must be precise.

FEEDBACK

Accessing your recording and feedback

Some of the CoachCompanion's staff serve as Assessors. These professionals are trained by ICF to score and evaluate your performance, according to the clear and strict instructions from the ICF. Please observe that you have the opportunity to choose yourself which recording to send for evaluation.

CoachCompanion's Assessor will provide you with written feedback and the results of your performance evaluation. CoachCompanion has no obligation to reveal the Assessor's name or to further **motivate your scoring** results, except what is shown in the written feedback. Your Assessor has the right to ask the team for a second opinion before scoring a recording negative.

IMPORTANT

Please allow 4 weeks for assessing your recordings.

We are also kindly asking you for patience. Should **we** need more information, one of the accessors will contact you.

Please do not e-mail or contact CoachCompanion for checking your status. No further information will be shared individually as it concerns every participant in the programme. Your status will be visible in your portal withing four weeks. Your success is our success!

Thank you!



CERTIFICATE

If passing score for was met

Congratulations! After the passing score, you will be issued Level 2 Certificate by CoachCompanion. You can apply for ACC credentialing directly. You can apply for PCC credentialing at ICF with the same certificate after you have reached 500 client hours/sessions.

Only coaches that meet the requirements for ACC or PCC level will receive a passing score of Performance Evaluation. We are kindly asking you for partnership to equip you with all skills, competencies and knowledge. It requires your total dedication during the programme.

Your certificate will be uploaded to the Portal within 2 weeks after receiving your feedback.

If passing score for Level 2 was not met

Should your Performance Evaluation for Level 2 not meet the passing score, we can offer a retake of the Performance Evaluation at additional cost of €150.

It is therefore of vital importance that you carefully choose your recording.

You can prepare yourself for Level 2 Performance Evaluation at your own pace and send your recording at any time when ready.

Common reasons for not meeting the passing score

Although it is the participant himself/herself responsible to choose their best recording, not all participants achieve the passing score. One of the reasons is insufficient practise as a coach.

The most common reasons for a participant not meeting the passing score are among the following:

- Loses or misses the client's agenda
- Coaches the subject and not the client
- Goes straight to the solution and misses the exploration phase where valuable information and insights are available
- Does not measure the progress during session
- Coach doesn't show coaching skills due to allowing the client talking all the time, mostly outside of the goal of the session
- Violates Ethical Guidelines
- Does not show skillful usage of the ICF's Core Competencies.



Validity of Certificate Level 2 issued by CoachCompanion

Your certificate has no expiration date. You may apply for a desired credentialing at ACC or PCC level at any time. Level 2 is mandatory if you are aiming to apply for PCC level. All Credentialings are issued by ICF only and are recognized worldwide.

ONE attempt of Performance Evaluation is included in the fee of the programme you attend

An additional fee of 150€ will be charged for every retake of Performance Evaluation.

Some of the CoachCompanion's staff serve as assessors. These professionals are trained by ICF to score and evaluate your performance, according to the clear and strict instructions from the ICF. Please observe that **you, yourself will choose which recording to send for Performance Evaluation**. CoachCompanion will provide you with written feedback and the results of your Performance Evaluation. CoachCompanion has no obligation to reveal the assessor's name or to further motivate your scoring results, except what is shown in the written feedback.

Notification

To align with the latest requirements by the ICF, CoachCompanion has the right to alter parts of your education content, including Mentor Coaching delivery method or Performance Evaluation without previous notice.

Keep safe your certificate! Level 1 or Level 2 certificate gained at CoachCompanion has no expiration date! You can apply for your credentialing at ICF at any time.