Client Coaching Hours

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 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.

Definitions/Documentation

As soon as you begin coaching, you should begin logging client coaching hours. A simple spreadsheet is the most effective log. Four types of clients may be included on the coaching log: individual clients, group clients, internal clients, and third-party clients.

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. (Mentor coaching is not accepted as a client coaching hour.)

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, by telephone, or by using any virtual or voice-to-voice platform.

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
- Students can claim peer to peer coaching within a training program towards pro-bono hours only. (Trainers, Supervisors or Mentors cannot claim coaching hours within a training program.)

Pro-Bono Hours

- Students can claim peer to peer coaching within a training program towards pro-bono hours only. (Trainers, Supervisors or Mentors cannot claim coaching hours within a training program.)
- Volunteer/Donation Coaching

Peer to Peer Coaching

Peer to peer coaching is the exchange of coaching between two individuals:

- Peer to peer coaching (outside of training program) can be claimed as paid or barter coaching
- Peer to peer coaching (within training program) can be claimed as pro-bono hours for students only
- Peer to peer coaching (within Reciprocal Peer Coaching) can be claimed as paid hours

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 ICF.

Group Clients

For each individual 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)
- You cannot multiply hours times participants in the group. If you coach 15 people for 1 hour, you can only count that as one hour of coaching, not 15 hours.

Each individual in a group counts as a client for the purpose of meeting the total number of clients required.

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 verified by a supervisor as part of their duties performed. Coaching of direct reports (employees for whom the coach is an immediate supervisor) does not count as client coaching hours. In addition, teachers, trainers, mentors or supervisors who do coaching in the classroom does not count as client coaching hours. Internal 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 be on company letterhead and 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 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

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. 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 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