



Transfer and Withdrawal Policy

1. Purpose of the Policy

This Policy outlines the procedures for transferring to another cohort (Transfer) and withdrawing from a program (Withdrawal).

It ensures transparency, fairness, and predictability regarding any changes to a student's learning plan.

The Policy is aligned with ICF Coaching Education requirements and GMA's internal quality standards.

2. Principles of the Policy

GMA adheres to the following principles:

- Respect for individual student circumstances,
- Transparency and clear documentation of decisions,
- Preservation of ICF academic standards,
- Reasonable flexibility,
- Equal treatment for all participants.

3. Transfer Policy

3.1. Grounds for Transfer

A student may request a transfer to another cohort under the following circumstances:

- illness or health-related issues,
- family or personal circumstances,
- changes in work schedule,
- force majeure situations,
- other significant factors affecting participation.

GMA reviews each case individually.

3.2. Transfer Conditions

- One transfer is allowed **free of charge** (unless otherwise specified in the contract).
- Transfers are permitted **before completing 30% of the program**.
- The student is transferred to the nearest available cohort with open seats.

- If the program price has changed, the student retains the original fee.
- Individual modules cannot be transferred separately — transfers apply to the full program.

3.3. Transfer Request Process

A student must:

1. Submit a written request to the program coordinator or administration,
2. Briefly describe the reason (optional),
3. Specify the preferred cohort or timeframe.

Requests are reviewed within **5 business days**.

4. Withdrawal Policy

4.1. Voluntary Withdrawal

A student may voluntarily withdraw from the program at any time.

Consequences of voluntary withdrawal are governed by:

- the Refund Policy,
- the Payment Policy,
- and the enrollment contract.

4.2. Withdrawal Initiated by GMA

GMA may discontinue a student's participation in case of:

- repeated late or missing payments,
- violation of the Code of Conduct,
- breaches of safety, ethics, or non-discrimination policies,
- serious disruptions to group learning,
- repeated absences without notification,
- behavior that harms the group environment or learning process.

4.3. Consequences of Withdrawal

- Access to platforms and materials is terminated.
- Refunds (if applicable) are governed by the Refund Policy.
- In specific situations, transfer to a future cohort may be offered (upon agreement).
- GMA does not issue certificates or learning hour confirmations if the program is not completed.

5. Reinstatement

A student may request reinstatement:

- in a future cohort,
- subject to seat availability,
- once the cause of withdrawal has been resolved (e.g., outstanding payment).

GMA administration determines reinstatement on a case-by-case basis.

6. Documentation of Decisions

All decisions regarding:

- transfers,
- withdrawals,
- reinstatements,

are documented in writing and confirmed with the student.

7. Final Provisions

- This Policy is mandatory for all GMA students.
- Updates are made in accordance with ICF standards and internal GMA regulations.
- The Policy applies to all programs and cohorts within GMA.

Global Masters Alliance (founder)
Galina Vdovichenko, MCC ICF

