
SUPPLEMENTAL POLICIES & PROCEDURES FOR
WELLCOACHES RECERTIFICATION

TABLE OF CONTENTS

RECERTIFICATION: FOR CORE AND PROFESSIONAL COACHES 1

Purpose of Recertification 1

Wellcoaches Recertification Requirements 1

Verification of Maintenance of Prerequisites 3

Certification Renewal Reminders 4

If Core Coach Certification Expires 4

If You Were Certified and Then Became Invalid 4

Payment of Recertification Fee [2020 Expiration – effective until June 30, 2021] 5

Payment of Recertification Fee [Effective January 1, 2021 for 2021 Expiration] 5

National Certification and Wellcoaches Certification 6

Wellcoaches Random Auditing Process 6

TRANSITIONING FROM “CERTIFIED PERSONAL COACH” TO CERTIFIED HEALTH AND WELLNESS COACH” 7

RECERTIFICATION: FOR CORE AND PROFESSIONAL COACHES

Purpose of Recertification

The purpose of periodic recertification is to ensure and maintain a high standard of competency for Wellcoaches certified coaches beyond the initial three-year period following successful passing of Wellcoaches certification exams.

Wellcoaches Recertification Requirements

Recertification is due every 3 years from the end of the month in which certification was initially granted. ***Your certification status can be viewed at your Wellcoaches Customer Hub account at the Recertification tab.*** If a review reveals any discrepancies, please contact your [Coach Concierge](#).

TWO STEPS TO RECERTIFY

1. **Pay the required Recertification fee for your Wellcoaches designation [Certified OR Certified Professional].**
2. **Submit a completed Recertification Application containing the Certification and Branding agreement which confirms that the required:**
 - 30 hours of continuing coaching education (UP TO 8 hours of Lifestyle Medicine continuing education and AT LEAST 22 hours of Coaching continuing education); and
 - 45 coaching hours (no log required); and
 - Supporting documentation, confirming these requirements, will be provided if audited; and
 - Verification of maintenance of prerequisites have been submitted (including a current license when applicable).

TO BE NOTED:

- ***Additional instructions will be available at your Customer Hub account at the Recertification tab.***
- ALL requirements for recertification must have been completed when the application is submitted.
- If you have enrolled in the Wellcoaches Module 1 Core Training Program to acquire continuing education credits for recertification, that program must be completed before the Certification Expiration date.
- If the expiration date has passed before completing the program the Late Fee will need to be paid.

Earning Coach Continuing Education Credits

To maintain your Certification, you must earn 30 hours of continuing education every 3 years. No more than 8 of the 30 hours should be of Lifestyle Medicine related topics such as biometrics, brain health, sleep, nutrition, etc. In order to be considered for continuing coaching education credits, all courses taken outside of Wellcoaches must have a clear focus on the skills necessary for building a coaching client relationship and/or coaching psychology and provided by an expert in the topic.

Coach Continuing Education Through Wellcoaches

All coach continuing education credits can be acquired through the Wellcoaches Membership. Member classes are available through your student learning portal. When participating in monthly Member Classes, Certified Wellcoaches may apply up to 4 Continuing Education classes, within a calendar month, toward Wellcoaches recertification.

Among other Wellcoaches offerings, Wellcoaches Certified Coaches may also earn the continuing coaching education hours needed for recertification by re-enrolling in a current Module 1 Core Coach training program. **Contact your [Coach Concierge](#) for payment/registration information.**

Coaching Continuing Education Outside of Wellcoaches

To be considered for continuing coaching education credits, whether live or recorded, at least 22 HOURS must have a clear focus on the skills necessary for building a *coaching* client relationship and/or coaching psychology and be provided by an expert in the topic.

Examples of approved topics for Coaching Psychology:

- Self-Compassion
- Empathy
- Appreciative Inquiry
- Motivational Interviewing
- Transtheoretical Model of Change
- Nonviolent Communication
- Goal Setting Theory
- Mindfulness
- Self-efficacy
- Positive Psychology
- Neuroscience of behavior change or coaching

*Up to 8 additional hours may be related to Lifestyle Medicine. **Examples of approved topics for Lifestyle Medicine:***

- Nutrition
- Physical activity
- Brain health
- Sleep health
- Mindful eating

For either content area, reading, writing and teaching do not qualify for continuing education. We will accept asynchronous (non-live) courses with proof of an exam and passing score.

Although pre-approval of external courses is not required prior to submitting your recertification application, **if your application is audited**, you will need to submit the following for each educational activity you wish to have qualify for coach continuing education:

- Program outline, including curriculum covered and learning objectives;
- Number of hours of continuing education received on the topic; and
- Certificate of completion or verification of attendance in the educational activity.

To support your application, it is your responsibility to retain this documentation, in the event you are audited. [Auditing Process details are available here.](#)

Verification of Maintenance of Prerequisites

Wellcoaches certified coaches will have provided evidence of their prerequisite for initial certification. For recertification, certified coaches need to verify that those prerequisites have been maintained, or additional prerequisites have been completed.

Have recent educational upgrades/changes now made you eligible for the Certified Health and Wellness Coach designation? If so, submit your updated prerequisite(s) via the Proof of Prerequisites page at your Customer Hub Student account, under:

TAB: Certification; **Sub-Page:** Proof of Prerequisites; OR

TAB: Module 3: Skills Assessment and Certification; **Sub-Page:** Module 3: Prerequisites; OR
via email to your Coach Concierge.

and [click here](#) to request an update to your eligibility status.

Certification Renewal Reminders

Wellcoaches will undertake best efforts to notify all credentialed professionals, via email, approximately 60 days prior to the individual's recertification date.

IMPORTANT: A current email address is required to ensure delivery of recertification reminders. Should you, at any time, **Opt-out** of receiving email from Wellcoaches a renewal notice cannot be delivered.

Full details are available at your Customer Hub account and it remains the responsibility of the coach to be aware of his/her certification deadline and to complete the required steps to maintain certification.

Email update instructions are available at Customer Hub at the **Update Your Contact Information** sub-page located under the **My Account** tab.

If Core Coach Certification Expires

If you do not recertify by the expiration date recorded on the *Current Certification Status* sub-page, your certification status is changed to "Inactive" for a grace period of six months. To recertify during the six-month grace period, you must:

1. pay the applicable Late Renewal Fee; and
2. submit the Late Recert Application web form

Links to the Late Fee order forms and Late applications will be made available at your Customer Hub account under the Recertification tab when/if your Certification Status is changed to INACTIVE.

If You Were Certified and Then Became Invalid

For students enrolled in classes prior to July 2018

[SEE THE INVALID CERTIFICATIONS PAGE AT YOUR CUSTOMER HUB STUDENT ACCOUNT]

If you do not recertify during the grace period, your certification status is changed to INVALID. To reinstate your Wellcoaches Certification after this status change, you must complete BOTH Module 2 and Module 3 and repeat all components of Certification, including the exam process.

For students enrolled from July 2018 and beyond

If you do not recertify during the grace period, your certification status is changed to INVALID. To reinstate your Wellcoaches Certification after this status change, you must complete Module 3 and repeat all components of Certification, including the exam process.

If Professional Coach Certification Expires

If Certification has not been renewed by the recorded expiration date, the Certification status will be changed to "Inactive" for a period of six months. During this time frame the coach may revert to an "Active" status by paying the applicable Late Renewal Fee and submitting a Late Filing Application.

If the renewal fee plus late fee AND the application have not been received and processed by the six-month deadline, the Certification status will be changed to “**Invalid**”. At that point the coach will be required to re-enroll in an upcoming Professional Coach Training program, pay the current Certification Fee and repeat the exam process by submitting a coaching session audio for review.

THERE ARE NO EXCEPTIONS TO THIS POLICY

Payment of Recertification Fee [2020 Expiration – effective until June 30, 2021]

1. Login to CustomerHub at <https://wellcoaches.customerhub.net/> and open the *Recertification Fees* sub-page under the **Recertification tab**
2. Follow the instructions for paying your fee
3. Successful payment activates access to the application sub-page
4. Submit your application to receive an updated certification document and have your Certification Status sub-page updated.

Contact your Coach Concierge to process your recertification **prior to the 60-day renewal reminder**. If you renew early, any education credits earned prior to your Expiration date will not be eligible for your next renewal period.

NOTE: Once a certification status has been changed to **INACTIVE** your account will present the LATE Recertification Fees and payment will activate the LATE Recert Application sub-page.

Payment of Recertification Fee [Effective January 1, 2021 for 2021 Expiration]

1. Login to CustomerHub at <https://wellcoaches.customerhub.net/> and open the *Recertification Fees [Pre-Expiration]* sub-page under the **Recertification tab**
2. Follow the instructions for paying your fee
3. Successful payment auto-presents the Recertification application
4. Submission of the application delivers a confirmation email and an updated Certification Document and also updates the data on your Current Certification Status sub-page.

Contact your Coach Concierge to process your recertification **prior to the 60-day renewal reminder**. If you renew early, any education credits earned prior to your Expiration date will not be eligible for your next renewal period.

NOTE: Once a certification status has been changed to **INACTIVE** your account presents the *Recertification Fees [Post-Expiration]* sub-page and steps 2, 3 & 4 above can be taken.

National Certification and Wellcoaches Certification

If you took the exam and earned the new credential of “National Board Certified – Health and Wellness Coach” through the National Board for Health and Wellness Coaching you may synchronize your Wellcoaches certification dates with your national certification start and end dates. For example, if you successfully passed the national exam in June 2019, your new certification expiration date with Wellcoaches will be the same as your NBC-HWC certification expiration of June 30, 2022.

Simply upload your national exam results at your Customer Hub page (under Recertification < National Board Certification). We will then adjust your certification period to be synchronized. To maintain your Wellcoaches certification, you also need to fulfill the continuing education and coaching hour requirements and submit your Wellcoaches renewal application.

And, if you maintain a continuous Wellcoaches Membership for that entire **new** certification period, your Wellcoaches recertification will be processed at no charge.

Dual certification: Why maintain the Wellcoaches certification?

If you've achieved the new national certification, you may be curious about the value in maintaining both the NBC-HWC designation and the Certified Wellcoach® designation. Here's why dual-certified Wellcoaches coaches are leaders and why the Wellcoaches credential will continue to be the most sought after by employers and medical organizations including our partners, the American College of Sports Medicine and the American College of Lifestyle Medicine:

- Stellar A+ performance of Wellcoaches coaches in the national board certification examination.
- Wellcoaches requires education in health-sciences, a higher certification standard than the national board certification.
- Evidence-base for Wellcoaches protocol, as published in our peer-reviewed Coaching Psychology Manual.
- Continuous innovation of coaching processes, theories and constructs by masterful faculty
- The Coach Membership program enables you to enjoy world class continuing education, professional development and tools including the web coaching platform.
- We make the dual certification easy! Certified Wellcoaches, who are also Members during their entire certification period, renew their Wellcoaches certification for free.

Wellcoaches Random Auditing Process

At the time of recertification, Certified Coaches are only required to submit the Wellcoaches Recertification Application and verification of maintenance of prerequisite(s). However, it is the responsibility of the Certified Coach to retain all documented proof of obtained continuing coaching education credits.

Examples of documented proof would include certificate copies, letters of attendance with CCE verification, pre-approved course transcripts, client coaching hour logs, etc.

Wellcoaches will audit a percentage of randomly selected Wellcoaches Recertifications. This audit will be conducted monthly.

If audited, the Certified Coach will be required to provide documented proof of all continuing coaching education credits to Wellcoaches within 30 days of the audit. All audited paperwork will be reviewed for validity by Wellcoaches. If all paperwork is complete, the certified coach will be notified that the certification credential is valid until the next recertification due date.

If valid and documented proof is not provided within 30 days, certification status is changed to “Inactive” and the Coach will have five months to complete the recertification process by providing the required documentation. After that deadline, your status will be changed to "Invalid".

TRANSITIONING FROM “CERTIFIED PERSONAL COACH” TO CERTIFIED HEALTH AND WELLNESS COACH”

If you earned the “Certified Personal Coach” designation, and were not eligible for the “Certified Health and Wellness Coach” designation, you have the option to transition to the “Certified Health and Wellness Coach” designation upon completing the following criteria:

Provide proof the health and wellness coach eligibility education/experience requirements have been met (See [Prerequisite Requirements](#)). Proof of prerequisites may be submitted through your Customer Hub Student account, under:

TAB: Certification; **Sub-Page:** Proof of Prerequisites; OR

TAB: Module 3: Skills Assessment and Certification; **Sub-Page:** Module 3: Prerequisites; OR via email to your Coach Concierge.