



Coaching Professional Qualification Ltd

United Kingdom · Company No. 13427973

External Review Pack

Standards, Credentialing & Governance

25 reference documents (19 core + 6 gap-closing) · Full English Edition

Version 1.0 · 16 August 2026

Coaching Professional Qualification Ltd · Company No. 13427973

Reviewer Guide

Purpose: review CPQ's proposed institutional standards before activation.

Review Priorities

- ① Legal and regulatory accuracy across intended jurisdictions
- ② Clarity of separation between education certificates and professional credentials
- ③ Appropriateness of CPQ-T numeric thresholds and renewal credits
- ④ Fairness, independence and due process in complaints, assessment and appeals
- ⑤ Scope-of-practice and referral safeguards, especially psychological content
- ⑥ Research methodology and data-protection safeguards
- ⑦ Potential misleading equivalence or accreditation language

Decision Options

Approve as drafted / Approve with minor changes / Major revision required / Do not activate

Index of the Twenty-Five Documents

#	Code	Document
01	CPQ-ORG-2026-v1.0	CPQ™ Professional Organization Framework
02	CPQ-STD-2026-v1.0	CPQ™ Professional Coaching Standard v1.0
03	CPQ-COMP-2026-v1.0	CPQ™ Competency Model C01-C08
04	CPQ-ETH-2026-v1.0	CPQ™ Code of Ethics v1.0
05	CPQ-SCOPE-2026-v1.0	CPQ™ Scope of Practice & Referral Standard
06	CPQ-CRED-2026-v1.0	CPQ-T Professional Credential Framework
07	CPQ-ASMT-2026-v1.0	CPQ-T Credential Assessment Rubric
08	CPQ-CPD-2026-v1.0	CPQ Continuing Development & Credential Renewal Policy
09	CPQ-ECR-2026-v1.0	CPQ Ethical Conduct Review, Complaints & Appeals
10	CPQ-CEPS-2026-v1.0	CPQ™ Coaching Education Provider Standards
11	CPQ-GOV-2026-v1.0	CPQ™ Governance Framework
12	CPQ-KC-2026-v1.0	CPQ™ Knowledge Centre
13	CPQ-GLS-2026-v1.0	CPQ™ Professional Glossary — 50 Terms
14	CPQ-RES-2026-v1.0	CPQ™ Research & Publication Standard
15	CPQ-RPT-GCC-2026-BASE-v1.0	CPQ Gulf Coaching Landscape — 2026 Baseline
16	CPQ-REG-2026-v1.0	CPQ Public Credential Registry & Verification Policy
17	CPQ-POLREG-2026-v1.0	CPQ™ Version & Policy Registry
18	CPQ-CAPP-2026-v1.0	CPQ-T Credential Applicant Guide
19	CPQ-SURV-GCC-2026-v1.0	CPQ Gulf Coaching Market Survey Instrument 2026
20	CPQ-RPL-2026-v1.0	CPQ Recognition of Prior Learning (RPL) Policy —  Added to close a gap
21	CPQ-DATA-2026-v1.0	CPQ Data Protection & Records Retention Policy —  Added to close a gap
22	CPQ-ASSESSOR-2026-v1.0	CPQ Assessor & Supervisor Eligibility and Calibration Standard —  Added to close a gap
23	CPQ-SAFE-2026-v1.0	CPQ Safeguarding Policy for Minors & Vulnerable Groups —  Added to close a gap
24	CPQ-GOVTERMS-2026-v1.0	CPQ Governance Committee Terms of Reference —  Added to close a gap
25	CPQ-FEES-2026-v1.0	CPQ Administrative & Credentialing Fee Schedule —  Added to close a gap

01 CPQ™ Professional Organization Framework

Framework separating the professional organisation from its education arm and defining standards, credentialing, knowledge, research and community functions

Item	Value
Document code	CPQ-ORG-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Legal & Institutional Identity

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

Coaching Professional Qualification Ltd is a UK-registered company, No. 13427973. Under this framework, CPQ™ is the institutional umbrella and CPQ Academy operates as the education and qualification arm within the ecosystem.

2 Institutional Functions

- CPQ Standards & Ethics
- CPQ Credentials & Registration
- CPQ Coaching Education — the Academy, diplomas and programmes
- CPQ Knowledge Centre — questions, glossary and frameworks
- CPQ Research & Insights
- CPQ Professional Community
- CPQ Chapters, when formally activated

3 Separation of Education and Credentialing

Completing a diploma or programme confirms an educational achievement. A CPQ-T professional credential is a separate decision requiring practice evidence, supervision, performance assessment and ethics. Graduates are not automatically reclassified solely because of the diploma they completed.

4 Status & Publication

This document and related standards are published as external-review drafts. CPQ-T credentials or external education-provider accreditation do not begin until status is changed from Draft to Active by a documented governance decision.

Reviewer	Date	Decision	Notes

02 CPQ™ Professional Coaching Standard v1.0

Reference standard for professional practice, education, assessment and ethics across the CPQ ecosystem

Item	Value
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1 Scope & Purpose

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

The standard applies to CPQ-T credential holders and applicants, CPQ educators, assessors and supervisors, and programmes that declare alignment with it. Its purpose is client protection, consistent minimum quality and observable, assessable competence.

2 Core Principles

- Client autonomy and choice
- Do no harm and practise within competence
- Clear contracting, confidentiality and boundaries
- Truthful representation of identity, credentials and outcomes
- Accountability, reflection and supervision
- Cultural respect and non-discrimination
- Appropriate evidence awareness without turning models into therapeutic claims

3 Eight CPQ Competencies

C01 Ethics & Scope; C02 Professional Mindset & Reflective Practice; C03 Contracting & Client Autonomy; C04 Presence, Listening & Communication; C05 Inquiry & Awareness; C06 Goals, Action & Accountability; C07 Context, Inclusion & Systems Awareness; C08 Evidence, Development & Professional Growth. Observable behaviours are defined in CPQ-COMP-2026-v1.0.

4 Practice & Documentation

Practitioners maintain a clear agreement and appropriate practice log, collect only necessary client data, secure records and obtain explicit consent for recording or educational use. Client stories or quotations are not used in marketing without documentable permission.

5 Relationship to Other Standards

This is a CPQ-owned standard and is not described as a translation or automatic equivalent of another body's standard. Internal benchmarking maps may be used for quality purposes only, and public wording must avoid implying undocumented external recognition.

Reviewer	Date	Decision	Notes

03 CPQ™ Competency Model C01-C08

The eight observable, assessable competencies underlying the CPQ ecosystem

Item	Value
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1 Model Philosophy

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

A competency is not merely a skill label; it is behaviour observable in a decision, session or record. The model prioritises client protection, quality of thinking and autonomy rather than the number of tools a coach can name.

2 Competencies

Code	Competency	Core Observable Behaviours
C01	الأخلاقيات والنطاق	يشرح الحدود؛ يحمي السرية؛ يلاحظ الخطر؛ يحيل عند الحاجة؛ يفصح عن التعارضات
C02	العقلية المهنية والتأمل	يفحص تحيزه؛ يتقبل التغذية الراجعة؛ يستخدم الإشراف؛ لا يدافع عن تفسيراته كحقيقة
C03	التعاقد واستقلال العميل	يوضح الغرض؛ يراجع الاتفاق؛ يحدد الأدوار؛ يعيد القرار للعميل
C04	الحضور والإصغاء والتواصل	يصغي للمعنى والسياق؛ يستخدم الصمت؛ يلخص بدقة؛ يكيّف لغته
C05	الاستقصاء والوعي	يطرح سؤالاً واحداً واضحاً؛ يختبر الافتراضات؛ يميز الحقائق عن التفسيرات
C06	الأهداف والفعل والمساءلة	يحوّل الوعي إلى تجارب؛ يحدد معايير المراجعة؛ يتعلم من عدم الفعل دون لوم
C07	السياق والشمول والأنظمة	يراعي الثقافة والسلطة والتنظيم وإمكانية الوصول؛ لا يختزل مشكلات النظام في الفرد
C08	الأدلة والتطور والنمو	يوثق التعلم؛ يراجع الأثر؛ يحدّث معرفته؛ لا يبالغ في الاستشهاد بالأبحاث

3 Progression Expectations

T1: safe, consistent foundation with openness to supervision. T2: integrated competencies across varied situations with greater independence. T3: precision in complex and specialist contexts and ability to justify professional decisions. T4: advanced practice, education and supervision of others with strong conflict-of-interest governance.

4 Assessment Rules

 **A critical failure in ethics or safety cannot be offset by high conversational-skill scores:**

- ✗ Unauthorised diagnosis
- ✗ Deliberate confidentiality breach
- ✗ Any form of exploitation
- ✗ Falsified evidence
- ✗ Ignoring an evident serious risk without managing it

Reviewer	Date	Decision	Notes

04 CPQ™ Code of Ethics v1.0

Code derived from CPQ ethics materials and expanded with explicit accountability procedures

Item	Value
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose

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The Code protects clients, learners and the public, provides a decision standard for complex situations, and connects every professional credential to verifiable accountability.

2 Twelve Principles

- ① Integrity: truthful identity, qualifications, outcomes and marketing
- ② Respect for autonomy: the coach does not decide for the client
- ③ Non-maleficence and care: choose the least harmful competent intervention
- ④ Confidentiality and privacy: collect, retain and share only what is necessary
- ⑤ Contracting and transparency: clear fees, roles, boundaries, cancellation and communication
- ⑥ Competence and referral: stop or refer when needs exceed scope
- ⑦ Conflicts of interest: disclose, manage and recuse when necessary
- ⑧ Boundaries and dual relationships: prevent exploitation and dependency
- ⑨ Equity and inclusion: respect culture, identity and accessibility
- ⑩ Accountability and supervision: review impact, errors and decisions
- ⑪ Research/content integrity: credit sources, do not fabricate data
- ⑫ Digital and professional conduct: protect data; prohibit harassment, retaliation and defamation

3 Prohibited Conduct

! Any CPQ™-credentialed practitioner is prohibited from:

- ✗ Diagnosis or treatment beyond held licence and competence
- ✗ False promises or guarantees
- ✗ Financial, emotional or sexual exploitation
- ✗ Confidentiality breach without legitimate basis

- ✗ Falsifying hours, clients, credentials or research results
- ✗ Retaliation against complainants or witnesses
- ✗ Harassment, discrimination or deliberate defamation
- ✗ Practising under an undisclosed conflict that materially threatens objectivity

4 Acknowledgement & Review

Credential applicants sign an ethics acknowledgement at award and each renewal. The Code is reviewed periodically, no later than every three years, or sooner after material legal/practice change. Revisions and version history are published.

Reviewer	Date	Decision	Notes

05 CPQ™ Scope of Practice & Referral Standard

Defines what a coach may and may not provide, and the safe referral protocol

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1 Scope Rule

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

A coach provides only what can be justified by education, competence, contract and local law. Psychological or behavioural education does not turn a coach into a physician, therapist or separately regulated practitioner.

2 Referral Indicators

- Imminent risk to self or others
- Severe or persistent psychological symptoms impairing daily functioning
- Clear disturbance in reality testing or thought
- Harmful substance or behavioural dependence
- Trauma, violence or abuse requiring specialist intervention
- Physical symptoms or medication questions requiring a clinician
- Specialist legal, investment or therapeutic matters beyond competence

3 Referral Protocol

- 1 Listen without diagnosing
- 2 Explain role limits in non-stigmatising language
- 3 Determine whether immediate safety risk is present
- 4 Recommend an appropriate category of specialist without claiming clinical assessment
- 5 Obtain specific consent before coordinating with another professional
- 6 Document only what is necessary
- 7 Decide with the client whether coaching can continue alongside specialist support or should pause/end

4 Emergencies & Local Law

CPQ does not impose one universal disclosure rule because legal duties vary by jurisdiction. Practitioners must understand the rules where services are delivered, explain confidentiality limits in advance, and seek appropriate professional/legal consultation when safety and confidentiality conflict.

Reviewer	Date	Decision	Notes

06 CPQ-T Professional Credential Framework

The four practitioner credential tiers and their requirements

Item	Value
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1 Status of Requirements

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

Reviewer note: the following numeric thresholds are proposed by CPQ for external review because they were not fixed in the original source files. The scheme remains Draft and new CPQ-T awards are not issued until final internal adoption.

2 Tiers & Requirements

Tier	Title	Qualifying Education	Documented Practice	Clients	Mentor/ Supervision
CPQ-T1	كوتش ممارس مؤهل	٦٠+ ساعة	٧٥+ ساعة	٥+	٨ ساعات
CPQ-T2	كوتش محترف	١٢٥+ ساعة	٢٥٠+ ساعة	١٥+	١٠ ساعات
CPQ-T3	كوتش أخصائي أول	١٨٠+ ساعة	٣٥٠+ ساعة	٢٥+	١٥ ساعة
CPQ-T4	معلم ومشرف كوتشينج	٢٥٠+ ساعة + ١٠٠ ساعة تعليم/إرشاد	١٥٠٠+ ساعة	٣٠+	٢٠ ساعة

3 Qualifying Education

Current CPQ programmes may contribute to the education requirement according to verified learning hours and content: CPD as a foundation, LCS for expanded practice/specialisation, PCA as a specialist route requiring the Scope & Referral Standard, and CTTA/LCTT for coach-education pathways. No diploma automatically awards a tier. Verified external education may be considered under a separate Recognition of Prior Learning policy.

4 Application Evidence

- Identity and contact details
- Qualifying education certificates
- Dated practice log with truthful declaration
- Client-count evidence without public disclosure of client identities
- Mentor/supervision hours
- Consented session recording or approved assessment alternative

- Ethics/knowledge assessment
- Conflict-of-interest and truthfulness declaration

5 Validity

A credential is valid for three years from award unless suspended or revoked. Public statuses are Active, Renewal Due, Expired, Suspended and Revoked. The underlying educational certificate remains valid according to its own terms even if the professional credential expires.

Reviewer	Date	Decision	Notes

07 CPQ-T Credential Assessment Rubric

Assessment weights, pass thresholds and critical-fail rules

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1 Assessment Principle

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

Assessment evaluates what the practitioner actually does, not marketing polish or memorised definitions. Assessors should be materially independent from conflicts of interest wherever practicable.

2 Rubric Weights

Domain	Weight	Typical Evidence
C01 الأخلاقيات والنطاق	20%	الاتفاق، قرار الإحالة، السرية، تضارب المصالح
C03 التعاقد والاستقلالية	10%	غرض الجلسة، مراجعة الاتفاق، ملكية العميل
C04 الحضور والإصغاء	15%	مساحة العميل، الملخصات، الصمت، اللغة
C05 الاستقصاء والوعي	15%	أسئلة غير موجهة، اختبار الافتراضات
C06 الفعل والمساءلة	15%	التجارب، القرارات، معايير المتابعة
C07 السياق والشمول	10%	الثقافة، التنظيم، إمكانية الوصول
C02 الممارسة التأملية	10%	المراجعة الذاتية والإشراف
C08 الأدلة والتوثيق	5%	سجلات دقيقة وتعلم مستمر

3 Pass Thresholds

T1 = 70/100, T2 = 75/100, T3 = 80/100, T4 = 85/100. In addition to total score, at least 60% is required in C01 and there must be no Critical Fail.

4 Critical Fail

! Includes:

- ✗ Clear safety breach
- ✗ Unauthorised diagnosis/treatment
- ✗ Exploitation

- ✗ Falsified evidence
- ✗ Deliberate unjustified confidentiality disclosure
- ✗ Ignoring an evident serious risk

5 Reassessment

An unsuccessful candidate receives a summary of strengths and development areas and may reassess after a recommended development period. Assessors do not disclose confidential third-party information or protected assessment materials.

Reviewer	Date	Decision	Notes

08 CPQ Continuing Development & Credential Renewal Policy

The three-year renewal cycle and required continuing-development credits

Item	Value
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1 Cycle

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

External-review proposal: CPQ-T validity is three years. Renewal opens 90 days before expiry and may allow late completion according to then-current administrative rules.

2 36 Credits

- 6 credits ethics and standards
- 6 credits supervision or mentor coaching
- 18 credits CPQ core competencies
- 6 credits specialisation, research, education or professional contribution
- One accepted learning hour equals one credit unless policy states otherwise

3 Evidence

Credential holders retain attendance certificates, supervision logs or research/education outputs and may be sampled for audit. Falsifying renewal evidence is a separate ethical breach.

4 Outcome

On successful renewal the registry validity extends for three years. If requirements are not met the status becomes Expired and the holder may not describe the credential as "Active CPQ-T". Reinstatement may follow a separate procedure without altering prior educational awards.

Reviewer	Date	Decision	Notes

09 CPQ Ethical Conduct Review, Complaints & Appeals

Procedural principles, complaint stages and possible outcomes

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1 Procedural Principles

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- Impartiality
- Notice and opportunity to respond
- Proportionate confidentiality
- Anti-retaliation
- Written decision
- Proportionate sanction
- Appeal to a different decision-making body

2 Stages

- 1 Complaint intake and acknowledgement
- 2 Eligibility/jurisdiction screening
- 3 Notice to respondent
- 4 Initial response and evidence gathering
- 5 Conflict-free reviewer/panel
- 6 Initial written decision with reasons
- 7 Sanction or closure
- 8 30-day appeal window
- 9 Different appeal panel
- 10 Closure and proportionate public-registry update

3 Possible Outcomes

- No Further Action
- Guidance or remedial education
- Formal warning

- Required supervision
- Time-limited suspension
- Credential revocation
- Referral to an appropriate authority where law or safety requires

4 Publication & Privacy

Complaint details and client data are not automatically published. The credential registry may reflect final status such as Active, Suspended or Revoked. Additional disclosure requires a clear basis and privacy/legal review.

Reviewer	Date	Decision	Notes

10 CPQ™ Coaching Education Provider Standards

Twelve standards for accrediting external education providers and the accreditation cycle

Item	Value
Document code	CPQ-CEPS-2026-v1.0
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1 Status

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This standard is a Draft for review. No external organisation may describe itself as a "CPQ Accredited Provider" before the scheme is activated and a written decision, accreditation number and validity period are issued.

2 Twelve Standards

Code	Standard	Typical Evidence
CEPS-01	الحوكمة والملكية	التسجيل القانوني، المسؤوليات، التعارضات
CEPS-02	تصميم البرنامج	مخرجات التعلم، المنهج، الساعات، خريطة الكفايات
CEPS-03	هيئة التدريس	المؤهلات والخبرة والتطوير المستمر
CEPS-04	الساعات والحضور	تعريف الساعات والتحقق منها
CEPS-05	الممارسة	التطبيق والملاحظة والتغذية الراجعة
CEPS-06	التقييم	المعيار، وقواعد النجاح وإعادة التقييم
CEPS-07	الأخلاقيات	المدونة والنطاق والإحالة
CEPS-08	حماية المتعلم	الرسوم والإلغاء والشكاوى والخصوصية
CEPS-09	إمكانية الوصول والشمول	الوصول الرقمي واللغوي والثقافي
CEPS-10	الشكاوى	إجراء منشور ومستقل بصورة معقولة
CEPS-11	التسويق	ادعاءات قابلة للتحقق
CEPS-12	المراجعة السنوية للجودة	بيانات وتصحيح وتحسين

3 Accreditation Cycle

- ① Application and legal information
- ② Desk review of policies and curriculum
- ③ Sample review of teaching and assessment

- ④ Correction of material findings
- ⑤ Decision: Approved / Conditional / Not Approved
- ⑥ Defined validity period and light annual review
- ⑦ Full reaccreditation every three years

4 Conflict Safeguards

A reviewer with a direct financial interest in an applicant's approval does not decide the accreditation. Training, consulting or ownership relationships are disclosed and recusal is applied where needed.

Reviewer	Date	Decision	Notes

11 CPQ™ Governance Framework

Professional committees, conflict safeguards and decision records

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1 Existing Executive Structure

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Governance builds on the executive structure documented in the CPQ Compendium (CEO, COO, CFO and training, business-development, marketing and support functions) and adds professional committees separating technical decisions from day-to-day operations.

2 Committees

- Standards & Ethics Committee: standards, ethics and revisions
- Credentials & Assessment Committee: credential policy, assessors and exceptions
- Education Quality Committee: CPQ programmes and education providers
- Research & Knowledge Committee: research methodology, glossary and reference content
- Appeals Panel: appeals independent from the original decision

3 Conflicts & Recusal

Members make annual and case-specific disclosures. Conflicts include ownership, financial or family relationships, direct training/supervision relationships or material disputes. Where the conflict is material, the member recuses from deliberation and final vote.

4 Decisions & Version Records

Each standards, credential, sanction or appeal decision records a date, reference, decision body, reason summary and implementation status. Standards revisions are recorded in the Version & Policy Registry.

Reviewer	Date	Decision	Notes

12 CPQ™ Knowledge Centre

Knowledge centre architecture, the 25 reference questions, and editorial policy

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1 Architecture

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The Knowledge Centre is not a marketing blog; it is a reference layer connected to standards. Content types are Questions, Glossary, Standards, Guides, Frameworks and Research. Each item carries a reference, review date and internal links.

2 25 Reference Questions

01. Professional coaching is a structured conversational partnership that helps a client clarify a desired outcome, examine reality and assumptions, generate options, and turn awareness into decisions and reviewable experiments. The client retains ownership and responsibility; the coach provides a safe framework, inquiry, listening and professional accountability. CPQ materials distinguish coaching from diagnosis or psychotherapy and require referral when needs exceed coaching scope.

02. Consulting normally relies on the consultant's subject-matter expertise to analyse a problem and recommend or design a solution. Coaching places the client's thinking and choice at the centre, using dialogue, inquiry and experiments to expand awareness and responsibility. A qualified practitioner may use both roles, but the shift must be made explicit and agreed rather than disguising advice as a coaching question.

03. A life coach commonly works with life goals, choices, habits, relationships and professional identity within a non-clinical scope. An executive coach works with leaders and organisational systems involving sponsors, business outcomes, multi-party confidentiality and observable leadership behaviours. Core coaching skills overlap, while executive work requires stronger capability in organisational context, three-way contracting and conflicts of interest.

04. The coaching mindset is a way of thinking and being grounded in curiosity, restraint from premature interpretation, respect for client autonomy, and awareness of the coach's own bias and impact. It does not mean emotional distance or pretending to have no expertise; it means using expertise without taking ownership of the client's decision. Reflective practice, supervision and feedback strengthen this mindset.

05. Active listening goes beyond hearing words to following meaning, context, tone, hesitation and shifts in language while resisting the urge to prepare an early response. The coach summarises neutrally, invites

correction and uses silence when it supports thinking. The purpose is not merely information gathering, but helping the client hear and examine their own thinking more clearly.

06. A coach focuses on goals the client can influence, awareness, choice and future action within the coach's competence. Counselling or psychotherapy may address disorders, symptoms, trauma and assessments requiring different qualifications or legal permissions depending on jurisdiction. Psychological knowledge does not authorise a coach to diagnose or treat. Severe symptoms, safety risk or treatment needs require appropriate referral.

07. A trainer designs a learning experience to transfer defined knowledge or skill, explains, demonstrates, corrects and assesses learning. A coach begins with the client's goal and context rather than a curriculum to be delivered. The same professional may train and coach, but the role should be made explicit because the source of expertise, responsibility and success criteria differ.

08. Life coaching begins with the individual's goals, choices, habits and life context. Business coaching works within a venture or organisational context and requires awareness of decisions, leadership, stakeholders and performance without automatically becoming business consulting. When a client needs a technical solution, the practitioner should clearly distinguish consulting from coaching.

09. In the proposed CPQ framework, "practitioner" describes someone who has completed a qualifying educational foundation and begun documented practice within first-tier limits. "Professional" describes a person who combines broader education, documented experience, performance assessment, supervision and ongoing renewal. The title is not a marketing label; it is tied to published credential criteria.

10. A diploma is an integrated qualification pathway containing multiple modules or bundles and staged assessment, leading to an educational award. A specialised programme focuses on a defined area such as business, behaviour change or thinking and can deepen a pathway. Neither automatically equals a professional credential; credentialing requires separate practice evidence, assessment and published requirements.

11. Begin with foundations: ethics, scope, contracting, listening, inquiry, goal design and session management. Then practise with supervision, keep a reliable log of hours and clients, and obtain feedback on real sessions. Choose a specialisation where your capability intersects a genuine market need, and build a clear professional identity and service without exaggerated promises.

12. The general principle is to move from foundation to practice and then specialisation according to prior experience and goals. CPD provides an integrated foundation, LCS expands practice and specialisation, PCA adds work requiring heightened scope and referral awareness, and CTTA focuses on those who educate coaches and trainers. Admissions should consider experience and purpose rather than impose one rigid sequence on everyone.

13. Yes. CPQ includes standalone specialised programmes that can deepen a defined area after a suitable foundation is established. Specialisation must not be interpreted as permission to practise a regulated profession beyond legal qualification, so scope, ethics and referral rules remain controlling.

14. Professional credentialing is not determined by diploma duration alone. It requires qualifying education, minimum documented practice and client experience, mentor/supervision hours, ethics assessment and performance evaluation. The real timeline therefore varies by candidate. CPQ-T tables publish minimum evidence thresholds; the candidate's practice rate determines how quickly they can meet them.

15. A person may hold other qualifications that support training, but within CPQ the CTTA or equivalent education pathway is a qualifying route for coach-education roles rather than a title alone. The proposed T4 credential also requires substantial coaching practice, education/mentoring delivery and independent assessment, so completing CTTA alone does not automatically award T4.

16. CPQ is a UK-registered company and describes its memberships, provider relationships or programme accreditations on official pages according to available documentation. The phrase "internationally accredited" should be used only where the awarding body, relationship and scope are verifiable. The proposed CPQ-T credential is CPQ's own professional credential and is not presented as equivalent to another body's credential without documented recognition.

17. Course and diploma completion certificates are checked using the existing certificate number or verification code. CPQ-T professional credentials use a separate public registry showing name, tier, status, award date, expiry or renewal date and declared specialisations while protecting unnecessary personal data. Holding an educational certificate does not automatically mean holding an active professional credential.

18. An educational certificate confirms completion of a defined programme or assessment. A professional credential confirms a broader set of requirements including education, practice, supervision, ethics and performance assessment, and it has a validity period, status, renewal process and public registry. CPQ therefore separates certificate verification from credential verification.

19. The proposed external-review tiers are CPQ-T1 Qualified Coach Practitioner, CPQ-T2 Professional Coach, CPQ-T3 Senior Specialist Coach, and CPQ-T4 Coach Educator & Supervisor. Progression is based on qualifying education, practice hours, client experience, supervision and performance assessment rather than diploma title alone. Numeric thresholds remain draft policy until formally adopted.

20. Yes. The draft framework proposes a three-year validity cycle. Renewal requires 36 documented continuing-development credits across ethics, core competencies, mentor/supervision and specialisation or professional contribution, plus renewed acknowledgement of the Code of Ethics. The figures remain subject to external review before final activation.

21. Referral is required when a need exceeds the coach's competence or coaching scope, including safety risk, severe or persistent psychological symptoms, impaired reality testing, harmful substance dependence, medical concerns, or specialised legal/financial matters. Referral does not mean the coach diagnoses; it means recognising role limits and encouraging appropriate assessment or support.

22. Session details and client information are confidential by default and should be shared only with specific consent. Exceptions must be explained before the relationship begins, especially where law requires disclosure or there is an imminent safety risk. In sponsored organisational coaching, the agreement should specify what may be shared, such as agreed progress indicators, without disclosing private session content.

23. A coaching title does not authorise medical or psychological diagnosis or treatment. If a practitioner separately holds a regulated health or mental-health licence, the active role must be made explicit and services, records and claims should not be blurred. Within CPQ, psychological or behavioural knowledge is used only within coaching scope and does not replace an appropriate specialist.

24. A coach should disclose any interest or relationship that may affect objectivity and assess whether it can be managed through informed agreement and boundaries or requires declining or ending the engagement. Dual relationships that create financial or emotional exploitation, dependence or pressure are unacceptable. Organisational work must also manage tension between sponsor interests and client interests.

25. The process begins with intake and eligibility review, followed by notice to the respondent and a fair opportunity to reply, evidence gathering, independent review and a written decision. Outcomes can range from guidance or required education to warning, supervised practice, suspension or revocation. An affected party may appeal to a panel different from the original decision-maker, with anti-retaliation and privacy protections.

3 Editorial Policy

- Direct definition before explanation
- Separate knowledge from marketing
- Distinguish source-derived material from proposed CPQ policy
- Update terminology when standards change
- Avoid health or psychological promises
- Show last-review date

Reviewer	Date	Decision	Notes

13 CPQ™ Professional Glossary — 50 Terms

Unified operational definitions for consistency, editorial work and assessment

Item	Value
Document code	CPQ-GLS-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Usage Rule

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

These are CPQ operational definitions for consistency, editorial work and assessment. They do not replace legal, medical or academic definitions where a term is regulated in a jurisdiction.

2 Fifty Terms

01. Coaching · الكوتشينج

A structured conversational partnership supporting awareness, choice and action without taking ownership of the client's decision.

02. Coach · الكوتش

A practitioner who uses coaching skills within declared competence, professional boundaries and ethical requirements.

03. Client · العميل

The person or team receiving coaching and retaining ownership of decisions and responsibility for choices.

04. Coaching Session · جلسة الكوتشينج

An agreed period of professional work with a purpose, context, boundaries and reviewable outcomes.

05. Coaching Agreement · اتفاق الكوتشينج

An agreement defining goals, roles, confidentiality, fees, communication, cancellation and service scope.

06. Professional Presence · الحضور المهني

The coach's capacity to remain attentive, flexible and non-defensive during the session.

07. Awareness · الوعي

An increased ability to notice patterns, assumptions and options that were previously unclear.

08. Active Listening · الإصغاء الفعال

Listening for meaning, context, tone and silence while checking understanding without imposing premature interpretation.

09. Powerful Question · السؤال القوي

A concise, non-leading question that expands thinking, surfaces an assumption or turns awareness into choice.

10. Feedback · التغذية الراجعة

Specific information or observation offered respectfully to support learning without judging personal worth.

11. Action Plan · خطة العمل

Client-owned steps with timing, review criteria and accountability.

12. Accountability · المساءلة

Reviewing what the client committed to and learned from action or non-action without punishment or rescuing.

13. Psychological Guidance within Coaching · الإرشاد النفسي ضمن الكوتشينج

Use of supportive psychological knowledge to understand behaviour and awareness without diagnosis, treatment or unheld licensure claims.

14. Cognitive Awareness · الإدراك المعرفي

Noticing relationships among thoughts, interpretations, emotions and behaviour to expand choice.

15. Behaviour Change · تعديل السلوك

Designing experiments, environments and cues that support new behaviour or reduce unwanted behaviour within non-clinical scope.

16. Neuroplasticity · اللدونة العصبية

The nervous system's capacity to change with experience and learning; used by CPQ as an educational concept without therapeutic claims.

17. Neuro-Linguistic Programming (NLP) · البرمجة اللغوية العصبية

A communication and self-development framework used in some coaching contexts; CPQ does not present it as medical treatment or a substitute for clinical evidence.

18. Mental Flexibility · المرونة العقلية

The capacity to revise assumptions and change strategy when new information or context emerges.

19. Intrinsic Motivation · التحفيز الداخلي

Motivation linked to meaning, choice and values rather than external reward or pressure alone.

20. Self-Awareness · الوعي الذاتي

The ability to notice one's thoughts, emotions, biases and their influence on choices and behaviour.

21. Business Coaching · كوتش الأعمال

Coaching within business, decision and leadership contexts while remaining distinct from technical consulting.

22. Executive Coaching · الكوتش التنفيذي

Coaching for leaders requiring clear organisational contracting, confidentiality and stakeholder management.

23. Coach Educator · معلم الكوتشينج

A practitioner qualified to design and deliver coach education and assess learning against defined standards.

24. Mentor Coaching · منتورينج الكوتش

A development process focused on coaching performance and competencies through review and feedback.

25. Professional Supervision · الإشراف المهني

A regular space to review cases, ethics, practitioner impact, blind spots and professional learning.

26. Continuing Professional Development · التطوير المهني المستمر

Documented post-qualification learning that maintains competence, ethics and current practice.

27. Scope of Practice · نطاق الممارسة

The boundaries set by education, competence, law and contract on what a practitioner can safely provide.

28. Professional Referral · الإحالة المهنية

Directing a client to another professional or service when needs exceed coaching scope or require different expertise.

29. Confidentiality · السرية

Protecting client information from disclosure except with consent or a pre-explained legal/safety exception.

30. Conflict of Interest · تضارب المصالح

A situation where personal or organisational interests may affect objectivity or trust and require disclosure, management or recusal.

31. Dual Relationship · العلاقة المزدوجة

An additional relationship with a client that may increase exploitation, pressure or loss of objectivity.

32. Code of Ethics · مدونة الأخلاقيات

A set of principles and conduct rules defining professional expectations and accountability mechanisms.

33. Professional Credential · الاعتماد المهني

A professional status awarded after meeting education, experience, assessment and ethics requirements and maintained through renewal.

34. Certificate of Completion · شهادة إتمام

A document confirming completion of a programme, module or educational assessment and not automatically a professional credential.

35. Accreditation · اعتماد جهة أو برنامج

A quality-assurance or recognition relationship applying to an organisation or programme and stated with its awarding body and scope.

36. Professional Membership · العضوية المهنية

Affiliation with a professional network or community with conditions and benefits separate from a credential or qualification.

37. CPQ-T Tier · مستوى CPQ-T

A level in CPQ's proprietary professional credential system based on education, practice, supervision and assessment evidence.

38. LCS™ Diploma · دبلوم LCS™

CPQ's Life Coach Specialist education pathway; an advanced educational qualification, not an automatic professional credential.

39. CPD™ Diploma · دبلوم CPD™

CPQ's integrated foundational Practitioner Coach diploma, distinct from the generic concept of continuing professional development hours.

40. PCA™ Diploma · دبلوم PCA™

CPQ's Coaching & Psychological Guidance pathway with explicit coaching boundaries, referral and non-diagnosis requirements.

41. CTTA™ Diploma · دبلوم CTTA™

CPQ's Advanced Coach Trainer pathway for designing and delivering coach education and group training.

42. CPQ™ Ecosystem · منظومة CPQ™

The system connecting CPQ's professional organisation, academy, standards, credentials, knowledge, research and community.

43. Change Makers Club · نادي ضئاع التغيير

A CPQ professional community providing membership, networking and activities; membership does not equal professional credentialing.

44. Electronic Verification · التحقق الإلكتروني

A public mechanism for checking a certificate or credential using a number or code recorded in the registry.

45. Practice Log · سجل الممارسة

A dated record of coaching hours, clients and work type used as evidence for credential application or renewal.

46. Performance Assessment · تقييم الأداء

Review of a session or practice evidence against a published rubric measuring competencies and behaviours.

47. Ethics Acknowledgement · إقرار الأخلاقيات

A documented commitment to read and follow the Code of Ethics and provide truthful information.

48. Individual Coaching · الكوتشينج الفردي

A coaching relationship between practitioner and individual client with agreed contract, confidentiality and goals.

49. Group Coaching · الكوتشينج الجماعي

A coaching process for a group requiring explicit safety, confidentiality and role agreements among participants.

50. Digital Coaching · الكوتشينج الرقمي

Coaching delivered through digital channels with additional privacy, security and consent requirements.

Reviewer	Date	Decision	Notes

14 CPQ™ Research & Publication Standard

Research principles, survey requirements, editorial integrity rules and versioning

Item	Value
Document code	CPQ-RES-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Research Principles

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

- Clear question and appropriate method
- Declare data source and sample
- Do not invent missing data
- Record limitations and bias
- Protect privacy and consent
- Disclose funding and conflicts
- Publish corrections for material errors

2 Survey Requirements

A survey defines target population, recruitment method, field period, inclusion criteria, required/optional questions and reasonable duplicate controls. Actual counts (n) are reported with percentages, and findings are not generalised to the whole Gulf when the sample is limited or non-representative.

3 Integrity & Editorial Rules

Unfavourable results are not removed merely because they do not support a marketing message. References are credited accurately, and reports distinguish "what the data show", "CPQ interpretation" and "recommendation". Use of client or member data requires a clear basis and minimisation of identity.

4 Versioning

Every report has a reference code, version and data-freeze date. Material numeric changes after publication trigger a corrected version with a change log rather than silent replacement.

Reviewer	Date	Decision	Notes

15 CPQ Gulf Coaching Landscape — 2026 Baseline

A preliminary internal snapshot ahead of a full Gulf survey — not a completed market study

Item	Value
Document code	CPQ-RPT-GCC-2026-BASE-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Mandatory Methodological Note

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

This is not a completed Gulf market study. Current numeric figures in the source materials are CPQ internal data. They cannot estimate Gulf market size, practitioner prevalence, income or pricing. This document is a baseline and design for the next research phase.

2 CPQ Internal Snapshot

Internal Indicator	Value in Source	Use Status
تأسيس الشركة	28 مايو 2021 — رقم الشركة 13427973	سجل مؤسسي
متدرب مسجل في المنصة	+1,366	رقم داخلي في تقرير أولي
أعضاء نادي ضئاع التغيير	+473	رقم داخلي في تقرير أولي
الدبلومات	4	CPD, LCS, PCA, CTTA
البرامج التخصصية المستقلة	10	خريطة برامج 2026
المقالات المنشورة	82	لقطة داخلية قبل حملة النشر الجديدة

3 Required Gulf Survey

The target sample covers Saudi Arabia, Kuwait, UAE, Qatar, Bahrain and Oman. The survey collects country, experience, specialisation, client type, practice hours, delivery model, education/credentials, optional fee/income bands, organisational demand, digital tools, key challenges and 12-month expectations.

4 Final Report Rules

- Show n for each table
- Suppress small cells that may reveal identity
- Report country-level findings when sample size supports it
- Explain recruitment because it affects representativeness
- Do not claim a convenience sample represents the whole market
- Publish limitations before recommendations

Reviewer	Date	Decision	Notes

16 CPQ Public Credential Registry & Verification Policy

Public fields, credential statuses and tier-mark usage rules

Item	Value
Document code	CPQ-REG-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Two Separate Registries

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

The existing programme/diploma certificate verification continues. A separate CPQ-T registry is added. An educational certificate number does not create a professional credential record unless a credential decision has been made.

2 Public Fields

- Credential ID
- Name as approved for public display
- CPQ-T Tier
- Status
- Award date
- Expiry/Renewal date
- Approved specialisation badges
- Verification timestamp

Client-hour details, client identities and assessment files are not public.

3 Status Definitions

Active: valid. Renewal Due: in renewal window. Expired: validity ended. Suspended: temporarily suspended. Revoked: credential withdrawn by final decision. The registry or badge does not disclose sanction reasons unless publication policy allows it.

4 Credential Mark Use

Tier marks may be used only while status is Active and in the approved form. They must be removed or updated after expiry, suspension or revocation, and may not be combined with "equivalent to" or "recognised by" claims without separate documented evidence.

Reviewer	Date	Decision	Notes

17 CPQ™ Version & Policy Registry

Document coding system, statuses, change log, and the v1.0 registry

Item	Value
Document code	CPQ-POLREG-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Reference Coding

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

Each normative document has a stable code: CPQ-[FAMILY]-YEAR-vMAJOR.MINOR. Major versions are used for material changes to requirements or rights; Minor versions for clarifications or additions that do not change the core principle.

2 Statuses

- Draft
- External Review
- Active — current and binding within CPQ
- Superseded — replaced by a newer version
- Withdrawn — no longer used

3 Change Log

Each version records publication date, effective date, change summary, approving body and previous-version link where applicable. Material published documents are not silently replaced.

4 v1.0 Registry

The initial registry contains ORG, STD, COMP, ETH, SCOPE, CRED, ASMT, CPD, ECR, CEPS, GOV, KC, GLS, RES, RPT-GCC, REG and POLREG. All are v1.0, External Review Draft, dated 16 Aug 2026.

Reviewer	Date	Decision	Notes

18 CPQ-T Credential Applicant Guide

Application steps from preparation to decision, and the appeal mechanism

Item	Value
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Status	External Review Draft
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Before Applying

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

Review the target tier, calculate qualifying education, practice and supervision, and ensure evidence is verifiable. Do not submit client names or unnecessary client details.

2 Application Steps

- ① Create an application and reference
- ② Enter education and experience
- ③ Submit/register evidence
- ④ Acknowledge ethics and data truthfulness
- ⑤ Administrative screening
- ⑥ Knowledge/ethics assessment
- ⑦ Performance assessment
- ⑧ Decision
- ⑨ Registry entry on successful award

3 Appeal

An administrative or assessment decision may be appealed within 30 days with clear grounds and relevant new evidence. Appeal does not mean automatic reassessment by the same assessor.

Reviewer	Date	Decision	Notes

19 CPQ Gulf Coaching Market Survey Instrument 2026

Fifteen questions studying coaching-practice trends across Gulf countries

Item	Value
Document code	CPQ-SURV-GCC-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Consent

Document basis: CPQ institutional files and diploma cards, "Discover Your Professional Path in Coaching", "Ethics of the Law of Guidance", and CPQ's published professional content. Any new numeric or procedural requirement not already fixed in the source materials is presented as proposed CPQ™ internal policy for external review, not as a claim of recognition or equivalence by another body.

The purpose is to study coaching-practice trends across Gulf countries. Participation is voluntary and data are used in aggregate. Client names or session details are not requested.

2 Fifteen Questions

- ① Primary country of practice
- ② Years of experience
- ③ Full-time / part-time / internal role
- ④ Specialisation areas
- ⑤ Coaching hours in the past 12 months (band)
- ⑥ Clients in the past 12 months (band)
- ⑦ Individual vs organisational mix
- ⑧ Delivery mode: in-person / digital / hybrid
- ⑨ Highest coaching education
- ⑩ Professional credential held? (body optional)
- ⑪ Session fee band (optional)
- ⑫ Annual coaching-income band (optional)
- ⑬ Top three challenges
- ⑭ Expected demand over next 12 months
- ⑮ Consent to use anonymised responses in the report

3 Analysis Plan

Results are analysed overall and by country when sample sizes permit. Income or fee averages are not published for sparse or highly skewed responses; bands and medians are preferred when appropriate.

Reviewer	Date	Decision	Notes

20 CPQ Recognition of Prior Learning (RPL) Policy

NEW New Document — Pre-Activation Gap Closure

Mechanism for crediting verified external education and practice toward CPQ-T requirements

Item	Value
Document code	CPQ-RPL-2026-v1.0
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Status	External Review Draft
Issue date	2026-08-16
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

The CPQ-T credential framework (CPQ-CRED-2026-v1.0) allows verified external education to be considered under a separate policy; this is that policy. Its purpose is a fair, documented evaluation of learning and practice gained outside CPQ programmes without compromising the credential's minimum quality.

2 Eligible Prior Learning

- Coaching diplomas or certificates issued by a legally documented education provider
- Documented practice hours with a dated log and client attestation where possible
- Prior documented supervision or mentoring hours from a known supervisor
- Relevant professional training (e.g., licensed psychological counselling) within limits set by the Scope Standard

3 Evaluation Process

- 1 Submit an RPL application with supporting evidence
- 2 Initial screening to verify source authenticity
- 3 Evaluation by the Credentials & Assessment Committee to determine the credit proportion
- 4 Written decision: full / partial credit / declined, with reasons
- 5 Right of appeal within 30 days under the complaints policy (CPQ-ECR)

4 Limits & Safeguards

RPL may not substitute for:

- ✗ CPQ's own ethics and knowledge assessment
- ✗ The direct practical (micro-teaching/performance) assessment
- ✗ The signed ethics acknowledgement
- ✗ More than 50% of the total qualifying-education requirement for the target tier

Any RPL decision is re-evaluated if the underlying reference standards change materially, and every decision is documented in the applicant's file.

Reviewer	Date	Decision	Notes

21 CPQ Data Protection & Records Retention Policy

NEW New Document — Pre-Activation Gap Closure

Retention and deletion periods and access rights for credentialing, complaint and research records

Item	Value
Document code	CPQ-DATA-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

Several standards in the pack (credentialing, complaints, research) require data minimisation and confidentiality without fixing retention or deletion periods; this policy settles and unifies those periods across the ecosystem.

2 Data Categories & Minimum Necessary Principle

Only data necessary to deliver the service, evidence entitlement, or meet legal compliance is collected. Data is classified into: identity data, education/practice evidence, assessment files, complaint files, research/survey data, and the public credential registry.

3 Retention Periods

Record Type	Retention Period	Action After Expiry
طلب اعتماد مقبول	مدة الاعتماد + 7 سنوات	أرشفة ثم حذف الأدلة التفصيلية، الإبقاء على التقييد الأساسي في السجل
طلب اعتماد مرفوض	سنوات من تاريخ القرار 3	حذف كامل ما لم يوجد استئناف قائم
ملف شكوى/مراجعة أخلاقية	سنوات من تاريخ الإغلاق 10	أرشفة مقيّدة الوصول، ثم حذف البيانات الشخصية الحساسة
تسجيلات جلسات التقييم	سنتين من تاريخ التقييم	حذف نهائي ما لم يكن مرتبطاً باستئناف أو تحقيق قائم
بيانات استطلاع/بحث خام	سنوات من تاريخ جمعها 5	إخفاء الهوية بالكامل قبل أي استخدام إضافي
الحقول العلنية في سجل الاعتماد	طوال فترة نشاط السجل + سنة واحدة بعد الانتهاء لأغراض التحقق التاريخي	إزالة الحقول العلنية مع الإبقاء على سجل داخلي مقيّد

4 Access Rights & Deletion

A data subject may request access to, correction of, or deletion of their data. Deletion may be partially declined where there is a legal obligation, audit, pending appeal or complaint, with the reason documented. Access requests are processed within 30 days.

5 Security Measures

- Encryption of sensitive files and role-based access restriction
- An access log for complaint and assessment files
- Separation of identity data from aggregated research data
- An annual security review of databases linked to the public registry

Reviewer	Date	Decision	Notes

22 CPQ Assessor & Supervisor Eligibility and Calibration Standard

NEW New Document — Pre-Activation Gap Closure

Assessor eligibility criteria, training, and periodic inter-assessor consistency calibration

Item	Value
Document code	CPQ-ASSESSOR-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

The Assessment Rubric (CPQ-ASMT) requires assessor independence from conflicts of interest without defining who may become an assessor in the first place or how score consistency across different assessors is ensured; this standard settles that.

2 Eligibility Requirements

- Holding at least an active CPQ-T3 credential
- At least 5 years of documented practice since first credentialing
- Completion of CPQ-approved assessor training (see Section 3)
- No active recorded ethical violation
- Annual declaration of no material conflict of interest with current candidates

3 Assessor Training & Certification

A candidate assessor completes a training programme covering the performance rubric (CPQ-ASMT), critical-fail rules, common assessment biases, and assessor-candidate relationship ethics. An "Approved CPQ Assessor" credential is granted for two years, renewable with evidence of continued assessment activity.

4 Calibration & Consistency Audit

- ① Mandatory annual calibration session for all active assessors
- ② Random double-scoring of at least 10% of assessments annually
- ③ Calculation of an inter-rater reliability coefficient, reviewed by the Credentials & Assessment Committee
- ④ Monitoring each assessor's appeal-success rate as an early-warning indicator
- ⑤ An individual corrective plan when an assessor deviates from required consistency

5 Suspension or Removal of Assessor Status

"Approved CPQ Assessor" status is suspended or withdrawn upon: repeated unresolved consistency deviation, a confirmed ethical violation, or an undisclosed conflict of interest. The same Ethical Conduct Review pathway (CPQ-ECR) applies.

Reviewer	Date	Decision	Notes

23 CPQ Safeguarding Policy for Minors & Vulnerable Groups

NEW New Document — Pre-Activation Gap Closure

Additional practice requirements for minors and vulnerable groups, and the local escalation pathway

Item	Value
Document code	CPQ-SAFE-2026-v1.0
Version	v1.0
Status	External Review Draft
Issue date	2026-08-16
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

The Scope & Referral Standard (CPQ-SCOPE) covers risk and abuse generally, but without provisions specific to minors or vulnerable groups; this policy closes that gap with additional mandatory requirements.

2 Scope & Definitions

"Minor": any person below the legal age of majority in the country where the service is delivered. "Vulnerable group": any adult with temporarily or permanently limited capacity to make an informed decision or protect themselves (per the practitioner's reasonable assessment and local law).

3 Practice Requirements



Mandatory when working with a minor or vulnerable group:

- ✗ Signed consent from a parent or legal guardian before any session begins
- ✗ No unsupervised one-to-one sessions via private digital channels with a minor without explicit documented guardian permission
- ✗ Documenting any indicator of abuse or neglect immediately upon noticing it, without independent investigation by the practitioner
- ✗ Immediate reporting to the locally competent child/vulnerable-persons protection authority where risk exists
- ✗ Complete avoidance of any dual, financial or emotional relationship outside the professional service

4 Local Escalation Pathway

- ① Notice and document the indicator immediately, neutrally and without personal interpretation
- ② Do not confront the suspected party directly or conduct an independent investigation
- ③ Contact the locally competent legal protection authority in the country of service immediately
- ④ Inform the CPQ Ethics Committee for awareness and support if needed
- ⑤ Time-stamp every step for accountability purposes

5 Practitioner Declaration

Any practitioner who declares work with minors or vulnerable groups signs an additional acknowledgement of this policy, separate from the general Code of Ethics acknowledgement, reviewed at every credential renewal.

Reviewer	Date	Decision	Notes

24 CPQ Governance Committee Terms of Reference

NEW New Document — Pre-Activation Gap Closure

Composition of the five committees, membership terms, quorum and voting mechanism

Item	Value
Document code	CPQ-GOVTERMS-2026-v1.0
Version	v1.0
Status	External Review Draft
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Proposed review date	2026-11-16
Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

The Governance Framework (CPQ-GOV) defines five committees and their general functions without detailing their composition, membership terms, quorum or voting mechanism; this charter settles those procedural details.

2 Committee Composition

Committee	Members	Independent External Member
المعايير والأخلاقيات	5-7	عضو واحد على الأقل
الاعتماد والتقييم	5-7	عضو واحد على الأقل
جودة التعليم	3-5	اختياري
البحث والمعرفة	3-5	اختياري
لجنة الاستئناف	3	أغلبية مستقلة إلزامية (عضوان من ثلاثة)

3 Terms & Rotation

Membership term is two years, renewable a maximum of twice (6 years total) to ensure turnover of expertise. Appeals Panel members are exempt from this cap to preserve internal adjudicative independence, subject to annual performance review.

4 Quorum & Voting

- Legal quorum: a majority of members (more than half), including at least one external member where applicable
- Ordinary decision: simple majority of those present
- Credential revocation or education-provider suspension decisions: two-thirds majority of registered committee members
- In case of a tie: the committee chair's vote is decisive
- Documented remote voting is permitted and recorded in the meeting minutes

5 Meeting Cadence & Minutes

Each committee meets at least quarterly, and the Appeals Panel meets as actually needed within 30 days of an appeal being accepted. Every meeting is documented with minutes covering attendance, decisions and any recusal, retained in the internal governance record.

Reviewer	Date	Decision	Notes

25 CPQ Administrative & Credentialing Fee Schedule

NEW New Document — Pre-Activation Gap Closure

Fees for application, renewal, reassessment, appeal and provider accreditation, and the refund policy

Item	Value
Document code	CPQ-FEES-2026-v1.0
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Owner	Coaching Professional Qualification Ltd — Company No. 13427973

1 Purpose & Basis

Document basis: this policy was drafted in response to an external-review note identifying a gap in the founding standards pack (the original 19 documents), and did not exist as a standalone item in any prior source. It is presented in full as proposed CPQ™ policy for external review, to be entered into the Version Registry upon adoption.

Several pack documents (credentialing, assessment, appeals, provider accreditation) reference procedures that may carry fees without specifying them; this schedule settles the categories and leaves final numeric values to commercial sign-off.

2 Fee Categories

Item	Charged To	Note
(لكل مستوى) رسوم تقديم طلب CPQ-T	المتقدم	[T1-T4] المبلغ يُحدّد لاحقًا لكل مستوى]
رسوم التجديد الثلاثي	حامل الاعتماد	[يُحدّد]
رسوم إعادة التقييم بعد فشل	المرشح	ويُفّصل أقل من رسوم الطلب الأصلي، [يُحدّد]
رسوم الاستئناف	الطرف المستأنف	؛ تُردّ كاملة إذا قُبِل الاستئناف [يُحدّد]
الأولي (CEPS) رسوم اعتماد مزود تعليم	المزود المتقدم	يشمل المراجعة المكتبية والعينية، [يُحدّد]
رسوم المراجعة السنوية الخفيفة لمزود التعليم	المزود المعتمد	[يُحدّد]
رسوم إعادة الاعتماد الكامل كل 3 سنوات	المزود المعتمد	[يُحدّد]
(الاعتراف بالتعلم السابق) RPL طلب	المتقدم	؛ منفصل عن رسوم طلب الاعتماد [يُحدّد]

Actual numeric values are published once commercially approved by the finance function; this document is not price-effective until then.

3 Refund Policy

- Full refund if the application is withdrawn before any administrative review begins
- Partial refund (to be specified) on withdrawal after review has started but before the practical assessment
- No refund once the practical assessment has actually taken place, regardless of outcome
- Full refund of appeal fees if the decision favours the appellant

4 Waivers & Adjustments

The Credentials & Assessment Committee may consider a partial waiver or adjustment in documented cases (such as financial hardship or emerging markets), under a published internal policy that keeps the assessment decision independent of ability to pay.

Reviewer	Date	Decision	Notes

Consolidated External Reviewer Notes

This page is reserved for an overall review summary of the full pack.

Reviewer / Organisation	Date

Overall Recommendation	Documents Requiring Major Revision

Closing Comments