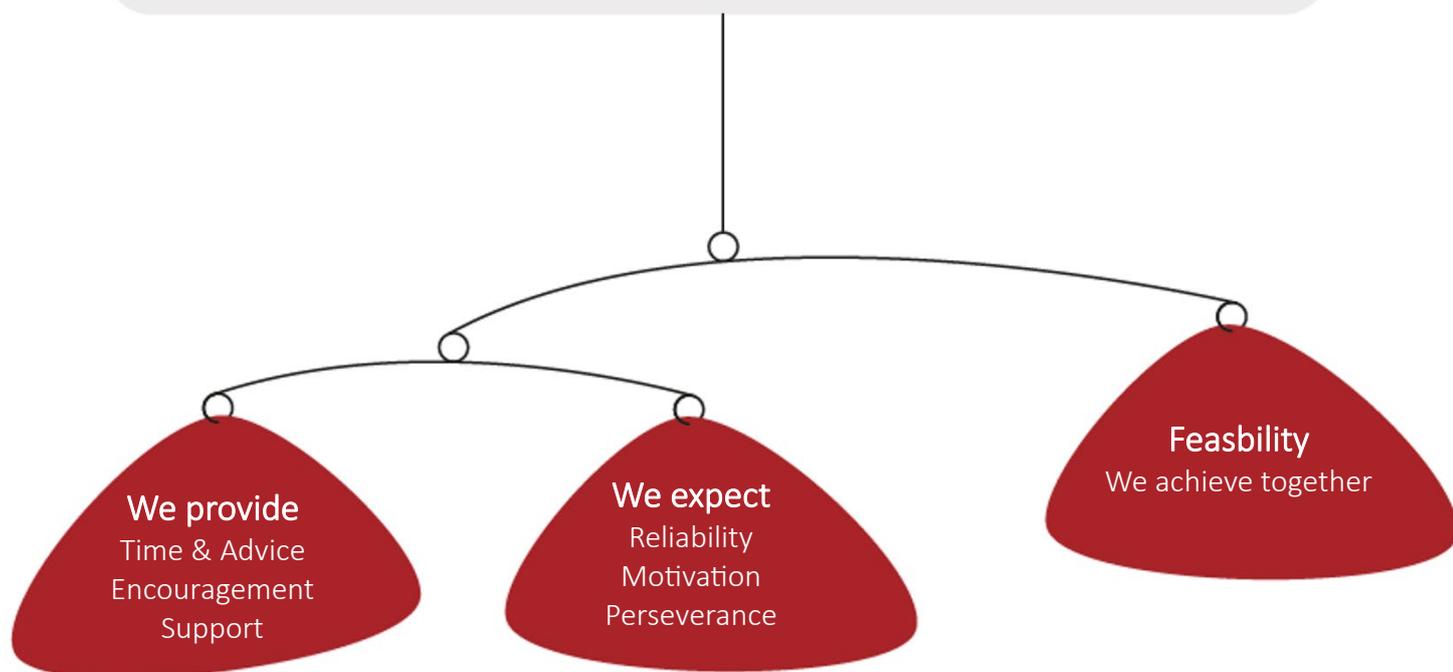


# OUR VALUES IN COACHING

## THE AIM OF COACHING

We want to facilitate as many education and training opportunities as possible. We consider a project a success if it is funded by **EDUCA SWISS** or if, thanks to our coaching, another funding source is found.

Our coaching provides clarity about the educational project and the budget. It is supportive and encouraging.



**The following 6 values guide our coaching:**

**1 We offer candidates **time and advice****

- Time generously donated by volunteer coaches.
- Understanding the candidate's concerns, goals and situation.
- A tool that provides clarity: educaplan.
- Life experience, expertise and networking (among themselves and with other foundations or institutions).

**2 We expect **reliability** from the candidates**

- Reliability is the first and often the hardest hurdle for candidates to overcome. By this we mean that candidates should respond to our messages or answer questions within a reasonable time. As coaches, we model reliability.
- We stick to deadlines and agreements. If this is not the case, we show patience and follow up for the first time. If there is no response to a second follow-up, we stop.
- We expect candidates to treat the coach and the team with respect. Our tone remains respectful and encouraging even when we follow up.

**3 We **encourage** the candidates**

- We remain encouraging throughout the coaching process. We know how much courage can make a difference in difficult situations.
- Even with challenging projects, we work solutions-oriented and discuss alternatives with candidates, such as switching from full-time to part-time studies, living arrangements, etc.
- Openness and impartiality are prerequisites for a trusting dialogue with candidates.

**4 We expect candidates to be **motivated and persistent****

- We want to recognise their motivation for their own educational project and career goal.
- Persistence and diligence in the process gives us confidence that candidates will complete their project.
- If we do not sense 'urgency' from the candidate, we do not push.

**5 We explore **the feasibility** together with the candidates**

- We do not question the validity of the career goal. Instead, we reflect on the plausibility of the educational path that leads to it.
- We accompany the project planning with due diligence and according to our guidelines (see appendix "Feasibility - The most important points in brief").
- Our process, which includes a second opinion and the four-eye principle, gives us the security and confidence we need.
- In case of doubt, we decide in favour of the candidates and their educational project. Ultimately the final decision on funding is made by the lenders or the foundation, not the coaches. The lenders are aware that there is no guarantee of repayment and that they have to take into account the possibility of default.
- We want to avoid excessive health and financial burdens. Therefore, the assessment of resilience through education loans is an important criterion in assessing the feasibility of a dossier.

**6 We **support** applicants**

- From the time the loan is granted until the last instalment is paid, we are there for the candidates, contacting them at least once a year.
- In the case of repayment difficulties (referred to as complications), we offer additional coaching to understand the situation and develop solutions. Options for repayment complications include short-term deferment, forbearance or, as a last resort, debt cancellation.
- No one is forced into involuntary personal bankruptcy as a result of our education loans.