

Partner FAQ

Transition of NCCP Make Ethical Decisions to eLearning Delivery

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Coaching Association of Canada
Association canadienne des entraîneurs

Partner Frequently Asked Questions

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Partner Frequently Asked Questions

Transition and Implementation

What changes happened to NCCP Make Ethical Decisions (MED) and why?

- The NCCP Make Ethical Decisions (MED) module is now delivered exclusively as an eLearning module through the Locker. Training and evaluation are combined into one module that can be completed at any time.
- Data and insights on the behaviours of coaches show that more coaches across the country are opting to take this training in an eLearning format. It means they can do it anytime, from anywhere, at their own pace.
- This change represents a strategic shift to strengthen partnerships and elevate consistency across the National Coaching Certification Program (NCCP) ecosystem.
- Moving MED training from facilitated delivery (in-person, online synchronous workshops, and home study) to an eLearning module will increase accessibility, streamline delivery, and enhance program impact.
- For the over 25% of coaches who coach across multiple sports and contexts, the new eLearning module removes duplication and eliminates the requirement of paying additional fees and time to complete the same content across multiple sport contexts.

What happens to coaches who are in various stages of their coaching pathway?

| Coach Scenarios | Has coach completed MED Training? | Has coach completed MED Online Evaluation? | Will coach get free access to new eLearning module? |
|--|--|---|--|
| Previously completed MED Training and MED Online Evaluation | Yes | Yes | No |
| Previously completed MED Online Evaluation | No | Yes | No |
| Mid-stream coaches | Yes | No | Yes |

- **Midstream coaches** – those who have completed in-person training but did not complete the Online Evaluation or were in the middle of the Online Evaluation – were sent reminder emails from the CAC, letting them know they had until March 31, 2026, 11:59:59 PT to complete the previous Online Evaluation module. A pop-up was also added to *The Locker* in early March, alerting midstream coaches of the upcoming deadline.
- Mid-stream coaches who did not complete the current Online Evaluation module by March 31, 2026, 11:59:59 PT will need to complete the entire new eLearning module, which includes both training and evaluation. However, they will not be charged again to access the new module.
- Coaches who previously (before April 1, 2026) completed only the *NCCP MED Online Evaluation* and are required to take training to satisfy a training pathway will need to take the new NCCP MED eLearning module. Similar to the current process, **they will be required to pay.**
- If coaches who have taken both multi-sport or sport-specific MED training and the MED Online Evaluation would like to take the new NCCP MED eLearning module, they will be required to pay.
- New coaches will be required to complete their training and evaluation via the new eLearning module as of April 1, 2026.
 - Once a coach has paid for the eLearning module, they will have the ability to access it at any time via *The Locker*.

What happens to the midstream coaches who completed their MED training but not the Online Evaluation before April 1?

- If a coach has previously **completed the MED training** or **paid for the MED Online Evaluation**, but did not complete the evaluation **before April 1, 2026**, they will be **eligible to access the new MED eLearning module for free by submitting a request through [this form](#).**
- If the request is approved, the coach will receive a **one-time-use code** within 2 -3 business days to access the new MED module, which includes both the training and evaluation components.
- Requests must be submitted through the form by **no later than 4:00 PM ET on September 30, 2026**. Approved coaches must **redeem their code in The Locker and start the module by 11:59 PM ET on September 30, 2026**, to retain access beyond that date. Coaches may complete the module at their own pace once the code is redeemed.

- Free access codes will no longer be issued and unredeemed codes will expire **after September 30, 2026**.

What happens if a coach has completed both the previous version of NCCP MED Training (multi-sport or sport-specific) AND the NCCP MED Online Evaluation prior to April 1, 2026?

- Coach transcripts in *The Locker* will continue to indicate that coaches have completed NCCP MED Training, AND NCCP MED Online Evaluation
- Coaches will not lose the MED Online Evaluation or Training credits, nor any trained or certified statuses.
- Coaches may retake the new, updated NCCP MED as professional development; however, they will not have free access to the eLearning module.

What happens if a coach has only completed the NCCP MED Online Evaluation?

- The coach transcript in *The Locker* will continue to indicate that the coach has completed the MED Online Evaluation.
- Coaches who previously (before April 1, 2026) completed only the *NCCP MED Online Evaluation* and are required to take training to satisfy a training pathway will need to take the new NCCP MED eLearning module. Similar to the current process, they will be required to pay.

What happens to coaches who come back to coaching and have a “certified or trained (transferred)” status? Will they have to take the new module, and will that trigger the same “certified transferred” status?

- Coaches with a “Certified or Trained (Transferred)” status have 5 years to complete the MED Online Training and Evaluation eLearning module.
- If they do not complete it within 5 years, their status will change to “Certified Transferred - Not Renewed: MED.”
- To regain their “Certified or Trained (Transferred)” status, they must complete the entire NCCP MED eLearning module.

About the MED eLearning Module

How long will it take to complete the module?

- 90–120 minutes, depending on the pace of the coach.

Are the scenarios in the new MED eLearning module relevant to my sport?

- The new eLearning aims to deliver a consistent educational experience for all coaches. While the training will not be sport-specific, the CAC and its partners have worked to build a relevant and consistent learning experience. The scenarios are relevant to specific age groups and situations that coaches may find common, regardless of the sport they coach.

For coaches maintaining their NCCP certification, how many PD points will a coach gain upon completion?

- Coaches who are maintaining their NCCP certification will receive 5 PD points.

What is the cost?

- The eLearning module, which includes Training and Evaluation, costs \$85.00.

What happens if a coach fails the Evaluation component in the eLearning module?

- A coach must successfully pass the evaluation component of the module in order to have the NCCP MED eLearning module listed on their transcript.
- A coach will have unlimited attempts to pass the evaluation.
- While a coach may complete the training portion of the module at their own pace, please note that the evaluation component of the module must currently be completed all at once. Leaving the evaluation at any point will result in the coach needing to restart the evaluation from the beginning and progress will not be saved between attempts. Additional instructions about the evaluation is provided in the module.

Coach Experience and Learning

With the shift from in-person delivery to eLearning, does the quality of training remain the same?

- This module provides a decision-making framework to support coaches to respond to situations with legal implications as well as ethical dilemmas, which is consistent and aligned with the NCCP code of ethics and community values and expectations. The question of how to deal with specific situations is covered in separate trainings.
- MED eLearning is one step of a coach's journey. We encourage them to connect with their P/TCR or sport organization to continue discussions and learning in this space.
- Data and insights on the behaviours of coaches are showing that more coaches across the country are starting to opt to take this training in an eLearning format. It means they can do it anytime, from anywhere, at their own pace. Regardless of mode of delivery, overall satisfaction with NCCP training is high.
- There is no statistical difference in the effectiveness of NCCP multi-sport delivered through in-person, online, home study or eLearning delivery modes, for any of our indicators.

What are the changes from what coaches did in the old MED Online Evaluation vs. the new eLearning module?

- The new eLearning module will include both Training and Evaluation related to NCCP Make Ethical Decisions.
- The new eLearning module will have additional scenarios that will be aligned with their coaching context and environment.

How often do coaches need to complete the new MED module?

- Once a coach has completed MED, it will be listed on their transcript.
- Coaches only need to complete MED **once** to meet NCCP requirements. They do **not** need to retake MED for different sports or different NCCP training or certification pathways, unless otherwise specified by the sport.

Will a coach be able to re-access the module for free once they have completed it?

- As of April 1, 2026 will have access to it for free at any time via *The Locker*.

How does the new MED eLearning module impact NCCP pathways?

- Coaches will not lose any training or certified status on the pathways that are currently listed in their transcripts.
- New NCCP coach pathways will be created for new coaches taking the New NCCP MED.

Technology and Access

Where can coaches access the MED eLearning module?

- The MED eLearning module is available through *The Locker* in the eLearning section. Coaches can access the module after purchase and complete it at their own pace.

Are we be able to integrate the new MED module through our own LMS?

- No. The eLearning module will be available strictly through *The Locker*.
 - Coaches will be required to log in to *The Locker*, similar to the way they access other eLearning modules.
 - This process allows us to standardize the coach experience across the sport system.
 - Organizations may choose to provide codes to coaches to subsidize the costs of the module.
- Should you require support to include a link for coaches to access the eLearning module in *The Locker* directly from your website or LMS, please reach out to your CAC Consultant.

How will we ensure it's really the coach that completed the eLearning and not someone else or AI?

- At this time, there are no AI programs that can complete an eLearning module. The CAC continues to prioritize academic integrity and will monitor for any new technological advancements that impact eLearning.

If a coach doesn't have access to the internet, how can they complete the MED eLearning module?

- The eLearning module can be accessed via mobile device. As long as a user has access to a mobile service, they can complete the module.
- We do, however, suggest completing it on an iPad or computer monitor for the best experience.

- Coaches from remote communities can connect with their Provincial/Territorial Coaching Representative to learn more about alternative, accessible options.

Are there alternative options to the eLearning module available?

- The CAC and NCCP partnership want to ensure the accessibility of NCCP training. Coaches who are unable to access the eLearning module should be advised to connect with their Provincial/Territorial Coaching Representative to determine what support may be available to them.

How will the current MED eLearning and the old MED training and online evaluations show on a coach's transcript within *The Locker*?

- Coaches who completed the old NCCP MED Training and/or Evaluation will continue to see the completion on their coach transcript.
- The eLearning module will be available in the eLearning section of *The Locker*.
- Further information about the module can be found on the CAC's [MED web page](#).

Partner Role (Post-Launch – April 1)

How can NCCP Partners support the launch and roll-out of the new MED eLearning module?

- NCCP Partners play an important role in supporting coaches following the launch of the MED eLearning module. This includes:
 - Directing coaches to access the new MED module through *The Locker*
 - Using CAC-provided messaging and marketing materials to ensure consistency
 - Ensuring coaching pathways and requirements are up-to-date
 - Ensuring your website and communications channels are updated with relevant information for coaches to avoid confusion
 - Answering questions for coaches about the new MED, using the FAQs
 - Redirecting questions not covered in the FAQs or related to MED delivery, access or refunds to CAC
- The MED marketing toolkit and creative assets can be accessed through the [MED Partner Hub](#).

What should partners do if coaches are confused about the old evaluation vs. the new module?

- Partners should clarify that the previous MED Online Evaluation is no longer available and that all coaches must now complete the full MED eLearning module through *The Locker*.

Can partners still deliver MED training?

- No. As of April 1, 2026, MED training and evaluation are delivered exclusively through *The Locker* as an eLearning module.

Support and Trouble Shooting

What if a coach's MED completion is missing from their transcript?

- Partners should direct coaches to CAC support (coach@coach.ca). Transcript updates after March 31 are managed on a case-by-case basis.

Are there supports available for coaches who cannot afford the module?

- All coaches are always encouraged to seek available support from their respective P/TCR: www.coach.ca/ptcr

Who should coaches contact if they need help?

- Coaches who experience issues accessing or completing the module should contact CAC directly at coach@coach.ca.