

Matthew Rochford Coaching - Ethical Framework

Ethical Principles

The fundamental ethical principles of the coach-client relationship are that the coach shall:

- Approach their work in a professional manner
- Respect the client experience
- Respect the client's views, beliefs, ideas, feelings and goals
- Respect commonly understood boundaries
- Be able to undertake further training, development, self reflection
- To have regular supervision from an appropriately qualified and experienced coach

The Coaching Service

I undertake to:

- Carry relevant professional indemnity insurance.
- Coach in a non-judgemental way
- Coach anyone, as requested - irrespective of gender, sexuality, religion, race, ethnicity or whether they have any disabilities
- Explain fees and payment terms clearly
- Agree with you the terms of our coaching process, goals and coaching contract
- Have easy to understand procedures for resolving client complaints
- Store data, contact information and any information related to coaching sessions in accordance with current legislation
- Act appropriately and refrain from exploiting the trust of the client in any way
- Provide safe premises for coaching sessions
- Take all reasonable steps to ensure the safety of the client and any person who may be accompanying them.

Confidentiality, Maintenance of Records and Recording of Sessions

As a professional Coach, I undertake to:

- Maintain complete confidentiality within the coaching relationship, as long as this is deemed consistent with the coach's own safety or the safety of the client, the client's family members or other members of the public nor in contravention of any legal action (i.e. criminal, coroner or civil court cases where a court order is made demanding disclosure) or legal requirement (e.g. Children's Acts).
- Ensure that client notes, records, emails and contracts are kept secure and confidential and that the use of computer records remains within the terms of the Data Protection

Act, the most up to date data legislation and my Data Policy and Data Audit as published on my website.

General Conduct

As a professional Coach, I undertake to:

Conduct myself at all times in accord with the professional status of a Coach and not to bring the profession into disrepute.

To respect to status of other professional Coaches and not to malign them.

Complaints

As a professional Coach, I undertake to:

- Deal effectively with any complaints - sharing them within my supervision process and, should the need arise, to seek professional legal advice in relation to complaints.

Advertising and Credentials

As a professional Coach, I undertake to:

Ensure that all marketing and advertising, represents an honest and accurate description of myself and the skills, experience and qualifications I have obtained.

Coaching of Minors or Those With Special Needs or Vulnerabilities

As a professional Coach, I undertake to:

- Obtain the written consent of an appropriate adult (i.e. parent, legal guardian etc) before conducting coaching with clients who are either under the age of 18 or are classified as persons with special needs or vulnerabilities.
- To hold a current Full Disclosure DBS certificate for working with those under 18 or those with special needs or vulnerabilities.

Supervision and Continuing Professional Development

As a professional Coach, I undertake to:

- Have regular ongoing supervision from a more experienced and suitably qualified Coach.

- To continual my own development with suitable CPD