

ABN 80 813 922 787

PO Box 9
**MENAI CENTRAL, NSW, 2234
AUSTRALIA**

Office: +61 (0)2 9541 4281
Mobile: +61 (0)418 438 267

Email: joattard@peopleedge.com.au
Website: www.peopleedge.com.au



Coaching Policies & Procedures

V 3.1 4 October, 2015

Coaching Agreement

The following outlines the agreed procedure for PeopleEdge Coaching Programs. It outlines the obligations and commitments on the Coach and the Client. Please read and sign the agreement and return to me before the program begins.

What can you expect from Coaching?

Coaching is a collaborative, solution focused, results-oriented and systematic process, in which the coach facilitates the enhancement of work performance, self-directed learning and personal and professional growth of the coachee / client.

Throughout the working relationship, the coach will engage in direct, personal and often challenging conversations. The client understands that successful coaching requires an active collaborative approach between the client and coach. The coach plays the role of facilitator of change; it is the client's responsibility to enact change.

Coaching is not therapy and thus does not aim to treat psychological problems. The client agrees to disclose details of past or present psychological or psychiatric treatment. If such issues become significant during the coaching relationship the coach may recommend referral to an appropriate and qualified specialist.

The Coaching Relationship

There are two major parties in a coaching relationship – and both have a part to play. Confidentiality is key to the coaching relationship – so all conversations remain confidential unless explicit permission is given.

Delivery

Sessions

Sessions will be either face-to-face or by telephone as appropriate. Between sessions, your coach is available at other times. You are able to contact your coach if advice is required, if you have a challenge, or simply can't wait to share a success or win. ***Please know that you are investing in a coaching relationship, not just formal coaching sessions.***

Changes

For coaching to be successful there needs to be a certain momentum, so this agreement commits the client to the number of sessions agreed upon, over the agreed duration of the program. Sessions generally last for 1 – 1.5 hours. Occasionally, sessions may finish in under an hour, and at others they may go over, if schedules allow. It is often not so much about how long the session is but what is achieved in that time. We usually find that sessions which go for much longer than an hour lose momentum and focus and the ratio of time to achievement is diminished.

If you have an emergency, we will work around it. If you must cancel a session, we will make it up, as long as you give at least 48 hours' notice. If you miss a session without any notification there will usually be no credit or refund.

Confidentiality

It is recognised that the Client may have future plans, business affairs, customer lists, financial information, job information, goals, personal information, and other private information. PeopleEdge Coaching & Consulting will not at any time, either directly or indirectly, voluntarily use any information for our own benefit, or disclosure, or communicate this information to a third party. We will not voluntarily divulge the existence of a coaching relationship without the expressed permission of the Client.

All information about the coach/client relationship and any written notes will remain confidential, except in rare circumstances where decreed by law.

Privacy

As professional coaches it is our aim to constantly upgrade our credentials. This requires evidence of coaching experience. To provide this evidence we may be requested to give a list of clients with contact details so that organisations can verify our coaching relationship. Nothing of what has occurred within that relationship would be given to these organisations and they are bound not to use your details for any other purpose.

All documentation and processes are treated in the utmost privacy and PeopleEdge conforms to all provisions of The Privacy Act, 1988 (The Act). Documentation is kept securely and disposed of securely, as required under the Act.

Cancellation Policy

Individual Career Coaching Series:

Coaching programs require significant up-front preparation by the coach, and as a result we must, unfortunately, impose a cancellation fee.

Single Sessions: As session is invoiced post session, no reimbursement is payable.

Programs of 2 – 5 sessions: Should an individual coaching series be cancelled by the client, reimbursement of 50% of the program fee will occur if cancelled after agreement has been signed and before Session 2, no reimbursement will occur if cancelled from Session 2.

Programs of 6 sessions or greater: Should an individual coaching series be cancelled by the client, reimbursement of 50% of the program fee will occur if cancelled after agreement has been signed and before Session 3, no reimbursement will occur if cancelled from Session 3.

Workshops:

As workshops require significant organisation and upfront payments to suppliers, it is necessary to charge a penalty for cancellations by participants.

- Cancellations prior to 14 days of workshop commencement: 50% of workshop fee reimbursed
- Between 14 days and commencement of workshop: Workshop fees will not be refunded.

If a workshop is cancelled by PeopleEdge (e.g. due to insufficient numbers or illness), the participants will be offered a full refund or a reschedule.

PeopleEdge will endeavour to inform participants of cancellations at least 48hrs prior to the workshop.

Ethical Standards & Practice

PeopleEdge Coaching & Consulting prides itself on working within the Ethical Codes of the International Coach Federation and within the Standards Australia Professional Coaching Guidelines (2010).

Disclaimer

PeopleEdge's role as coach is to facilitate coaching clients towards his/her own choices of action. Whether to make a particular choice or take a particular action is entirely the responsibility of the client. PeopleEdge accepts no legal responsibility for the actions or outcomes of actions that the client may take as a result of the coaching.

PeopleEdge Coaching & Consulting Contact Details

Jo Attard, Principal Consultant, PeopleEdge Coaching & Consulting can be contacted per the following:

Jo Attard B. Bus (HR/IR) | M. Org Dev & Training | M. Appl. Science (Coaching Psychology)
Principal Consultant
PeopleEdge Coaching & Consulting

Email: joattard@peopleedge.com.au

Office: 02 9541 4281

Mobile: 0418 438267

Address: 16 Harvey Place, Menai, NSW 2234

Postal Address: PO Box 9, MENAI CENTRAL, NSW, 2234