



Absolute Specialists Ltd© Code of Ethics and Practice

Revised July 2015

Introduction

The aim of the Code of Ethics and Practice is to ensure that licensees work with integrity and responsibility.

Absolute Specialists© Licensees should conduct themselves with truthfulness and dignity at all times in relation to their dealings with clients and colleagues.

The Code describes the standards of conduct and practice Absolute Specialists Ltd. expects of its licensees. Licensees of Absolute Specialists agree to observe and be bound by this Code of Ethics and Practice; to abide by the regulations of Absolute Specialists Ltd. and to secure and maintain professional indemnity insurance in respect of their professional practice.

It is the responsibility of every Licensee to be familiar with the content of this Code and to be able to explain its requirements satisfactorily to their clients.

Key principles for practice

These principles are for guidance and are not intended to be exhaustive. It is expected that the relationship between Licensee and client is one of mutual respect. Every Licensee is expected to:

- 1.1 Put the individual needs of the client first.
- 1.2 Respect the privacy and dignity of clients.
- 1.3 Treat everyone fairly, respectfully, sensitively and appropriately without discrimination.
- 1.4 Work to foster and maintain the trust of individual clients and the public.
- 1.5 Listen actively and respect the client's views and their right to personal choice.
- 1.6 Encourage clients, where they are able, to take responsibility for themselves through discussion and provision of information and, where they are deemed not to be able, to offer guidance and support until such as time as they are well enough to take responsibility again .
- 1.7 Respect and protect client confidentiality.
- 1.8 Disclose confidential information only in clearly defined circumstances.
- 1.9 Maintain and develop professional knowledge and skills.
- 1.10 Practise only within the boundaries of their own competence.
- 1.11 Respond promptly and constructively to concerns, criticisms and complaints (see complaints procedure below).
- 1.12 Respect the skills of other health care professionals and where possible work in co-operation with them.
- 1.13 Comply with the current legislation of the country, state or territory where they are practising.

Records, Confidentiality and Disclosure

Case notes, where kept, must be clear, legible, and current.

Licensees must obtain written permission for digitally recording any part of the consultation.

Licensees must ensure that client information is kept secure and confidential unless the client agrees otherwise in writing or where required to disclose by law.

Confidentiality will be maintained at all times except where:

- The Licensee has serious concerns that the client may harm themselves or others in which case they should inform the appropriate authority,
- The Licensee is obliged by law to disclose information.
- The Licensee has a strong suspicion that a young person is at risk in which case they are required to contact the safeguarding officer within Social Services promptly and also inform their supervisor and Absolute Specialists' professional conduct officer

The licensee will keep a record of action taken and reasons for acting with the client's notes for 7 years after the event (and for children, 7 years after they reach 18).

A Licensee must be accurate and factual when writing reports, completing or signing forms or certificates or if required to give evidence in court or a tribunal.

Competence and Continuing Professional Development

Licensees are not qualified to give advice of any nature or to offer any medical diagnoses. Advice and diagnoses may only be offered by a Licensee who has a relevant and current qualification with a professional regulating body and is insured to do so.

Licensees will be aware of the limits of their professional competence and where appropriate, will refer their client to another suitably qualified professional.

Licensees should regularly monitor and evaluate their skills and actively extend their knowledge base and their own personal development through continuing professional development (CPD).

To support these commitments, Licensees will attend regular (usually monthly) person-centred supervision sessions with a supervisor approved by Absolute Specialists Ltd. Licence to practice as an Absolute Specialist will be reviewed annually and renewed only where the Licensee can demonstrate that they are undertaking appropriate CPD.

Evidence of continuing professional development will be taken into account when hearing allegations regarding a Licensee's professional conduct or competence.

Professional boundaries

It is never appropriate for a Licensee to pursue or enter into an intimate relationship with a client. Such a relationship is potentially abusive of the person concerned and undermines the relationship of trust. Licensees will ensure that a professional relationship is maintained at all times.

It is not normally appropriate to enter a practitioner/client relationship with family or friends.

Where a Licensee needs support to manage a potentially difficult situation of this nature, guidance should be sought from supervision, or from the Professional Conduct Officer for Absolute Specialists Ltd.

Conflict of interest

Licensees will seek to avoid conflicts of interest and openly disclose any such conflicts to the client. This includes any compensation from third parties for referrals of the client.

Legal Obligations

Criminal and civil law

Licensees are required to comply with the criminal and relevant civil law of the country, state or territory where they are practising.

Licensees must observe and are responsible for keeping up to date with all legislation and regulations relating directly or indirectly relating to the practice of coaching.

References to any legislation or regulations throughout this code shall include any amendments or other alterations, repeals or replacements made in law since the date they came into force.

Data Protection

Where any client records are stored electronically Licensees must comply with the Data Protection Act.

In order to comply with the Data Protection Act and other relevant legislation, full and clear records of all sessions must be kept and stored for at least seven years from the date of the last appointment and in the case of children, at least seven years from their eighteenth birthday.

Clients have rights of access to their records in accordance with the requirements of the law. Licensees are entitled to make an administrative charge if a client wishes to have a copy of their notes. The original notes are the property of the Licensee.

Advertising and Media

All advertising must be published in a way that conforms to the law and to guidance issued in the British Code of Advertising Practice.

Professional advertising must be factual and not seek to mislead or deceive, or make unrealistic or extravagant claims. Advertising may indicate special interests but must not make claims of superiority or disparage professional colleagues or other professionals.

Advertising content and the way it is distributed must not put prospective clients under pressure to consult or seek treatment from a Licensee.

Insurance

Licensed members shall have appropriate professional indemnity insurance cover at all times.

Complaints

Licensees trained to Absolute Specialists Ltd's standards and who follow the guidance in this Code are able to practise safely, competently and ethically. However, if for whatever reason, their practice is brought into doubt and the matter cannot be resolved by mediation between the Licensee and the complainant, the complainant should be referred to Absolute Specialists Ltd's professional conduct officer who will investigate the complaint and take appropriate action.

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