

## **Code of ethics and good practice – Association For Coaching**

The Association for Coaching is committed to maintaining good practice. This Code of Ethics and Good Practice sets out the essential elements of sound ethical practice. For the purposes of this code, the person receiving coaching is called the client.

All Clients should expect a high standard of practice from their Coach. To ensure that this is achieved coaches commit to operate in accordance with the Association's Code of Ethics and Good Practice for ethical, competent and effective practice.

1. Coaches are required to recognise both personal and professional limitations:

**Personal** — with respect to maintaining their own good health and fitness to practice. Should this not be the case, Coaches are required to withdraw from their practice until such time as they are in good health and fit to resume. Clients should be offered appropriate, alternative support during any such period.

**Professional** — with respect to whether their experience is appropriate to meet the client's requirements. When this is not the case, clients should be referred to other appropriate services, e.g. more experienced coaches, counsellors, psychotherapists or other specialist services. In particular, Coaches are required to be sensitive to the possibility that some clients will require more psychological support than is normally available within the coaching remit. In these cases, referral should be made to an appropriate source of care, e.g. the client's GP, a counsellor or psychotherapist, psychological support services and/or agencies.

2. Coaches are responsible for ensuring that clients are fully informed of the coaching contract, terms and conditions, prior to or at the initial session. These matters include confidentiality, sessional costs, and frequency of sessions. All claims made by the Coach should be honest, accurate and consistent with maintaining the Coaching profession's good standing.

3. Coaches are required to be frank and willing to respond to their Client's requests for information about the methods, techniques and ways in which the coaching process will be conducted. This should be done both prior to contract agreement and during the full term of the contract.

4. Coaches must be sensitive to issues of culture, religion, gender and race.

5. Coaches must respect the Client's right to terminate coaching at any point during the coaching process.

6. Coaches are required to maintain appropriate records of their work with Clients, ensuring that any such records are accurate and that reasonable security precautions

are taken to protect against third party disclosure. Attention must be given to the coachee's rights under any current legislation, e.g. data protection act.

7. Coaches are required to monitor the quality of their work and to seek feedback wherever possible from Clients and other professionals as appropriate.

8. Coaches are expected to have regular consultative support for their work.

9. A coach should aim to undertake a minimum of 30 hours of continuing professional development in the theory and practice of coaching on an annual basis.

10. Coaches are required to keep themselves informed of any statutory or legal requirements that may affect their work.

11. Coaches are required to have current professional liability insurance.

12. Coaches are required to consider the impact of any dual relationships they may hold with regards to their clients and/or any sponsoring organisations.

13. Coaches must act in a manner that does not bring the profession of coaching into disrepute.

## Code of Professional Conduct and Practice – Chartered Management Institute

Membership of a chartered professional body implies that a duty of care is accepted by every one of its members in fulfilling their professional management responsibilities. The Institute's *Code of Professional Conduct and Practice*, which is binding on all members of the Institute, sets out the professional standards of conduct and competence, as well as the personal values, which members are expected to exemplify. It therefore encapsulates the 'essence' of a professional manager. A full copy of the *Code of Professional Conduct and Practice* is available to download from the side panel.

The Code was relaunched at the end of April 2007. This followed an in-depth review of the former Code of Professional Management Practice, overseen by a Steering Group of members working on behalf of the Professional Standards Committee. The revised Code was approved by the Institute's Board of Trustees on 8 March 2007.

Members should be aware that their membership may be placed in jeopardy if formal notification and evidence is received by the Institute implying a breach of any section of the Code. If any such complaint is received, it is subject to detailed investigation within the Institute's agreed disciplinary procedures.

These procedures are administered by the **Professional Standards Committee**. The Committee is assisted by an **Investigation Panel** of over 40 members. Members are appointed to the Panel on the basis of their experience in investigating complaints, analysing evidence and/or acting as conciliators. The procedures for investigation and conciliation are contained in the Bye-laws and Regulations of the Institute, drawn up in accordance with the Royal Charter.

In conjunction with the work on the revised Code, a collaborative network has been formed of representatives of the major faith groups, which are undertaking extensive and valuable work of their own in the areas of business ethics and codes of conduct. The group includes the Christian Association of Business Executives (CABE); the Jewish Association for Business Ethics (JABE); the Network of Sikh Organisations; and the Hindu Forum of Britain. These organisations are actively engaged in publishing materials which address the core principles within the Institute's own Code. For example, CABE has published its *Principles for those in Business*, embracing corporate responsibility and personal values to be applied in the workplace. JABE has developed a practical guide to ethics in the workplace. This collaborative network will seek to work together to raise awareness of these issues, through journal articles and events. Click on the links on the right hand side of the page to find out more of what these organisations are doing.

For further information on the Code, the work of the Investigation Panel or on the investigation procedures, contact [valerie.hamill@managers.org.uk](mailto:valerie.hamill@managers.org.uk)

The *Code of Professional Management Practice* is divided into sections, relating to: a manager's own personal management practice; interactions with colleagues; working within an organisation; dealing with customers, suppliers, business partners and other stakeholders; and interacting with the wider community. It also spells out a member's obligation to uphold the reputation of the Institute itself.

In return, the Institute itself undertakes, as set out in its overall mission and purpose statements, to support the lifelong development of managers and to assist them as they strive to keep themselves up to date and enhance their levels of competence.

**Further supporting materials are also available from the Institute. Research reports and checklists are available for purchase by members and non-members. Research summaries are available free of charge. MICLib, the Institute's web-based information service for members, gives access to reading lists, journal articles, books and pamphlets. Clicking on the links to the right provides direct access to the areas of the website where you may find out more about these products and information sources.**

Many of the themes and issues contained within the Code are addressed by the activities of Institute of Business Ethics. Established in 1986, the IBE seeks to encourage high standards of corporate and business behaviour and the sharing of best practice. It raises awareness of business ethics issues, through research, publications, practical advice, and meetings covering national and international issues of business conduct.

Further detail on the issues addressed within the Institute's Code can be obtained by clicking on the section headings in the grid on the left hand side of this page.

#### Downloads

- [Code of Professional Conduct and Practice \(530KB\)](#)

#### See Also

- [Institute of Business Ethics](#)
- [Christian Association of Business Executives](#)
- [CABE Principles](#)
- [Jewish Association of Business Ethics](#)
- [Hindu Forum](#)
- [Network of Sikh Organisations](#)
- [Information Services](#)
- [Research](#)