



Code of ethics

Introduction

The Hellenic Coaching Association (HCA), affiliated to the European Mentoring and Coaching Council (EMCC), has been established to promote best practice and ensure that the highest possible standards are maintained in the coaching relationship, whatever form that might take, so that the coaching environment provides the greatest opportunity for learning and development.

Purpose

This Code of Ethics clearly defines what the clients and sponsors can expect from a coach in either a coaching, training or supervisory relationship and should form the starting point for any contract agreed. This Code also covers for all activities related to mentoring.

All members of HCA accept the principles and aims of HCA. We recognise that members may not always maintain these ethical principles. For this reason, HCA make use of a process, established by EMCC and in force at European level, through which breaches of the Code by a member can be reported and investigated. This is referred to later in this document.

All HCA Members are committed to make the sponsoring organisation and the client aware, at the contracting stage, of the existence of the Code of Ethics.

Terminology

The term “coaching” is used to describe all types of coaching that may be taking place, both in the work environment and outside. The HCA recognises that there will be many types of coaching taking place, all of which are bound by the same Code of Ethics.

The term “client” denotes anyone using the services of a coach. We believe the term “client” is interchangeable with any other term that the parties to the coaching relationship might be more comfortable with, such as “colleague”, “learner”, “partner”, or “coachee”. It is recognised that there are circumstances where the coach may have two “clients”, the individual being coached and the organization who has commissioned the coach. In this Code we use the term “sponsor” to differentiate the latter.

The terms “supervision” and “supervisor” describe the process by which the work of

the coach is overseen and advice/guidance sought. The terminology is the same, but the process may differ in significant ways from that undertaken in other professions, such as psychotherapy and counseling.

The Code

The coach acknowledges the dignity of all humanity. They conduct themselves in a way which respects diversity and promotes equal opportunities.

It is the primary responsibility of a coach to provide the best possible service to the client and to act in such a way as to cause no harm to any client or sponsor. The coach is committed to operate from a position of dignity, autonomy and personal responsibility.

The HCA Code of Ethics covers the following:

- Competence
- Context
- Boundary Management
- Integrity
- Professionalism

Competence

1) The coach :

- a. Ensures that their level of experience and knowledge is sufficient to meet the needs of the client.
- b. Ensures that their capability is sufficient to enable them to operate according to this Code of Ethics and any standards that may subsequently be produced.
- c. Develops and then enhances their level of competence by participating in relevant training and appropriate Continuing Professional Development activities.
- d. Maintains a relationship with a suitably-qualified supervisor, who regularly assesses their competence and support their development. The supervisor is bound by the requirements of confidentiality referred to in this Code. What constitutes a “suitably-qualified” supervisor is defined in the EMCC’s standards document.

Context

2) The coach :

- e. Understands and ensures that the coaching relationship reflects the context within which the coaching is taking place.
- f. Ensures that the expectations of the client and the sponsor are understood and that they themselves understand how those expectations

are to be met.

- g. Seeks to create an environment in which client, coach and sponsor are focused on and have the opportunity for learning.

Boundary Management

3) The coach :

- h. At all times operates within the limits of their own competence, recognises where that competence has the potential to be exceeded and where necessary refers the client either to a more experienced coach, or supports the client in seeking the help of another professional, such as a counsellor, psychotherapist or business/financial advisor.
- i. Is aware of the potential for conflicts of interest of either a commercial or emotional nature to arise through the coaching relationship and deals with them quickly and effectively to ensure there is no detriment to the client or sponsor.

Integrity

4) The coach :

- a. Maintains throughout the level of confidentiality which is appropriate and is agreed at the start of the relationship.
- b. Discloses information only where explicitly agreed with the client and sponsor (where one exists), unless the coach believes that there is convincing evidence of serious danger to the client or others if the information is withheld.
- c. Acts within applicable law and does not encourage, assist or collude with others engaged in conduct which is dishonest, unlawful, unprofessional or discriminatory.

Professionalism

5) The coach :

- a. Responds to the client's learning and development needs as defined by the agenda brought to the coaching relationship.
- b. Does not exploit the client in any manner, including, but not limited to, financial, sexual or those matters within the professional relationship. The coach ensures that the duration of the coach contract durates for as long as is necessary for the client/sponsor.
- c. Understands that professional responsibilities continue beyond the termination of any coaching relationship. These include the following:
 - Maintenance of agreed confidentiality of all information relating to clients and sponsors.
 - Avoidance of any exploitation of the former relationship
 - Provision of any follow-up which has been agreed to

- Safe and secure maintenance of all related records and data
- d. Demonstrates respect for the variety of different approaches to coaching and for other individuals in the profession.
- e. Never represents the work and views of others as their own.
- f. Ensures that any claim of professional competence, qualifications or accreditation is clearly and accurately explained to potential clients and that no false or misleading claims are made or implied in any published material.

Breaches of the Code

HCA members will at all times represent coaching in a way which reflects positively on the profession.

Where a client or sponsor believes that a member of the HCA has acted in a way which is in breach of this Code of Ethics, they should first raise the matter and seek resolution with the member concerned. Either party can ask the HCA to assist in the process of achieving resolution.

If the client or sponsor remains unsatisfied they are entitled to make a formal complaint. Complaints will be dealt with according to the EMCC's 'Complaints and Disciplinary Procedure'. HCA members can provide a copy of this document upon request. A copy can also be obtained by contacting the HCA at the email address: info@hca.com.gr In the event that a complaint should be made against an HCA member, that member must co-operate in resolving such a complaint.

HCA members can confront a colleague when they have reasonable cause to believe he/she is acting in an unethical manner and, failing resolution directly with the colleague concerned, they can report that colleague to the HCA.