

## East Midlands Coaching and Mentoring Network

### Code of Conduct

The East Midlands Coaching and Mentoring Network expects all of their coaches/mentors to maintain a high standard of coaching/mentoring practice. East Midlands Councils will co-ordinate and oversee the operation of the Coaching and Mentoring Network.

All members of the Coaching and Mentoring Network are required to work to the following Code of Conduct which has been adapted from the Association for Coaching Code of Ethics and Good Practice.

1. Coaches/Mentors are required to update their profile on the Mye-Coach online site and maintain records appropriately and confidentially including completing feedback and encouraging their coachees/mentees to complete evaluation forms as requested. This is to ensure that the Coaching and Mentoring Network is operating effectively and to support the future development of coaching and mentoring.
2. Once the coach/mentor has accepted a coaching/mentoring relationship, it is the coach/mentor's responsibility to update the Mye-Coach site with all relevant information and to maintain this throughout the coaching relationship.
3. Members of the East Midlands Coaching and Mentoring Network are not allowed to coach/mentor to generate income or to generate other business via the Network. Any coach/mentor found doing this will automatically be removed from the coaching management system.
4. Coaches/Mentors 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/mentors must inform East Midlands Councils and withdraw from practice until such time as they are fit to resume. If a coach/mentor is currently coaching/mentoring, their client will be offered an alternative coach/mentor.
  - **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. counsellors, psychotherapists or other specialist services. Coaches/mentor can seek advice from and inform East Midlands Councils of any action taken (without the need to disclose confidential information). In particular, coaches/mentors are required to be sensitive to the possibility that some clients will require more psychological support than is normally available within the coaching/mentoring remit. In these cases, referral should be made to an appropriate source of care e.g. the clients G.P, a counsellor or psychotherapist, psychological support services or agencies.
5. Coaches/Mentors are responsible for ensuring that clients are fully informed of the coaching/mentoring contract, Terms and Conditions, and any evaluation processes, prior to or at the initial session. It is important to ensure that the coach/mentor is fully aware of matters including confidentiality and the commitment to attend the agreed sessions.
6. Coaches/mentors 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/mentoring process will be conducted. This should be done both prior to the contracting stage and throughout the coaching/mentoring contract.

7. Coaches/Mentors must be sensitive to issues of culture, religion, gender, race and diversity. If coaches/mentors require any additional support or information, East Midlands Councils will endeavour to support coaches/mentors by researching and providing information or support on request.
8. Coaches/Mentors must respect the right of the client to terminate coaching/mentoring at any point during the relationship. East Midlands Councils must be advised if this occurs.
9. Coaches/Mentors are required to maintain records of their work with clients via the confidential section of the Mye-Coach site, ensuring that records are accurate and kept securely by the coach/mentor. The client will have access to these records in accordance with their rights under current legislation.
10. Coaches/Mentors are required to maintain the quality of their work and to utilise feedback wherever possible from clients and their organisations.
11. Coaches/Mentors are required to undertake continuing professional development in coaching/mentoring. This development support is included as part of the network membership and Coaches/Mentors should take part in at least one session per year.
12. Coaches/Mentors are required to keep themselves informed of any statutory legal requirements that may affect their coaching/mentoring work.
13. Coaches/Mentors are required to ensure that they have ongoing approval from their employing organisation to operate as an external coach/mentor within the East Midlands Coaching and Mentoring Network so that they are covered by their organisation's Professional Liability Insurance. It is important to note that a coach/mentor who does not comply with this Code of Conduct (particularly in relation to 3 above) will not be covered by their organisation's Professional Liability Insurance.
14. Coaches/Mentors are required to consider the impact of any dual relationship that they may hold with regard to their clients and/or their sponsoring organisations.
15. Coaches/Mentors must not engage in any media or publicity concerning the Network without the express permission of East Midlands Councils.
16. Complaints made against Coaches/Mentoring will be dealt with through East Midlands Councils complaints procedure and coaches/mentors will be expected to co-operate with any investigation.
17. Coaches/Mentors must act at all times in a manner that does not bring the coaching/mentoring profession, the East Midlands Coaching and Mentoring Network, or their own organisation into disrepute. In particular, coaches/mentors must at all times respect the confidentiality of the coaching/mentoring process only disclosing information with the express permission of the client, unless their professional concern for the welfare of the client or the organisation in which they work can justify such disclosure.

**East Midlands Councils, October 2019**