



The Global Coaching Academy

Code of Ethics & Professional Conduct

For all Global Coaching Academy

- Course leaders
- Facilitators
- Mentors
- Trainers
- Tutors
- Management
- Team Members And
- Students



Global Coaching Academy
Code of Ethics & Professional Conduct

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The policies and information contained within this handbook are current at the time of printing but are subject to update and change at any time. We recommend regularly visiting the website for the latest information and policies or contacting our office for the latest version.

*The **Global Coaching Academy** complies with relevant Australian legislation regarding the collection and use of personal information and abides by the Privacy Act (Amendment 2000).*



Global Coaching Academy Code of Ethics & Professional Conduct

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Global Coaching Academy
Code of Ethics & Professional Conduct

Welcome to Global Coaching Academy

Introduction

Keeping in mind the educational and supportive nature of Global Coaching Academy, this Code of Ethics (Code) is intended to encourage growth and understanding in and among those involved in Global Coaching Academy as facilitators, mentors, trainers, its management, team members and students.

It is a framework, designed to provide an operational scope within which our high levels of moral integrity and duty of care are undertaken and exercised.

The Code provides a structure within which disputants may safely and constructively resolve their differences, guidelines for developing ethically based courses of action, and ethical ideals to which to aspire and adhere to. It is a living document, meant to mature with experience and input from our membership.

Why do we have a Code of Ethics?

- to define accepted/acceptable behaviours.
- to promote high standards of practice.
- to provide a benchmark for members to use for self-evaluation.
- to establish a framework for professional behaviour and responsibilities.
- as a vehicle for occupational identity.
- as a mark of occupational maturity and professionalism.
- to ensure the commitment to our responsibility and duty of care is maintained

What are Ethics?

- the principles of conduct governing an individual or group, ie professional ethics;
- a system or philosophy of conduct and principles practiced by a person or group.
- the discipline dealing with what is acceptable within the context of moral duty and obligation.
- a set of moral principles or operational values.

What is moral?

- of or concerned with the principles of appropriate behaviour, conduct and character within the society within which one lives and/or conducts business.
- modes of conduct.
- that which is ethical, nurturing and supportive of the duty and responsibility of care.
- teaching or upholding standards of nurturing behaviour judged by one's own conscience.
- to be ethical or approved.

Our Ethos and Culture

Global Coaching Academy members choose to uphold the following ethos and culture through the following dedication and commitment to all our clients and students for the mutual benefit of all concerned.



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- The client/student is the most important person in our business
- The client/student are not an interruption to our work, they are the purpose of it
- Our business is dependent on the client/student. Clients/students are not dependent on us.
- Our client/students do us a favour by allowing us the opportunity to serve them
- Nobody can ever win an argument with a client/student; if you argue with a client/student everyone loses
- Client/students bring us their wants and needs in the area of professional/personal growth, and we enjoy and are grateful for the opportunity of satisfying those wants and needs
- The better we serve, the better we profit...personally, spiritually, financially, locally, and globally

What is a GLOBAL COACHING ACADEMY student?

Global Coaching Academy students are any persons who are involved in Global Coaching Academy activities, regardless of whether they are personally involved in instruction/training/assessing activities or not – be the activities:

- Global Coaching Academy Courses of any kind
- Global Coaching Academy customised training programs
- Global Coaching Academy affiliate or partner courses
- Any Global Coaching Academy mentoring, coaching, leadership, training or assessing activities

A Code of Ethics (or Ethical Standards) speaks to the implementation of ethical values.

Global Coaching Academy responsibility of CARE!

Underneath these guidelines are values that Global Coaching Academy chooses to uphold which include:

- Individuals involved in Global Coaching Academy activities of any kind are responsible for their own behaviour.
- Individuals involved in Global Coaching Academy accept and strive for excellence through thoughtful, responsible, masterful and professional behaviour.
- In a position of authority there is little equality.
- Those in our care are to be treated with respect and dignity without exception!
- Above all - CAUSE NO HARM!

This approach is to be observed whether one is part of the Global Coaching Academy team providing education or whether one is a student studying with us.

Our team members adhere to this attitude and ethos at all times, and we entreat our students to adhere to this approach as well.

For our students:

In some of our learning practice groups throughout your studies with us, you will be in a position of authority and must be aware of your responsibility to preserve dignity, integrity, and well-being of your fellow students and of your teachers, trainers and team members supporting your growth.



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PURPOSE

The purpose of this document is to define acceptable conduct and behaviour, standards of practice, maturity, and professionalism within Global Coaching Academy (GCA).

These definitions form the ethics of Global Coaching Academy and apply to all Global Coaching Academy facilitators, mentors, trainers, management, and its employees. For the purposes of this document all those to whom this document applies to will be referred to as GCA team members.

The collective and individual group of GCA team members is dedicated to providing an environment in which individuals can freely choose to acquire the necessary skills to function effectively and successfully in their lives on a human/Earthly, psychological, and spiritual level, benefitting from their training and assessment activities gained from Global Coaching Academy.

It is not possible to foresee every situation we may encounter. Therefore, the basic ethical principles in Global Coaching Academy Code of Conduct are necessarily extremely wide and, in some areas, general. GCA team members must exercise personal judgment and ethical reflection. In each ethical situation the intent of the GCA team member is to benefit and not harm individuals. Benefit is defined in both physical (safety and comfort versus pain and injury), psychological (feelings of self-worth, interpersonal trust, self-knowledge and general knowledge versus fear, humiliation, and cynicism) and spiritual (trending towards actualisation of an ascended consciousness of clarity, purity and integrity). Certain activities and relationship dynamics are clearly defined as unacceptable within Global Coaching Academy Code of Conduct.

SCOPE

The Code of Ethics and Professional Conduct Policy provides for ethical standards and behaviours of all Global Coaching Academy Members in any capacity and/or endeavour. This policy as updated and amended from time to time is binding upon all members without exception.

OBJECTIVES

It is the objective of Global Coaching Academy that the following Code of Ethics and Professional Conduct will:

- Provide a means for individual Global Coaching Academy members, whether students or team members, to evaluate their own ethical standards and behaviours and make adjustments if necessary to meet the established standards.
- Provide a means for participants and trainees of Global Coaching Academy Programs to evaluate the standards and practices used by their Coaches, Mentors and Trainers and validate that participants and trainees are receiving professional and ethical training and development.
- Provide a means for Employers to evaluate the standards and behaviours of GCA team members to ensure a high ethical standard is being met.



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- Provide a means to educate the public and promote the high ethical standards practiced by members of Global Coaching Academy.
- Provide a means for the Global Coaching Academy Central Executive Committee to evaluate and adjudicate grievances against GCA team members.

VALUES

Global Coaching Academy holds the worth, dignity and capability of every human being as their primary value. Therefore, GCA team members shall not discriminate against anyone on the basis of race, colour, language, religion, age, sex, sexual orientation, marital status, physical and mental ability, economic condition or national ancestry. Furthermore, they shall work towards preventing and eliminating such discrimination in rendering service, in work assignments and in employment practices.

Global Coaching Academy affirms that all people have the right to well-being.

In addition, all people have the following rights:

- To be assured of quality training and assessment programs providing nationally recognised qualifications upon competent completion of any of the courses on our scope.
- To be treated fairly, equally, and respectfully by all GCA team members.
- To be enabled to undertake study with us free from bullying, discrimination, or judgement, rather to be empowered to engage with study and learning in a space of unconditional positive regard and self-esteem.
- To learn the skills necessary for the development of human relationships and that each person has the right to self-determination with due regard to the rights of others.
- To operate in such a way to move steadily towards the actualisation of love, wisdom, compassion and unconditional love within every facet, activity, circumstance, and endeavour of their existence as a human/spiritual entity.
- To choose the orientation of their energies in of and for love in service to all that is.
- To act, if they but choose, as a free agent of creative will
- To exist free of the control and manipulation of fear upon all levels

Global Coaching Academy duty of care includes the facilitation of the above rights for all who choose to be involved within the activities of Global Coaching Academy.

RESPONSIBILITY OF CONFIDENTIALITY

Values Statement

The commitment to confidentiality fosters open communication and is essential for effective client relationships. Care and concern for the right to privacy and confidential matters are upheld throughout the entire professional relationship; from intake to after the Contract has ended.

Standards of Professional Conduct

- Allow individuals to be the primary source of information about themselves and their issues.



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- Explain to individuals the legal limitations to confidentiality and disclose such information only when authorised by the individual or when obligated legally to do so, such as necessary to prevent a crime or to prevent individuals from doing harm to themselves or to others. Recognise that such disclosure should not be made without great care or without the individual's knowledge unless informing the individual would impede the due process of law or endanger someone.
- Ensure that information obtained and recorded about an individual can be justifiably supported as either being related to an individual's behaviour in the program or be required by the employer for administrative accountability or research needs.
- Permit individuals, in the company of the GCA team member, the opportunity to check the accuracy of all factual data in their files as they have the right to know what their records contain.
- Protect the privacy of individuals according to the current government regulations and hold in confidence all knowledge, records and materials concerning each individual.
- Students or team members may access any of their own records. Such records will be supplied within twenty-four hours.
- When disclosure is required by law, by order of a court or competent jurisdiction or by the work setting, divulge no more information than is required, and when possible, notify the individual of this requirement.
- Disclose client information, only to the extent necessary, to defend myself, my colleagues, or employers against allegations of malpractice or misconduct.
- Endeavour to promote and maintain excellence in the profession of GCA team members by adhering to these confidentiality standards.

RESPONSIBILITY TO SELF

Values Statement

In private life or professional activity, the behaviour of an individual GCA team member, student, or graduate reflects upon the entire profession of mentoring, coaching, leadership, Complementary Health Care, professional development, and personal/spiritual growth.

Standards of Professional Conduct

- Review on an annual basis this Code of Ethics and Professional Conduct, evaluate my actions and behaviours, and make any necessary changes to ensure I am upholding and subscribing to these Ethics and Standards in spirit as well as in the letter.
- Accurately identify my qualifications, both verbally and in writing.
- Avoid claiming or implying any personal capabilities or professional qualifications beyond those I have actually attained, recognising that competency gained in one field of activity must not be used improperly to imply competency in another.
- Strive to know my limitations and to stay within the bounds of these limitations.
- Refrain from using a position of trust to receive special benefits, financial or personal gain.
- Accept full responsibility for the consequences of my own actions and decisions taken.
- Maintain personal, physical, and psychological well-being, including healthy personal support systems, to ensure ongoing professional competence and avoidance of conditions which could result in impaired judgment.
- Use professional counselling recommended to deal with any debilitating personal issues that may interfere with appropriate coach/client relationships.



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- Seek consultation or support from experienced Global Coaching Academy mentors or trainers and give due regard to their advice in arriving at a responsible decision when faced with a difficult issue
- Maintain a high degree of self-awareness to be able to recognise when personal needs, feelings, values, and limitations interfere with the group and the individuals in the group process of planned change and/or termination of a professional relationship.
- Accept personal responsibility for continued professional competency and utilise ongoing self-evaluation, peer support, consultation, supervision, continuing education and/or personal therapy to evaluate my strengths, limitations, biases, or levels of effectiveness as a Global Coaching Academy team member; always striving for self-improvement in my professional knowledge, my skills and abilities, my work with groups and individuals, and my emotional well-being.
- Participate in ongoing professional development, continuing in and contributing to Global Coaching Academy mentoring, coaching, leadership, Complementary Health Care (as appropriate) knowledge and education, liaison with colleagues and other professional associations relevant to my field.
- Contact both Global Coaching Academy Headquarters and my trainers as soon as practicable in order to obtain necessary support when defending myself against allegations of malpractice or misconduct.

TEAM MEMBER RESPONSIBILITIES

Values Statement

A Global Coaching Academy team member recognises that their primary professional responsibility under all circumstances is to the group and individuals they are serving. Global Coaching Academy team members recognise that they bear a heavy social responsibility because their recommendations and professional actions may alter the lives of others.

Standards of Professional Conduct

- Only undertake group or individual facilitation that I honestly believe I am personally and professionally capable of handling.
- Recognise the intense level of affective involvement inherent in a professional relationship. Ensure that the difference between professional and personal involvement with individuals is explicitly understood and respected and that my behaviour as a Global Coaching Academy team member is appropriately professional. Ensure that all interpersonal transactions between myself and individuals served are non-exploitative and essential to their integrity and well-being.
- Be alert to personal, social, organisational, financial, and political situations or pressures that may lead to misuse of my influence with individuals. Accept that as a Global Coaching Academy team member, I am an authoritative figure no matter how equal I might appear within a group or to an individual.
- Ensure that appropriate boundaries and safeguards are established with each group and individual, which will protect the psychological safety and the integrity of individuals.
- Recognise when an individual's needs are beyond my professional competencies as a Global Coaching Academy team member. Refer individuals for their own safety and



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well-being or when it is in their best interest to appropriate agencies, services or practitioners. Maintain appropriate contact and support for an individual as necessary to ensure their safety and well-being until seen by the receiving service.

- Not practice, condone, facilitate, or collaborate with any form of unjust discrimination. Not engage publicly in demeaning descriptions of others, including jokes or other remarks which reflect adversely on the dignity of others.
- Abstain from all forms of harassment, including sexual harassment.
- Refrain from any overtly or covertly sexualized behaviours and any intimate and sexual intimacies and relationships with individuals whom you meet at any Global Coaching Academy intensives, courses, workshops/seminars for a minimum period of three months after the event regardless of whether the attendee is considered an equal.
- Refrain from any overtly or covertly sexualized behaviours and any intimate and sexual intimacies and relationships with Global Coaching Academy students (refer to page 3 for definition of a Global Coaching Academy student) either while involved in a coach/client, facilitator/student, teacher/student, or trainer-trainee relationship or for at least two years from the time that the professional contract has formally ended.

Note: *under special and unusual circumstances permission may be sought from Global Coaching Academy Central Executive Committee to commence a sexual/romantic/intimate relationship with a former student after nine months has elapsed since the termination of the teacher-student relationship.*

- Refrain from the use of all mind-altering substances. There is absolutely no place for mind altering substances of any kind in the life of any Global Coaching Academy facilitators, coaches, mentors, trainers, leaders, management, team members or any other representative of Global Coaching Academy. Mind altering substances reduce clarity and control of the human-body system and they connect the user into the group consciousness of all substance abusers on the planet and beyond. As team members of Global Coaching Academy, all representatives “practice what they preach” and demonstrate this in their daily personal and professional life. Hence, they do not engage in denial and avoidance, chemical or otherwise, but face challenges with up-cast eyes and a bright and irrepressible enthusiasm. They acknowledge and integrate their challenges and do not judge them. To be a sacred vessel and channel and represent the energies of Global Coaching Academy we cannot pollute our four-body system with recreational drugs, alcohol, caffeine nicotine or carnal energies. Purity and clarity are very difficult to maintain and very easily lost. The more we progress in the process of refining ourselves as human spirits, the easier it is for our system to be polluted and to fall unconscious.

Certain substances and behaviours are mutually exclusive to participation and acceptance as a facilitator, team member or responsible person for Global Coaching Academy (*please note, these standards, while encouraged are not mandatory for students to comply with*):

1. **Coffee** adversely affects the pineal gland, upsets the adrenal and thyroid glands which has implications on the alignment of the higher bodies as well as the ability to receive guidance from higher planes of consciousness.



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2. **Nicotine** turns certain levels of the emotional body into a jelly-like consistency producing stillness in the emotional body so we cannot feel/transmute imbalanced energies effectively.

3. **Alcohol** is a poison that numbs the body and stupefies the spirit. It is something you preserve things with and if we are committed to change and want to accelerate our physical and other bodies into light, the last thing we would do is soak these bodies in alcohol and prevent change. It also adversely affects the pineal gland associated with the crown chakra that is our link to spirit. It is a preservative and affects the soul. Even in small amounts alcohol reduces the capacity for clear mediumship and shuts down intuition and illumination. It allays feeling so one can numb oneself. If someone needs alcohol to relax or dis-inhibit they are in major denial. Mastery is relaxing and stilling the mind or emotions at will. Only the negative ego uses poison to numb the feeling nature and avoid the eyes of the heart.

- Recognise and accept that all behaviours have meaning and are need-fulfilling.
- Recognise and accept that behaviour is not the individual and that the individual has the right to change their behaviour if they choose. Accept that an individual is not expected to demonstrate behaviours beyond their capacity and their level of skill development. Strive to present various learning opportunities to enable individuals to become aware of their skills and how their behaviours are fulfilling their needs. Promote awareness and development of options for individuals to enhance their personal effectiveness.
- Consider each individual's motivation, capacity and opportunity for change at any given time during the change process to appropriately guide the interaction. Provide the group and individuals with guidance, counselling, assistance with exploration and consideration of alternatives and consequences, and support them with their decision. Encourage individuals to accept responsibility for their choice and action, as our goal is to assist each individual to become self-determined.
- Be open, honest, trustworthy, and non-judgmental. Be aware of the meaning and impact of my own biases, values, and the stresses in my own life as they reflect on individuals.
- Do not impose my own biases, values and personal experiences on individuals but rather encourage individuals to develop their own value systems through a process of exploration and values clarification.
- Be responsible, reliable, courteous, conscientious and a good role model. Display a positive self-image, self-control, and a sense of humour. Be empathetic and show care and concern. Exercise tact and diplomacy in all relations.
- Recognise that competence for a particular task may require advice or collaboration with experts in other professional fields, on a confidential basis. Accept that it is professionally ethical to obtain this advice in such instances, following the proper legislative procedures.
- Ensure that an individual be allowed to leave with as much dignity as possible in the case of voluntary or involuntary termination of the individual/coach relationship.
- Be aware of the diverse backgrounds of individuals and, when dealing with topics that may give offence, treat, and present the material objectively.



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- Ensure programs are learner-centred by conducting pre-selection interviews, needs analysis and basing Global Coaching Academy course selection on learner identified needs. Develop and use written lesson plans.
- Do not allow outside interests to occupy my time such that the group or individuals suffer from inattention or poor service.
- Disclose the nature of any potential conflict to the group or individuals when necessary.
- Accept that my commitment to Global Coaching Academy facilitation, leadership, coaching, mentoring, and training professional values does not exclude me from participating in outside interests such as politics, another profession, occupation, or business enterprise.

RESPONSIBILITY TO GLOBAL COACHING ACADEMY

Values Statement

Facilitators, Team Leaders, Team Members, Course Leaders, Coaches, Mentors, Trainers, and Assessors are accountable and responsible for the efficient performance of their duties to their employer (Global Coaching Academy).

Standards of Professional Conduct

- Be accountable and responsible for the efficient performance of my duties to my employer as well as provide competent group and individual service.
- Fulfil obligations to individuals and responsibility to my employer with integrity and competence. Inform my employer of any situation that may impede my competent performance or infringe on my integrity. Disclose the nature of any potential conflict to my employer when necessary.
- Respect employer policies and procedures and co-operate with management as long as they are consistent with Global Coaching Academy Code of Ethics and Professional Conduct. Be aware of the need for changes in policies and procedures and actively pursue such changes. Refuse to participate in any unethical practices.
- Recognise the need to work co-operatively in a multi-disciplinary team respecting the unique contribution of each member and discipline.

RESPONSIBILITY TO THE PROFESSION

Values Statement

Global Coaching Academy has a public responsibility to provide competent leadership, mentoring, coaching and Complementary Health Care training and assessment services. Therefore, individual Global Coaching Academy team members must actively support and uphold the ethical standards and behaviour of all Global Coaching Academy team members.



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Standards of Professional Conduct

- Accept responsibility for the quality of my professional performance while facilitating, encouraging, and respecting the same standards of colleagues. Contribute my ideas and share my expertise and learning with other team members.
- As a co-facilitator, work in a mutually supportive manner and do mutual planning to enhance group and individual development. Confront and resolve any issues that develop between me and my colleague in a professional, timely and competent manner. Refuse to participate in unethical practices.
- Report to Global Coaching Academy Admin Manager any unethical practices or other actions by Global Coaching Academy members which could impair facilitator/individual relationships or reflect discredit upon Global Coaching Academy or the Mentoring, Coaching, Leadership or Complementary Health Care profession. Confine expression of professional conduct to matters of fact.
- Actively support the purposes and values of Global Coaching Academy. Bring to the attention of Global Coaching Academy Admin Management all ethical issues which require clarification or the development of new guidelines or standards.
- Support other Global Coaching Academy team members in their adherence to Global Coaching Academy Code of Ethics and Professional Conduct.
- Take steps to protect the larger community by educating individuals and groups as to what constitutes harm caused by those purporting to offer mentoring and coaching.

RESPONSIBILITY TO THE COMMUNITY

Values Statement

As GCA team members and facilitators, they, as mentors and coaches, are viewed as role models within the communities they live and serve, their integrity and behaviours reflect upon the profession as a whole.

Standards of Professional Conduct

- Abide by the laws of the society in which I live and work.
- Work within the community of human services to create, promote and maintain employment policies, practices and conditions which are consistent with the values, ethics, and professional standards of the Life Skills profession.
- Ensure advertisements and other public notices and information relating to Global Coaching Academy and its team members is accurate and truthful. Avoid using misleading claims or promises that could lead to loss of confidence by the public.

COMPLAINTS, GRIEVANCES & APPEALS PROCEDURE



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A **complaint or grievance** is when one party feels that they have been negatively impacted by another regarding ethical behaviour and would like to lodge a formal complaint.

An **appeal** is when a student feels that the result of an assessment has been unfair in its decision and would like to appeal the decision for a different outcome.

In the case of a grievance or complaint

If a Global Coaching Academy student, facilitator, mentor, participant, employer or concerned member of the public ever has a concern with the ethical behaviour of a Global Coaching Academy student, facilitator, mentor, coach, leader, health care giver, trainer, assessor, management or team member, the following complaints and grievance procedure applies.

If the grievance is of a criminal nature, it must be reported immediately to the proper legal authorities.

If you perceive the behaviour of a student, facilitator, mentor, coach, leader, health care giver, trainer, assessor, management, or team member to be outside the acceptable Code of Ethics and Professional Conduct as adopted by Global Coaching Academy then:

a) Reference this Code of Ethics and Professional Conduct Policy, and seek advice and guidance as necessary from any member of Global Coaching Academy Executive team or the Admin Manager to help you understand the exact nature of your grievance or complaint.

b) Check in with yourself, clear any personal triggers or 'need to be 'right' and ensure you feel calm, centred, and aligned with your own appropriate emotional and mental maturity. Honestly review your part in the incident, be accountable for how you may have helped create the situation and let go of any judgements that arise. Check your own motives with honesty and humility. Choose to find something to be thankful for by adopting an attitude that 'this is an opportunity for growth for everyone involved'. Once you have done this, then potentially initiate discussion with the student or team member with whom you have a personal concern about their professional ethics and behaviour to clarify, confront and resolve the situation as soon as possible.

c) If unable to confront or resolve the situation a written grievance is to be sent to Global Coaching Academy Executive and Global Coaching Academy Admin Manager. At the same time, a copy of the written Grievance must also be provided to the student/facilitator/mentor/trainer/management and/or team member you have grievance with. Grievance of an alleged breach of ethics must be formally initiated no later than one year after the situation occurred. A grievance or complaint form with instructions is available to download from our website.

An Ethics Committee will be convened to review and discuss the concerns and grievances. This committee will be guided by the Code of Conduct document, the Policies and Procedures Manual, the Law, and the Central Executive Management team.

Confidentiality is to be strictly adhered to by all individuals involved in the grievance process and subsequent review and investigation (including the complainant, the defendant, members of the Ethics Committee and Global Coaching Academy Executive)



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to ensure a factual and effective review and investigation and to promote the dignity of all involved.

Upon receipt of a written grievance, a meeting of the Ethics Committee must be called by the CEO or endorsed representative within thirty (30) days of receipt of the grievance. If the grievance is of a criminal nature, it will immediately be forwarded to the proper legal authorities.

After the Ethics Committee's first meeting regarding a grievance, a letter indicating the Committee members' names, names of the people involved in the grievance and dates pertinent to the issue must be sent to the people involved and to members of Global Coaching Academy Executive. The letter will also describe the Committee's initial plan of action and/or decisions and information on appeal procedures.

There are three acceptable actions only:

- a) Conduct an investigation,
- b) Refer the matter to a more appropriate agency or individual for resolution,
- c) Refer the matter elsewhere, with further proceedings by the Ethics Committee to be held in consideration.

Should the Ethics Committee decide to conduct an investigation, they will review and conduct it in a timely manner. This will include speaking with the person initiating the grievance and the team member against whom the grievance is made. Other people may be interviewed, and evidence will also be sought as deemed appropriate by the Committee.

Upon completion of the investigation, the Ethics Committee will issue a written notice of the findings, including any action to be taken, to the Complainant, the facilitator/mentor/trainer/management/team member, and Global Coaching Academy Executive.

The Ethics Committee and all those involved in a grievance have the right to call upon advisors for the purpose of gathering information or seeking legal or other counsel.

If the aggrieved party is not satisfied with the outcome, he or she may lodge an appeal. For this type of appeal, the procedure is the same as set out for the original grievance. Notice of the appeal must also be sent to the other party. An appeal, by either party, must be received or postmarked no later than sixty (60) days from the date the original ruling was issued by the Ethics Committee.

Upon receipt of an Appeal, Global Coaching Academy Ethics Committee will review the Appeal and any additional information brought forward in the Appeal. If deemed necessary, further investigation may be undertaken. A final ruling on the grievance, binding on both parties, will be issued to both parties and Global Coaching Academy Executive no later than 90 days after receipt of the Appeal.

Where a case is proven against a facilitator, mentor, trainer, management and/or team member, they may, depending on the circumstances and the gravity of the charge, be reprimanded, suspended from membership, or removed from engagement with Global Coaching Academy. Details of cases in which members are found in breach of the Code of Ethics and Professional Conduct may be published in such a manner as the Ethics Committee shall deem appropriate.



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All correspondence becomes a matter of public record.

In the case of an appeal of assessment decision

If a student feels that a judgement on an assessment has been unfair, the student has the right to appeal the decision. The appeal must be made within one month of receiving the assessment decision and must be made in writing to the Administration manager at admin@globalcoach.com.au and a copy must also be sent to the CEO of GCA at belinda@globalcoach.com.au

See the Student Handbook for a more detailed outline of the Appeals Procedure

ETHICS COMMITTEE

In the case where a grievance is received, an Ethics Committee will be convened to investigate the complaint.

- All members of the Committee must be Global Coaching Academy members in good standing for a minimum of one (1) year.
- At least one member must be from Global Coaching Academy Central Executive Committee.
- All other members will be elected or appointed from within the ranks of Global Coaching Academy team members and close affiliates.
- A Global Coaching Academy Ethics Committee will be convened within 7 days of receipt of a grievance or complaint and drawn from the Executive Team, team members and close affiliates who uphold the same ethos and culture in their own professional practices.
- The position of Chairperson shall be elected or appointed by the Committee Members at their first meeting following the convening of the committee and shall remain elected until such time as the grievance or complaint has been satisfactorily dealt with.
- The quorum for the Ethics Committee will be three (3) members present. In the event that a member(s) is unable to deal with a formal complaint, the remaining committee members will choose an alternative(s) from the membership at large, subject to approval by the Executive to meet quorum requirements. After a meeting of Global Coaching Academy Ethics Committee, any alternatives are expected to stay with the Committee until the end of the specific grievance procedure.
- Global Coaching Academy Ethics Committee members must report any conflicts and voluntarily remove him/herself from the Committee.
- If a grievance is toward a member of Global Coaching Academy Ethics Committee, that member must step down until the matter has been settled. The Committee may later reinstate the individual to the Committee if appropriate.



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Note: These Ethics Guidelines operate within and in conjunction with the operational objectives of Global Coaching Academy.

