

Terms & Conditions

By submitting an application to the Guildhall School of Music & Drama Coaching & Mentoring training, you agree to the following terms and conditions:

Bookings

We are free to accept or decline your booking at our discretion.

At the point of our confirmation, a contract will come into existence between you and Guildhall School. The contract will continue until the completion of the course, unless it is cancelled earlier in accordance with the cancellation terms.

Payment

Guildhall School reserves the right to withdraw the offer of a place if any outstanding course fees are not paid by the designated deadline.

Cancellation by Participant during Cooling-off Period

You have a right to cancel your contract with us within 14 days of receiving confirmation of your place on the course (known as a cooling-off period). If you wish to cancel your booking and request a refund, please send an email to coachingandmentoring@gsmd.ac.uk within 14 calendar days of receiving confirmation of your place on the course.

Cancellation and Refund policy

After the 14-day cooling-off period expires up until 14 calendar days before the start of a course, the following policies apply:

- If written notification of cancellation is received by email to coachingandmentoring@gsmd.ac.uk no later than 14 calendar days before the start of the course, the course fees paid to date will be refunded, minus a 25% administration fee.
- A full refund will be issued if a medical certificate is provided or in the case of extenuating circumstances. Extenuating circumstances claims are judged at the discretion of the Coaching & Mentoring Team.

Within 14 calendar days of the start of a course the following policies apply:

- If you cancel your place within 14 calendar days of the start of a course you must notify the School by email to coachingandmentoring@gsmd.ac.uk and you will not be eligible for a refund.
- A full refund will be issued if a medical certificate or sufficient extenuating circumstances are provided. Extenuating circumstances will be at the discretion of the Coaching & Mentoring Team.

Where a refund is due, we will process the refund according to the method of payment used to make the booking.

We will not refund any travel or accommodation purchased by a booker to attend a Guildhall Coaching & Mentoring Course. We strongly advise delegates to purchase the appropriate insurance cover for any travel or accommodation booked prior to the course commencing. Travel/accommodation costs will not be reimbursed, regardless of whether the booker cancels their contract, or we cancel the course.

Cancellation and Changes to Courses by Guildhall School

Where possible we endeavor to run all our courses as advertised.

Should a course be unable to run we may cancel our contract, and we will endeavor to inform you no less than 14 calendar days before the course starts, in which case you can either:

- transfer onto an alternative course, subject to availability (and receive a partial refund of the course fees if the fees for the alternative course are less than the course fees you originally paid or be charged for the difference between the course fees if the alternative course is more expensive); or
- cancel the contract and receive a full refund of any course fees paid. Please note we are unable to reimburse any external accommodation or travel fees.

In the event of cancellation, Guildhall School is not responsible for any additional costs you may have incurred, including costs for travel or external accommodation.

Our right to end the contract

We may end the contract if:

- You do not make payment to us within your agreed payment plan schedule or in accordance with published payment deadlines.
- You have a high number of absences and the tutor feels this is affecting your learning and affecting the learning of others.
- Serious violation of the Global Code of Ethics for Coaches and Mentors (please see Appendix 1)

If we end the contract due to any of the reasons outlined above, you will not be entitled to a refund.

Access Needs

If you have any access needs that require reasonable adjustments, we advise you to contact us to discuss your requirements before booking your place on a Coaching and Mentoring course. Please note that not all spaces are accessible and reasonable adjustments will be made when possible. Please note that the details you disclose will be passed on to the course tutor and assistants to ensure that we can accommodate your needs.

Health and Safety

Guildhall School fully recognises and accepts its responsibilities with regards to Health and Safety. However, it is also incumbent on all participants to be mindful of their own health and safety and the health and safety of others, and understand that they should not, either through action or inaction, put themselves or others at risk. Participants should follow all instructions from staff and observe all signage.

Use of Data

You agree to Guildhall School of Music & Drama processing personal data contained in your booking form, or other data which the School may obtain from you or other people, for purposes connected with your studies, health and safety or for any other legitimate reason. For more information please refer to Guildhall School of Music & Drama Enterprise, Knowledge Exchange and Research Events Privacy Notice https://www.gsmd.ac.uk/fileadmin/user_upload/files/Policies_and_Reports/GDPR/PNEK18.1_EKER_Events_Privacy_Notice.pdf

The Guildhall School of Music & Drama is committed to upholding your privacy and taking care with the personal information that you may give us. From 25 May 2018, we process your personal data in accordance with the General Data Protection Regulations (or GDPR for short).

Appendix 1

Association for Coaching (“AC”) and European Mentoring and Coaching Council (“EMCC”) Global Code of Ethics for Coaches and Mentors

INTRODUCTION AND PURPOSE

The following bodies (“the bodies”) are signatories to this code of ethics:

- Association for Coaching (“AC”).
- European Mentoring and Coaching Council (“EMCC”).

As membership bodies, we are committed to maintaining and promoting excellent practice in coaching and mentoring. All our members, as part of their continuing membership, agree to adhere to the elements and principles of this code of ethics. This code of ethics aligns with the content and requirements set out in the Professional Charter for Coaching and Mentoring. The Charter, which was drafted in accordance with European law, is registered on the dedicated European Union database, which lists self-regulation initiatives in Europe.

This code of ethics sets the expectation of best practice in coaching and mentoring and promotes the development of coaching and mentoring excellence. Its purpose is to:

Provide appropriate guidelines, accountability and enforceable standards of conduct for all our members.

Set out how our members are expected to act, behave and perform when working with clients.

In conjunction with our respective bodies' professional competences, guide our members' development and growth in the profession.

Serve as a guide for those individuals who do not necessarily identify themselves as a professional coach or mentor, but nonetheless use coaching or mentoring skills in their work.

Where members fall short of these expectations and guidelines when working with clients, this code of ethics will be used as the basis of any complaint or disciplinary hearing and action following our bodies' existing respective complaints procedures.

THE CODE OF ETHICS

The code of ethics is arranged into four sections and covers the bodies' general expectations of professional behaviour and conduct:

1. Terminology
2. Working with Clients
3. Professional Conduct
4. Excellent Practice

1. Terminology

- a. Each body will define exactly which of its members and other stakeholders are expected to abide by this code (who are hereafter collectively referred to as the "members").
- b. For proper understanding of this code of ethics (hereafter referred to as the "code") members should be aware of their respective professional body's definitions and terminology for the precise meanings of key words used in this code e.g. coach, coaching, client, member, mentor, mentoring, sponsor, supervisor and supervision.

2. Working with Clients

Context

2.1 Members will do their utmost to understand their clients' and sponsors' expectations and reach agreement on how they plan to meet them.

Contracting

2.2 Before they start working with a client, members will explain, and make explicit, their commitment to abide by this code. Members will also make their clients and sponsors aware of their respective bodies' complaints procedures.

2.3 Before starting to work with a client, members will explain and strive to ensure that a client knows, and fully understands, the nature and terms and conditions, of any coaching or mentoring contract, including financial, logistical and confidentiality arrangements.

2.4 Members will be open about the methods they use, and on request be ready to supply the client with information about the processes involved.

2.5 Members will ensure that the duration of the contract is appropriate to achieve the client's and sponsor's goals and will actively work to avoid the client's dependency.

Integrity

2.6 Members will accurately and honestly represent their relevant professional qualifications, experience, training, certifications and accreditations to clients, sponsors, members, coaches and mentors.

2.7 When talking with any party, members will accurately and honestly represent the potential value they provide as a coach or mentor.

2.8 Members will attribute ownership of work, ideas and materials of others to the originator and not claim it as their own.

Confidentiality

2.9 When working with a client, members will maintain the strictest level of confidentiality with all client and sponsor information unless release of information is required by law.

2.10 Members will store, and dispose of, any records regarding clients, including electronic files

and communications, in a manner that promotes confidentiality, security and privacy, and complies with all applicable laws and agreements.

2.11 Members will have a clear agreement with clients and sponsors about the conditions under which confidentiality will not be maintained (e.g. illegal activity, danger to self or others etc.) and gain agreement to that limit of confidentiality where possible.

2.12 Members will share with clients that they are receiving supervision and identify that the client may well be referred to in this context anonymously. The client should be reassured that the supervision relationship is itself a confidential relationship.

2.13 If the client is a child or vulnerable adult, members will make arrangements with the client's sponsors or guardian to ensure a level of confidentiality in the best interests of that person while working within current legislation.

Inappropriate interactions

2.14 Members are responsible for setting and keeping clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise, with clients or sponsor(s).

2.15 Members will avoid any romantic or sexual relationship with current clients, sponsor(s), students or supervisees. Further, members will be alert to the possibility of any potential sexual intimacy between the aforementioned parties and take appropriate action to avoid the intimacy or cancel the engagement in order to provide a safe environment overall.

Conflict of interest

2.16 Members will not exploit a client or seek to gain any inappropriate advantage from the relationship – financial or non-financial.

2.17 To avoid any conflict of interest, members will distinguish a coaching or mentoring relationship from other forms of relationships, such as a friendship or a business relationship.

2.18 Members will be aware of the potential for conflicts of interest of either a commercial or personal nature arising through the working relationship and deal

with them quickly and effectively to ensure there is no detriment to the client or sponsor or the member.

2.19 Members will consider the impact of any client relationships on other client relationships and discuss any potential conflict of interest with those who might be affected.

2.20 Members will disclose any conflict openly with the client and agree to withdraw from the relationship if a conflict arises which cannot be managed effectively.

Terminating professional relationships & on-going responsibilities

2.21 Members will respect the client's right to terminate the engagement at any point in the process, subject to the provisions of the coaching or mentoring service agreement.

2.22 Members will encourage the client or sponsor to stop the coaching or mentoring engagement if it is believed that the client or sponsor would be served better by another coach, mentor or another form of professional help.

2.23 Members understand that their professional responsibilities continue beyond the termination of any professional relationship. These include:

Maintenance of agreed confidentiality of all information relating to clients and sponsors.

Safe and secure maintenance of all related records and data.

Avoidance of any exploitation of the former relationship, which could otherwise call into question the professionalism or integrity of the member or the professional community.

Provision of any follow-up that has been agreed to.

3. Professional Conduct

Maintaining the reputation of coaching and mentoring

3.1 Members are expected to behave in a way that at all times reflects positively upon, and enhances the reputation of, the coaching and mentoring profession.

3.2 Members will demonstrate respect for the variety of coaches, mentors and other individuals in the coaching and mentoring profession and for the different approaches to coaching and mentoring.

Recognising equality and diversity

3.3 Members will abide by their respective bodies' diversity statements and policies.

3.4 Members will avoid knowingly discriminating on any grounds and will constantly seek to

enhance their own awareness of possible areas of discrimination.

3.5 Members will be cognisant of the potential for unconscious bias and seek to ensure they take a respectful and inclusive approach that embraces and explores individual difference.

3.6 Members will challenge in a supportive way any colleagues, employees, service providers, clients or participants who are perceived to be using discriminatory behaviour.

3.7 Members will monitor their language, spoken, written and non-verbal, for inadvertent discrimination.

3.8 Members will engage in developmental activities that are likely to increase their self-awareness in relation to equality and diversity.

Breaches of professional conduct

3.9 Members accept that any breach that is upheld may result in sanctions including loss of accredited status and/or body membership. The bodies may share details of such breaches between them in the interest of client safety, upholding quality standards and maintaining the reputation of coaching and mentoring.

3.10 Members will ensure that no false or misleading claims are made, or implied, about their professional competence, qualifications or accreditation in any published, promotional material or otherwise.

3.11 A member can challenge another member when having reasonable cause to believe that this member is acting in an unethical manner and, failing resolution, will report that person to the body.

Legal and statutory obligations and duties

3.12 Members are obliged to stay up to date and comply with all statutory/legal requirements in the country in which their work takes place and work within any organisational policies/procedures in the context in which the coaching or mentoring takes place.

3.13 Members will keep appropriate and accurate records of their work with clients and ensure they remain confidential, are stored securely, and comply with their country's data protection and privacy legislation.

3.14 In the context of the country in which the member operates, members will have the appropriate professional indemnity insurance to cover their coaching and mentoring work.

4. Excellent Practice Ability to perform

4.1 4.2 Members will have the qualifications, skills and experience appropriate to meet the needs of the client and operate within the limits of their competence. Members should refer the client to more experienced or suitably qualified coaches, mentors or professionals, if appropriate.

Members will be fit and healthy enough to practice as a coach or mentor. If they are not, or are unsure if they are able to practice safely for health reasons, they will seek professional guidance/support. Where necessary/appropriate, the coach or mentor should manage the ending of the client work and refer the client to alternative support.

On-going supervision

4.3 To support their learning and on-going professional development, members will engage in regular reflective practice.

4.4 Members will engage in supervision with a suitably qualified supervisor or peer supervision group with a level of frequency that is appropriate to their coaching or mentoring practice, the requirements of their professional body and the level of their accreditation.

4.5 Members need to ensure that any other existing relationship with the supervisor does not interfere with the quality of the supervision provided.

4.6 Members will discuss any ethical dilemmas and potential, or actual, breaches of this code with their supervisor or peer supervision group for support/guidance.

Continuing professional development and reflection

4.7 Members will reflect regularly on their client work and coaching and mentoring practice and their professional and personal learning and development.

4.8 Members will develop their level of coaching and/or mentoring competence by participating in relevant and appropriate amounts of training and/or continuing professional development (CPD).

4.9 Members will endeavour to make a contribution to the coaching and mentoring community appropriate to their level of expertise. This may take many forms e.g. informal peer support to fellow coaches and mentors, advancing the profession, research and writing etc.

4.10 Members will systematically evaluate the quality of their work e.g. through feedback from clients and other relevant parties.