

## **ABOUT LIFE LEARNING – CATHY WATTS**

### **Terms and Agreement for COACHING Sessions by Phone/VOIP Webcam, Audio/In Person**

#### **My Approach**

Is to be non-judgemental and non-directive, to have genuine regard for you, and to support and work with you so that you can find your own way forward. I commit to providing a safe and confidential space for you to explore and set goals.

#### **Session length**

I offer a free 20 minute initial chat (normally by phone or VOIP) to discuss the possibility of working together. Then we would arrange an initial session of 50 minutes, with follow up sessions lasting 50 or 30 minutes, normally at fortnightly intervals.

#### **Late, Missed or Cancelled sessions**

I require 24 hours notice if you wish to cancel or rearrange your counselling session, otherwise the full cost of the session will be due. If you are late for your session, it will still finish on time. Similarly, in the unlikely event that I need to reschedule your session, I will give you at least 24 hours notice (otherwise a free session).

#### **Number of session/Reviews**

This is for you to decide as we proceed. I aim to keep the number of sessions to a minimum by working effectively with you, and to review after every 6 sessions.

#### **Confidentiality**

There are exceptional occasions when I may need to break confidentiality. Coaches are usually legally and/or ethically obliged to disclose around risk of:

1. Terrorism/Major Crime
2. Serious harm to Others or Self

I would always attempt to talk this through with you first, encouraging you to instigate any action required yourself.

#### **Security**

Mobile phones and VOIP are fairly secure, but not as secure as landlines. I make every attempt to maximise security re communications and cannot be held liable.

#### **Technical Failure**

In the event of communicating about technical failures, which may result in needing to re-schedule the session, I ask for a client phone number – landline or mobile. I would discuss privacy issues with clients around the use of this. I will provide my phone number(s) for the client to inform me of any problems at their end.

#### **Ethics**

I am a member of the Coaching Division of the BACP (British Association of Counsellors and Psychotherapists) and, as such, abide by their code of ethics. This sets clear guidelines prohibiting the sexual, emotional or financial abuse of clients.

#### **Supervision**

Coaches often have supervision in order to maintain safe and competent practice and therefore may discuss sessions, in confidence, with a qualified supervisor.

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#### **Record Keeping**

Computerised and written records will be kept to a minimum and will be stored very securely. I keep client contact information and brief content/dates of sessions. Anyone has the right to access their records under the Data Protection Act. I am a UK based registered data controller – ICO Number PZ275822X.

#### **Insurance/Legal**

I am covered worldwide by indemnity and public liability insurance. The contract shall be construed and governed in all respects in accordance with the laws of England and Wales and any dispute or differences in relation to this agreement shall be subject to the exclusive jurisdiction of the English Courts.

#### **Payment options**

Payment can be made Online via Paypal or Bank Transfer, or by Cheque. Payments need to be made after booking the session and need to have been received by the time of the session.

#### **Coaching by Telephone**

If coaching is by phone, I will call you so that there is no additional charge to you.

I have read this statement and understood the terms.

PRINT: (Client)

Signed: (Client)

Date (Client)

PRINT: (Coach)

Signed: (Coach)

Date: (Coach)

Registered at: Evesham Close, Reigate, Surrey, RH2 9DN, UK