



Oasis Solutions works to the International Coaching Community standards.

1. Competence

- Coaches will give their best skills to each of their clients, and demonstrate the core competencies in their coaching.
- They will strive to be aware of current best business practices, new technologies, legal requirements and standards as related to the coaching profession.
- They will seek to improve and expand their skills through reading, peer contact and training.
- Coaches will always be aware of their skills, their strengths and their limitations. They will only accept work that they believe themselves competent to perform.
- Coaches will not make claims that they cannot congruently assert. Nor will they claim any skills, credentials or qualifications that they do not hold, nor knowingly allow others to claim them on their behalf, either in written documents or verbal statements.

2. Respect for clients

- Coaches will respect the rights of others to hold differing opinions and beliefs from their own. They will not attempt to present their own beliefs, values or opinions as correct.
- At the beginning of the relationship, the coach will ensure as far as possible that the client understands the coaching agreement between them.
- Coaches will not unfairly discriminate against clients on any basis.
- Coaches will not take advantage of the client personally, sexually or financially.
- The coach will obtain permission from any client before using their name or endorsements as references.
- The coach will honour all agreements and keep their promises to clients.

3. The profession of coaching

- Coaches will respect the rights of others in copyrights, intellectual property, trademarks and patents. They will acknowledge the contributions of others where appropriate.
- Coaches will not willingly engage in any activity that could bring the profession of coaching into disrepute. If they learn of misuse or misrepresentation of their work, they will take reasonable steps to correct it.

www.oasisolutions.co.uk

23 Arthur Road Erdington Birmingham B24 9EX t 08700 46 72 86 f 08700 46 72 87 e enquiries@oasisolutions.co.uk

Oasis Solutions is a trading name of Cymbals Consultancy Ltd. Registered in England and Wales No. 4322487 Registered office as above

(cs160704)



4. Confidentiality and conflict to interest

- The coach will keep the client's material confidential except where otherwise authorised by the client, required by law or for other compelling reasons such as imminent harm to others. The material may be verbal or in face-to-face sessions or via technology such as telephone, computers or voicemail.
- Wherever possible a coach will not take on professional obligations where pre-existing relationships could create a conflict of interest. If such a conflict arises, the coach will aim to resolve it within the framework of the ethical guidelines and standards.
- Coaches may use client material, in training and written material, provided the client is in no way identifiable.
- The coach will disclose to client all fees that they receive from third parties as a result of referrals or advice they give concerning that client.
- Where professionally appropriate, coaches may cooperate with other professionals to help their client, always with the client's permission.
- When the coach is asked to provide services to a person or organisation at the request of a third party, they will carefully evaluate the relationship between the two and determine that there is no conflict of interest with regard to the coach's differing roles or issues of confidentiality.
- In cases where a coach's employer is the same as that of their client (for example when a business engages and pays a coach to coach one or more people in the business), a coach will clarify in advance with both client and employer the feedback given to the employer, the form it will take and the results that the employer wants, thereby ensuring advance agreement between coach, client and employer and the confidentiality or trust of the client is not breached. If no agreement can be reached, the coach will decline the work.

5. Feedback and progress

- Coaches will take reasonable steps to measure their clients' progress. If the client is not progressing, they will discuss this openly with the client as part of the coaching relationship.
- Coaches will create and keep adequate record of their work with clients to meet professional and legal requirements.
- Coaches will refer clients to other professionals when relevant, such as a counsellor, therapist or doctor when they know of a problem that needs such treatment.
- Coaches always seek to avoid harm or danger to themselves, clients or others in their work.
- When there is an interruption to the coaching, the coach will make reasonable efforts to make other arrangements for the client. If the interruption is along one, this may involve finding the client an interim coach.
- The coaching relationship will be terminated by agreement between coach and client, usually at the end of a prepaid contract. If the coaching is terminated by the coach before

www.oasisolutions.co.uk

23 Arthur Road Erdington Birmingham B24 9EX t 08700 46 72 86 f 08700 46 72 87 e enquiries@oasisolutions.co.uk
Oasis Solutions is a trading name of Cymbals Consultancy Ltd. Registered in England and Wales No. 4322487 Registered office as above

(cs160704)



the end of such a contract, they will offer to repay any fees paid in advance for coaching services not supplied. If the coaching is terminated by the client before the end of such a contract, the client will pay fees in lieu of notice if previously agreed.

6. Fees

- The coach will clearly inform the client about the logistics, fees and scheduling of the coaching relationship.
- A coach is free to charge whatever fee they want. They will disclose these fees at the beginning of a coaching relationship.
- If there is a problem with the payment of fees, the coach will take reasonable steps to discuss this with the client and agree a payment plan. If the client does not pay the agreed fees, the coach can take appropriate legal measures to collect them.

www.oasisolutions.co.uk

23 Arthur Road Erdington Birmingham B24 9EX t 08700 46 72 86 f 08700 46 72 87 e enquiries@oasisolutions.co.uk

Oasis Solutions is a trading name of Cymbals Consultancy Ltd. Registered in England and Wales No. 4322487 Registered office as above

(cs160704)