



WHITESPACE COACHING

Quality Management Policy

Whitespace Coaching aims at all times to provide high quality coaching services to its clients. Sue Jackson is the Principal of Whitespace Coaching and a Member of the Association for Coaching. Sue provides Executive Coaching services and is committed to and works within their Code of Ethics and Good Practice and to the Guidelines for Coaching in Organisations. The company is a sole trader.

Whitespace Coaching is committed to working within a Quality Management Framework, and to a process of continuous improvement.

The scope and aims of the Quality Management Framework include, but are not limited to:

1. Developing and improving all aspects of Quality Management, and its effectiveness.
2. The continuous enhancement of client services, value, and satisfaction.

Whitespace Coaching Policy under this Framework is to:

Promote professional services in a truthful and responsible manner.

Act with honesty and integrity and avoid any action or situations, which are inconsistent with the obligations of the Codes of Ethics and Good Practice of the Association for Coaching.

Undertake professional work for which the practice is able to provide professional and appropriate resources and carry out professional work conscientiously, with care and with proper regard to relevant technical and professional standards.

Commit to maintaining good practice and providing services on time and within budget to its clients.

Ensure that client needs and expectations are understood in full, and fulfilled in such a way as to meet or exceed expectations in accordance with its Terms and Conditions, the Client Contract including establishing terms of relationships and boundaries. This is initiated prior to or at the first session.

Respond to client's requests for information about the methods, techniques and ways in which the coaching process will be conducted.

Use all means of communication, including informal comment and feedback, formal evaluations/assessments, Key Performance Indicators, Strategic Objectives and Personal Development Plans to ensure that client delivery meets desired outcomes and is continuously improving.

Monitor the quality of its work and seek feedback wherever possible from clients, fellow coaches and facilitators, supervisors and other professionals as appropriate. Regular

evaluation is undertaken with each client and Sue undertakes regular supervision with a qualified Coach Supervisor.

Maintain and enhance professional competence in areas relevant to professional work through a minimum of 30 hours CPD per year.

Act in accordance with the Equality Act and be informed of any statutory or legal requirements that may affect the work.

Have current Professional Liability Insurance. A Certificate of Professional Insurance will be provided on request.

Maintain appropriate, accurate records ensuring that reasonable security precautions are taken to protect against third party disclosure and an individual's rights under any current legislation, e.g. Data Protection Act.

Deal promptly with complaints concerning the professional work of the practice with courtesy and diligence.

Immediately rectify any failures to meet quality objectives and undertake any necessary training.

Regularly review internal processes and procedures to ensure that they comply with and assist in the development of the aims of this Policy.