



## Code of Conduct, Code of Ethics, & Confidentiality Policies

To ensure quality services, the Association for Leadership Practitioners (herein referred to as the Association) adheres to a code of conduct and ethics and sustains a very high level of confidentiality with clients. The Association works only with individuals or organizations who also agree to the codes and policies. To ensure that clients receive the best quality of services, initial sessions are free of charge and contractual agreements outline a cancellation policy supporting the best interest of the client.

## Code of Conduct & Code of Ethics

The Association adheres to strict codes of conduct and ethics to protect the client, coach, consultant, facilitator, mentor, and the Association. Initial coaching, consulting, and mentor session are free of charge in an effort to ensure that the client will receive the best services available. Should a client's needs be determined to be out of scope with services the Association provides, the Association and all coaches, consultants, facilitators, and mentors will decline the party as a client. Since we pride ourselves on the quality of work, we do not accept more clients than our coaches, consultants, facilitators, and mentors are able to serve with the highest of quality. The Association respects the client's right to terminate and void the contractual agreement or at any time during the course of the contract subject to the provisions set forth in the contractual agreement.

The Association is dedicated to ensuring and promoting excellence in coaching, consulting, facilitation, and mentoring. Therefore, the Association expects all coaches, consultants, facilitators, and mentors to adhere to the doctrines of ethical conduct. In line with the Association values, these standards are deemed enforceable. Standards of conduct and ethics include committing to conduct all services in accordance to the Association's guidelines. This includes adhering to confidentiality agreement and policies.

**Standards include**, but are not limited to:

- Conducting him or herself in an honorable and respectful manner at all times.
- Maintain client's privacy at all times. The law requires that the proper authorities are notified should a client mention, suggest, or threaten bodily harm or any other illegal supposition.
- Commit to take action immediately in the event that an ethical violation has occurred.
- Refrain from any conflicts of interest and disclose any existing or potential conflicts of interest with a client or a client prospect.
- Provide oral and written statements and reports outlining work to be performed, status reports, and exit reports.
- Notify the Association in the event that any anticipated personal situation will interfere with the coaches, consultants, facilitators, or mentor's ability to provide high quality work.
- Disclosure truthful records of credentialing.



- All coaches, consultants, facilitators, and mentors have agreed upon a background check and verification of accreditation records.
- Honor the work of other professionals in the field, to include respecting intellectual rights.
- Refrain from the use of illegal substances or excessive alcohol consumption.
- Discrimination based upon race, age, gender orientation, sexual orientation, disability, religion, or national origin is not tolerated.
- Uphold and honor each client relationship, regardless of compensation.

### Confidentiality

Confidentiality is the cornerstone to the Association's credibility and integrity. The strictest levels of confidentiality are upheld with all clients and client information. Unless required by law or upon authorization of the client, any client information or suppository information will not be released to any party. All communication, documents, reports, feedback, and invoicing information is stored on a secured site. Payment information is not saved. payment method

- All notes, reports, payment types, and client information is maintained on a secured site. Upon completion of contracted services, all electronic communication and files will be destroyed.
- All client contact information is only used for coaching, consulting, facilitation, or mentoring purposes. The Association does not release any contact information to third parties for marketing purposes.
- Discrimination based upon race, age, gender orientation, sexual orientation, disability, religion, or national origin is not tolerated.
- Uphold and honor each client relationship, regardless of compensation.
- Disclose the Code of Conduct, Code of Ethics, Confidentiality Agreement, and Policy Agreement to all clients prior to committing to an agreement of services.

### Membership

The Association's members are approved and reviewed by the Board of Directors on a continual basis. Members in good standing may remain with the Association for an undetermined period of time. Any member may resign by providing a 30-day notice. Notwithstanding, any resigning member will remain liable for any outstanding dues or associated fees. Any member may be removed or expelled upon majority vote. Any former member may be reinstated upon the Board of Directors review and policies established therein. Membership is non-transferable.

### Credentialing

The Association only works with coaches, consultants, facilitators, and mentors who, in addition to considerable industry experience, have earned credentials such as a terminal degree or certification from either the International Coach Federation or another qualified certification program. Other coaches, consultants, facilitators, or mentors whose credentialing is in candidacy phase will work under the hand of a senior member until credentialing is finalized.



All coaches, consultants, facilitators, and mentors participate in ongoing professional development and continuing education provided by the Association, as well as with other accredited associations to ensure sustaining a competitive edge. The Association requires all coaches, consultants, facilitators, and mentors to take measures necessary to sustain high standards in the profession in terms of merit, content, and credibility.

### **Website Privacy**

The Association's website contains links to other sites. The Association does not guarantee the information contained in other websites as accurate and therefore is not responsible for other websites privacy practices. The Association's website contains materials made available for informational purposes. The website and materials contained within are owned and copyrighted by ©2015 Association for Leadership Practitioners. All rights reserved.