



Terms and Conditions

1. Contracting and Confidentiality

Your Leadership Edge coach will establish and agree the structure, process and boundaries of the coaching sessions during the welcome virtual meet up, we call this the 'Cup of Coffee' session. It enables the pair to begin to develop their coaching relationship.

The contract may need re-visiting during the partnership if a situation changes.

Conversations during the coaching sessions will remain **strictly confidential** unless information is disclosed which demonstrates:

- A real or potential risk to the participant, another person or the organisation
- A real or potential breach of British law

The length of each session is 45-60 minutes and can be agreed between TCC and the client at the commencement of the session.

Coaching will take place between the client and their coach via Teams or Zoom. Face-to-face coaching may take place as agreed between the coach and coachee, if cost effective and agreeable to both parties. Unless otherwise agreed, the coachee is responsible for contacting their Leadership Edge coach at agreed times. The coachee is responsible for any call related charges.

2. Confidentiality of Content

The content of your coaching meetings is confidential, unless there is an overriding legal or moral obligation on your coach to share it, in which case they will tell you. Your coach may discuss aspects of their work with qualified, experienced supervisor in an anonymised way, to improve their own practice. From time to time, when working as an associate with a group of coachees in the same school, your coach may contribute to an anonymised sharing of general themes, to develop systemic awareness to serve the school in moving forwards.

3. Boundaries

Coaching is not psychological counselling or any type of therapy, and should not be construed as such. The Leadership Edge Coach will signpost to the participant if further, separate support should be sought, for example counselling, medical advice or charitable support. Presentation of such cases will be dealt with according to the

terms of Confidentiality detailed above. If appropriate, coaching can continue, in the full understanding that is in addition to and distinct from specialised support.

4. **Responsibility, Commitment and Feedback**

The coachee has sole responsibility for any decisions they may make following coaching with Leadership Edge. The company accepts no liability for the coachees actions. Feedback about the service is welcomed and can be given during a coaching session or by emailing info@leadershipedge.org.uk

Leadership Edge is continually striving to ensure the standard of service it provides to its coachees remains outstanding. At the end of the coaching process, or series of coaching sessions, the client will be asked to complete a feedback form.

3. **Cancellations and Contingencies**

- We request that coaching session times are upheld; we understand there can be an emergency need to cancel a session, but ask for a mutual commitment to at least 5 days' notice is given for any other cancellation.
- **We ask that accreditation e-portfolios should be forwarded to the Leadership Edge assessor at least 48 hours in advance of the coach conversation.** This enables the assessor to be fully prepared for their conversation. If an assessor does not have the completed e-portfolio at least 24 hours in advance of the date and time booked then a new date will be offered and a late penalty of £50pp will be incurred.
- If after a date and time has been allocated (and agreed with the school/academy) a coachee wishes to move their accreditation session to a different date/time, an amendment payment of £50pp will be incurred.
- If, for whatever reason, your allocated Associate is unable to complete this deployment, another Leadership Edge coach will be assigned to your school.
- If participants choose to withdraw from the programme, the company will not be liable for any refund.

5. **GDPR:** Your data is being collected and stored for the express purposes of Leadership Edge. Your data will be held securely in line with GDPR regulations. As a client you will be automatically signed up to The Monthly Coach newsletter once permission has been given on the Registration documentation.

The Consumer Rights Act 2015:

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations say that in most cases, you can cancel within 14 days. If you agree the course will start within this time, you may be charged for what you've used.

- You can ask us to repeat our services if they are not carried out with reasonable care and skill, or get some money back if we can't resolve it.
- If a price hasn't been agreed upfront, what you're asked to pay must be reasonable
- If a time hasn't been agreed upfront, it must be carried out within a reasonable time