



ADD-vance

The ADD-vance ADHD and Autism Trust

Coaching Agreement

We are looking forward to coaching with you and want you to be familiar with our policies and procedures before you start work with us. Please fill in your details below to agree to the terms and conditions and if you have any questions please don't hesitate to ask.

Fee

The Coaching Fee is £50.00 per hourly session.

Clients usually spend an average of 6-8 sessions working with their coach either face to face or by phone. Sessions are scheduled once a week and last for one hour. 6-8 sessions are usually sufficient to bring about significant change and lasting results depending of course on individual circumstances and requirements. Some clients feel they need fewer or more sessions and this can be discussed as coaching progresses. There is no commitment beyond each individual one-hour coaching session, but please give a week's notice if you think you will be ending coaching.

Payment Procedure

We ask for payment at each coaching session by cash or cheque.

Session Time

Coaching sessions are scheduled at a time to suit you and your coach. A single session or a number of dates and times for the sessions will generally be arranged at the initial contact. As the coach's diary can be quite busy the availability can be limited especially if specific dates and times are required to fit around your commitments. Your coach will arrive or telephone you at the agreed time each week and ask that you are fully committed to being available on time. If you are late your coach will unfortunately not be able to make up that time.

Cancellations/changes

If you need to reschedule the coaching session please give as much notice as possible, but a minimum of 24 hours, so the session can be offered to someone on the cancellations list. Sessions cancelled by you with less than 24 hours' notice can be re-arranged, but please note that the cancelled session may need to be charged in full.

Between Sessions

If you have an urgent query that cannot wait until the next scheduled session then please do email your coach and they will always respond as quickly as possible and will attempt to do so within 48 hours. This extra level of service will be provided free of charge, however in return we ask that these queries are limited to urgent matters which cannot safely wait until the next coaching session.

Confidentiality

All aspects of the coaching sessions and conversations between you and your coach will be held in the strictest confidence and not discussed with any other parties outside of ADD-vance without your

prior agreement. We are happy to speak to other parties e.g. schools or employers but will only do so with your written permission. The only exceptions being if the coach is required to do so by law, if there are safeguarding issues or if there are reasonable grounds to believe that there is imminent or likely risk of serious danger to yourself or others.

Misunderstandings

An important part of the coaching relationship is the coach's role in providing challenges and encouraging the client to push her/himself. However, this must always be done sensitively and appropriately for the individual client. If your coach says or does something that upsets you or does not feel right, please let them know. We want to provide you with the service and support you need and we believe that honesty and trust are critical. If you have any further concerns or complaints about any aspect of the service you have received then please do not hesitate to contact Anne Ross (Director) at anne.ross@add-vance.org

Diagnosis

Please note that our coaches are not qualified to diagnose psychological or medical conditions. Having said that, we are able to recommend appropriate professionals to you for the purpose of diagnosis should this be deemed appropriate. No official diagnosis is required for coaching to begin.

Guarantee

Your coach is fully motivated and committed to working with you however results cannot be guaranteed. Achievement is very dependent upon your own commitment and full participation in the coaching process.

By agreeing to these terms and conditions, you accept full responsibility for yourself and any actions that you take as a result of this coaching process.

We look forward to working with you.

Client Name: _____

Signature: _____

Date: _____

Please return the completed form to: Coaching@add-vance.org

ADD-vance

Foundation House, 2-4 Forum Place, Fiddlebridge Lane, Hatfield. Hertfordshire AL10 0RN
Tel: 01727 833963 Email: coaching@add-vance.org

Registered Charity: 1158968