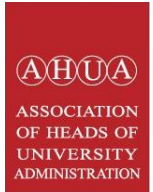


AHUA COACHING PROGRAMME

Scope of working arrangements



This Scope of Working Arrangement establishes some ground rules for the relationship and outlines the contribution of AHUA. It is for the individual client and coach to tailor their way of working together within this framework, and this should be agreed at the first meeting.

The Role of the Coach

The role of the coach will consist of:

- Providing four, two-hour sessions of coaching time. These sessions will usually be spread over a one year period, although some degree of flexibility in the timing can be negotiated to meet individual circumstances;
- Providing suitable premises for the coaching sessions;
- Providing support and challenge to clients as required;
- Enabling the clients to identify and articulate development and support needs within their local context;
- Referring any direct approaches from potential clients back to AHUA

The first meeting

At the first meeting it is important to establish the nature of the relationship. This will be unique to each situation. It is recommended that the coach request a copy of the client's CV prior to this first meeting, as it will provide important background information from which the coach can work.

Some possible outcomes of the first meeting will include:

- Setting mutually agreed ground rules;
- An assessment of the client's situation and development needs, possibly with overall development goals;
- Objectives or expected outcomes for the work to be undertaken together, including realistic goals for the time scale available. A discussion of the amount of preparation that a Client is able to do between meetings might also help;
- Finalising the necessary administrative arrangements including a schedule of meetings and how communications between the two parties will be managed.

If at this stage it is clear that the "chemistry" is not right, then it is wise to indicate this and end the arrangement, and move on.

Ground rules

The ground rules cover what is and what is not acceptable in the client / coach relationship and are designed to protect each party from misunderstandings about the process and each other's role. The following ground rules can be added to as appropriate.

1. Confidentiality

All discussions that take place between the client and the coach are confidential and can only be repeated with the consent of both parties. This may only be breached in exceptional circumstances e.g. issues that may endanger client safety.

2. Appointment keeping

Both the client and coach will keep all appointments made with each other. The cancellation of an appointment by a client without due notice will generally mean the loss of that session and the client may incur the cost of the session as invoiced by the coach. Due notice is generally taken to be 5 working days.

In exceptional circumstances, such as absence from work due to sickness, an appointment may be postponed and rearranged. If postponement is by the coach, the appointment will be rescheduled at the earliest convenient opportunity for the client.

3. Meeting place

The coach will provide premises for meetings that are comfortable, private and agreed as appropriate for the purpose with the client. In some circumstances, an alternative location might be proposed by the client, and agreed by the coach, but this location should be away from the client's organisation.

The client will pay for their own travel and subsistence.

4. Quality Assurance

Both client and coach will be asked to participate in quality assurance activities (without compromising confidentiality). This may include giving feedback about the usefulness of this aspect of the programme to AHUA.

5. Specific ground rules

In addition to the above, both parties should agree their own ground rules at the beginning of their relationship.

6. The final meeting

Following the final meeting, the client will be asked to complete a short evaluation form. This will help AHUA to monitor the ongoing relevance and impact of these sessions.