



# Ellen Tang Coaching Practice Policy

## Types of personal development service available:

Clients are defined as responsible adults not suffering from severe mental health conditions. My services include:

- Personal life coaching
- Professional life coaching
- Past trauma coaching
- Confidence coaching
- Self-esteem coaching
- Emotional intelligence coaching
- Depression/Anxiety coaching
- Money mindset coaching
- Career development coaching
- Career change coaching
- Self-awareness coaching
- Relationship coaching

## Sessions

Regular times for sessions are agreed at the start of the working engagement and remain yours unless changed by mutual agreement. Sessions begin at ten minutes past the hour and end on the hour, giving time for transitions between sessions. Sessions end on the hour even if they start late unless that lateness is Ellen's fault.

- A full session is of 50 minutes duration.

All sessions can be extended if time is available. When a session is extended the fee is adjusted on a pro rata basis.

## Emergency calls

You may telephone or email at times other than your regular hours if you need to. Reasonable time spent on such calls will not be charged for. I discourage texting for practical reasons related to immediacy and confidentiality.

## Payment

Fees are payable in full before each session unless otherwise agreed. They may be made in cash, via bank transfer, or by debit/credit card.

## Fees (2020):

- Individual sessions: GBP 90.00

Fees are increased once a year in line with inflation.

## Cancellation policy

Sessions may be cancelled by the client without charge provided that 24 hours' notice is given. If preferred, and if time is available, clients can reschedule their session to a different time. In the event of a late cancellation due to "Acts of God" a half fee is payable.

## Confidentiality

Anything you say or do during sessions is held in complete confidence and will not be repeated without your explicit permission. Clients are not bound by such confidentiality and may discuss their work with whom they choose. Partners form their own agreements regarding the confidentiality of each other's material. I keep no notes of sessions. This is for reasons of good practice and to maximise client confidentiality. If you have specific concerns around confidentiality related perhaps to your social circumstances or the nature of your work, please be sure to raise them so we can ensure safe working.

## Online working considerations

Working online offers a range of opportunities not available when working in person. These include convenience, a high level of confidentiality and the ability to physically reveal aspects of one's life that a client might otherwise prefer to keep concealed. It is the responsibility of the client to ensure that his or her use of online coaching conforms to the relevant legislation in her or his country. I am highly attentive to the online technology in use, but technological quality cannot be guaranteed.

Ellen Tang Coaching

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