

# WUZZUF Coaches Code of Conduct & Ethics

This document explains and defines the relationship between WUZZUF Coaches and their Career Coaching clients. Starting with the definition of either responsibilities or rights of either party in this professional relationship.

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## Definitions

**Career Coaching:** Coaching is partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential. The Coach's role is to help the coachee generate new ideas by asking stimulating questions which results in having a new perspective.

**Disclaimer:** Career Coaching doesn't include providing direct advising or mentoring. Please read the below two points to understand the difference between advising and mentoring in comparison to career coaching.

**Career Advising:** Advising is providing direct pieces of advice and actionable items to reach a specific goal or result. The instructions and feedback points are provided on the basis of the career advisor's experience and opinions.

**Mentoring:** is the process of providing guidance whereby one person shares their knowledge, skills, and experience to assist others to progress in their own lives and careers.

Career Coaching, driving from clients' personal motivation for change, has proved to be 77% more effective than direct career advising according to the International Coaching Federation.

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## Coaching Code of Conduct & Ethics

- **Accountability and Responsibility,**
  - The Career Coach is the catalyst for the development of the clients' plan, however, the client is the responsible party for carrying out the agreed upon career development plan.
  - The coach is to use their professional powerful questioning techniques to understand their clients' expectations and reach agreement on how they plan to meet them.
  - Before starting to work with a client, the coach is to explain and strive to ensure that the client knows, and fully understands, the nature and terms and conditions of any coaching process, including logistical and confidentiality arrangements.
  - The coach is to ensure that both parties are clear on the objectives of the meeting(s) and confirmation of the client's accountability for the success of the career coaching process.

- The coach is responsible for agreeing on an action plan that the client is to carry out following the closure of the career coaching meeting(s).
  - **Context**
    - The coach is to provide a judgment-free zone; the coach's personal views, values, and personal lifestyle have no involvement in the discussion of the coaching meeting.
    - The number of coaching meetings is set based on the coach's inputs regarding the client's case and coaching needs.
  - **Confidentiality**
    - The coach, as well as WUZZUF, will maintain the strictest levels of confidentiality with all client information.
  - **Professional Conduct**
    - The career coach will refrain from initiating or reciprocating in any personal or unprofessional relationship with the client during or after the career coaching meeting/journey.
  - **Conflict of interest**
    - The coach will not exploit a client or seek to gain any inappropriate financial or non-financial advantage from the relationship.
  - **Cancellation & Refund Policy**
    - The client is to request the cancellation and refund via email only to [careercoaches@wuzzuf.net](mailto:careercoaches@wuzzuf.net),
      - **48 hours** prior to the set meeting, the client is eligible for a **100%** refund.
      - **24 hours** prior to the set meeting, the client is eligible for a **70%** refund.
      - **Less than 24 hours** prior to the meeting, the client is eligible for a **50%** refund.
      - In the case of a **no-show**, the client is **not eligible** for any form of a refund.
      - **Unless** the client provides an appropriate excuse or faced with an emergency that would render the meeting unnecessary, then he/she is eligible for a 100% refund.
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