

Services Policy - Path to Purpose

Comprehensive Guidelines for Clients

Introduction

The following Services Policy outlines the principles, procedures, and expectations governing participation in the Career Coaching Programme (“the Programme”). This policy has been designed to ensure clarity, mutual respect, transparency, and the highest standards of professional conduct for all parties involved. By enrolling in the Programme, clients agree to abide by these guidelines, which serve to protect the interests of both the clients and coach, and to foster an environment conducive to meaningful growth and achievement. Coaching would be delivered via Google Meet.

1. Programme Overview

The Career Coaching Programme is intended for Higher Secondary/Undergraduate students seeking guidance, support, and development in their career progression. Services may include, but are not limited to:

- Free Discovery Call to assess mutual fit (no coaching advice would be provided)
- 6 to 10 weeks of One-on-one coaching sessions (one session per week)
- Group workshops and seminars (off-line and face-to-face)
- One-time Resume and cover letter review (one session)
- One-time Creation of LinkedIn profile (one session)

2. Eligibility and Enrolment

- Participants must be at least 16 years of age.
- Clients must complete a pre-Discovery Call questionnaire supplying details called for.
- Acceptance into the Programme is at the discretion of the coaching team, who may request an initial consultation to determine suitability.

3. Scheduling and Session Policy

3.1 Booking Sessions

- All sessions must be scheduled in advance using the Programme’s preferred booking system.
- Session availability will be communicated to clients upon enrolment, and sessions would be booked by the Coach after assessing Client’s requirements
- Google Meet links would be shared prior to each session.
- Clients are responsible for showing up on time, with a stable internet connection and a private space

3.2 Rescheduling and Cancellations

- Cancellation/re-scheduling is allowed only once during the full course of the session and should be requested 24 hours in advance
- Late cancellations/no-shows either for 1:1 or Group sessions are not eligible for refund
- Coach reserves the right to reschedule sessions due to unforeseen circumstances, with as much advance notice as possible.
- With reference to refunds, please refer to Section [4. Fees and Payment Policy](#)

3.3 Session Conduct

- Sessions are conducted via video call, phone, or in-person as agreed upon at the time of booking.
- Clients are expected to be punctual, prepared, and in a distraction-free environment.
- The use of recording devices by the client is strictly prohibited unless prior written consent is obtained by the client from the coach.
- The sessions may be recorded by the Coach for recap later.

4. Fees and Payment Policy

- Programme fees will be communicated prior to enrolment, with a detailed breakdown of costs for different service offerings.
- Payments must be made in advance, either for individual sessions or for a package of sessions as agreed during the free Discovery Call, through the Programme's preferred payment system
- Receipts will be issued upon request for all payments received.
- Full refund would be provided if the cancellation for the entire programme is requested 24 hours before the start of the agreed sessions.
- All payments are final and non-refundable after the stipulated time period mentioned above.

5. Confidentiality and Data Protection

- All information shared by clients during sessions, whether verbally or in writing, will be treated as confidential.
- Coaches will not disclose clients' personal or professional information to third parties without explicit consent, except where required by law.
- All coaching notes, assessments, and correspondence will be securely stored and disposed of in compliance with data protection legislation.

6. Client Responsibilities

- Clients are expected to attend sessions on time and actively participate in exercises and discussions.
- Progress depends on client engagement, commitment, and honesty; the coach serves as a facilitator, not a miracle worker.
- Clients must communicate openly about their goals, challenges, and expectations.
- Feedback, both positive and constructive, is welcomed and encouraged to improve the Programme's effectiveness.
- Clients commit to upholding mutual respect and maintaining a positive, professional dynamics throughout the coaching relationship.

7. Coach Responsibilities

- Coaches will provide professional, ethical, and non-judgmental guidance tailored to the client's unique circumstances and aspirations.
- They are committed to continuous professional development and adhering to the ethical guidelines of recognized coaching bodies.

- Coaches will set clear expectations and boundaries and encourage clients to take ownership of their career journeys.
- They will ensure session content is relevant, practical, and goal oriented.
- Coaches will maintain confidentiality, except where disclosure is required by law.

8. Code of Conduct

- All interactions between clients and coaches must be grounded in respect, integrity, and inclusivity.
- Discrimination, harassment, or inappropriate behaviour will not be tolerated under any circumstances.
- Any grievances should be reported promptly to the Programme Director for investigation and resolution.
- Both parties are encouraged to foster an atmosphere of trust and open communication.

9. Limitations of Service

- The Programme is designed to provide coaching and guidance; it does not guarantee employment, promotions, or specific career outcomes.
- Coaching is not a substitute for legal, psychological, or medical advice, and clients are advised to seek professional support for issues falling outside the scope of career development.
- Coaches are not responsible for the actions or decisions clients make based on coaching sessions.

10. Intellectual Property

- Materials, tools, and resources provided during the Programme are the intellectual property of the coaching team or third-party partners.
- Clients may use these materials for personal development only and may not reproduce, distribute, or sell content without express permission.

11. Feedback and Complaints

- Clients are encouraged to provide feedback at any stage of the Programme to help ensure its relevance and quality.
- Complaints should be addressed in writing to the Programme Director, who will investigate promptly and impartially.
- Every effort will be made to resolve concerns through dialogue and, where necessary, mediation.

12. Programme Changes and Termination

- The Programme reserves the right to modify services, fees, or policies at any time. Clients will be notified of significant changes in advance.
- Either party may terminate the coaching relationship with appropriate notice (typically one session's notice), subject to the Refund and Cancellation Policy.
- Upon termination clients may request a summary of their progress.

13. Acceptance of Policy

Clients indicate acceptance of this Services Policy by enrolling in the Career Coaching Programme. Continued participation signifies agreement to abide by all terms and conditions outlined herein.

14. Contact Information

For questions, clarifications, or to discuss any aspect of this policy, please contact the Programme Director at the details provided upon enrolment or fill up the form here: <https://bhanumathyrajamani.com/contact/> .

This Services Policy is intended to promote a professional, safe, and productive coaching experience. Both clients and coaches are encouraged to revisit this document periodically to stay informed of any updates. Your journey towards career fulfilment is important, and this policy serves as a foundation for your ongoing growth and success.

Web Address: <https://bhanumathyrajamani.com/>

