

Code of Ethics & Guidelines for Professional Conduct

Welcome to the Jewel Consultancy Code of Ethics and Guidelines for Professional Conduct.

We take our standards and ethical code very seriously for the highest good of our students, clients and team members.

This is a living document, meant to mature with experience and input from our students, clients and team members.

The purpose is

- to define accepted/acceptable behaviors;
- to promote high standards of practice;
- to provide a benchmark for members to use for self-evaluation;
- to establish a framework for professional behavior and responsibilities;
- as a vehicle for occupational identity;
- as a mark of occupational maturity and professionalism;
- to ensure the commitment to our responsibility and duty of care is maintained.

Jewel Consultancy members choose to uphold the following ethos and culture through the following dedication and commitment to all our clients/students for the mutual benefit of all concerned.

- * The client/student is the most important person in our business.
- * The client/student is the purpose of our work.
- * Our business is dependent on the client/student. Clients/students are not dependent on us.
- * Our client/students do us a favor by allowing us the opportunity to serve them.
- * Nobody can ever win an argument with a client/student; if you argue with a client/student everyone loses.
- * Client/students bring us their wants and needs in the area of professional/personal growth and we enjoy and are grateful for the opportunity of satisfying those wants and needs.
- * The better we serve, the better we profit, personally, spiritually, financially, locally and globally.

Jewel Consultancy clients/students are any persons who are involved in Jewel Consultancy courses or classes, whether delivered online or live, and any person who

receives coaching, mentoring or healing sessions, and any person who otherwise receives training or instruction from Jewel Consultancy.

A Code of Ethics (or Ethical Standards) speaks to the implementation of ethical values.

Underneath these guidelines are values that Jewel Consultancy chooses to uphold which speak to:

- Jewel Consultancy members are responsible for their own behavior;
- Jewel Consultancy members accept and strive for excellence through thoughtful, responsible, masterful and professional behavior.

In a position of authority there is little equality.

Those in our care are to be treated with respect and dignity without exception!

Above all - CAUSE NO HARM!

This approach is to be observed whether one is part of the Jewel Consultancy team providing healing or education or whether one is a client/student studying with us or one is client/student receiving one-on-one mentoring and/or coaching.

Our team members adhere to this at all times and we entreat our clients/students to adhere to this approach as well.

For our clients/students:

In some of our learning practice groups throughout your studies with us, you will be in a position of authority and must be aware of your responsibility to preserve dignity, integrity and well-being of your fellow students and of your teachers, trainers and team members supporting your growth.

The purpose of this document is to define acceptable conduct and behavior, standards of practice, maturity and professionalism within Jewel Consultancy. These definitions form the ethics of Jewel Consultancy and apply to all Jewel Consultancy facilitators, mentors, trainers, management and its employees. For the purposes of this document all those to whom this document applies to will be referred to as JC team members.

The collective and individual group of JC team members is dedicated to providing an

environment in which individuals can freely choose to acquire the necessary skills to function effectively and successfully in their lives on a human/Earthly, psychological and spiritual level, benefitting from their training and assessment activities gained from Jewel Consultancy. It is not possible to foresee every situation we may encounter. Therefore, the basic ethical principles in Jewel Consultancy Code of Conduct are necessarily extremely wide and in some areas general. JC team members must exercise personal judgment and ethical reflection. In each ethical situation the intent of the JC team member is to benefit and not harm individuals. Benefit is defined both in physical (safety and comfort versus pain and injury), psychological (feelings of self-worth, interpersonal trust, self-knowledge and general knowledge versus fear, humiliation and cynicism) and spiritual (trending towards actualization of an ascended consciousness of clarity, purity and integrity). Certain activities and relationship dynamics are clearly defined as unacceptable within Jewel Consultancy Code of Conduct.

The Code of Ethics and Professional Conduct Policy provides for ethical standards and behaviors of all Jewel Consultancy Members in any capacity and/or endeavor. This policy as updated and amended from time to time is binding upon all members without exception.

It is the objective of Jewel Consultancy that the following Code of Ethics and Professional Conduct will:

- Provide a means for individual Jewel Consultancy members, whether clients/ students or team members, to evaluate their own ethical standards and behaviors and make adjustments if necessary to meet the established standards.
- Provide a means for participants and trainees of Jewel Consultancy classes, courses, sessions and programs to evaluate the standards and practices used by their Coaches, Mentors and Trainers and validate that participants and trainees are receiving professional and ethical training and development.
- Provide a means for Employers to evaluate the standards and behaviors of JC team members to ensure a high ethical standard is being met.
- Provide a means to educate the public and promote the high ethical standards practiced by members of Jewel Consultancy.

- Provide a means for the Jewel Consultancy Ethical Committee to evaluate and adjudicate grievances against JC team members.

Jewel Consultancy holds the worth, dignity and capability of every human being as its primary value. Therefore, JC team members shall not discriminate against anyone on the basis of race, color, language, religion, age, sex, sexual orientation, marital status, physical and mental ability, economic condition or national ancestry. Furthermore, they shall work towards preventing and eliminating such discrimination in rendering service, in work assignments and in employment practices.

Jewel Consultancy affirms that all people have the right to wellbeing.

In addition, all people have the following rights:

- To be treated fairly, equally and respectfully by all JC team members.
- To be enabled to undertake study with us free from bullying, discrimination or judgment, rather to be empowered to engage with study and learning in a space of unconditional positive regard and self-esteem.
- To learn the skills necessary for the development of human relationships and that each person has the right to self-determination with due regard to the rights of others.
- To operate in such a way to move steadily towards the actualization of love, wisdom, compassion and unconditional love within every facet, activity, circumstance and endeavor of their existence as a human/spiritual entity.
- To choose the orientation of their energies in of and for love in service to all that is.
- To act, if they but choose, as a free agent of creative will
- To exist free of the control and manipulation of fear upon all levels

Jewel Consultancy's duty of care includes the facilitation of the above rights for all who choose to be involved within the activities of Jewel Consultancy.

RESPONSIBILITY OF CONFIDENTIALITY

The commitment to confidentiality fosters open communication and is essential for effective client relationships. Care and concern for the right to privacy and confidential matters are upheld throughout the entire professional relationship.

We choose to

- Allow individuals to be the primary source of information about themselves and their issues.
- Explain to individuals the legal limitations to confidentiality and disclose such

information only when authorized by the individual or when obligated legally to do so, such as necessary to prevent a crime or to prevent individuals from doing harm to themselves or to others. Recognize that such disclosure should not be made without great care or without the individual's knowledge unless informing the individual would impede the due process of law or endanger someone.

- Ensure that information obtained and recorded about an individual can be justifiably supported as either being related to an individual's behavior in the course, class or program or be required by the employer for administrative accountability or research needs.
- Permit individuals, in the company of the JC team member, the opportunity to check the accuracy of all factual data in their files as they have the right to know what their records contain.
- Protect the privacy of individuals according to the current government regulations and hold in confidence all knowledge, records and materials concerning each individual.
- Clients/Students or team members may access any of their own records. Such records will be supplied within seventy-two hours.
- When disclosure is required by law, by order of a court or competent jurisdiction or by the work setting, divulge no more information than is required, and when possible, notify the individual of this requirement.
- Disclose client information, only to the extent necessary, to defend myself, my colleagues or employers against allegations of malpractice or misconduct, both verbally and in writing, as appropriate in light of the circumstances and facts of the case.
- Endeavor to promote and maintain excellence in the profession of JC team members by adhering to these confidentiality standards.

RESPONSIBILITY TO SELF

In private life or professional activity, the behavior of an individual JC team member reflects upon the entire profession of mentoring, coaching, leadership, Complementary Health Care, professional development and personal/spiritual growth.

- Review on an annual basis this Code of Ethics and Professional Conduct, evaluate my actions and behaviors, and make any necessary changes to ensure I am upholding and subscribing to these Ethics and Standards in spirit as well as in the letter.
- Accurately identify my qualifications, both verbally and in writing.
- Avoid claiming or implying any personal capabilities or professional qualifications beyond those I have actually attained, recognizing that competency gained in one field of activity must not be used improperly to imply competency in another.
- Strive to know my limitations and to stay within the bounds of these limitations.

- Refrain from using a position of trust to receive special benefits, financial or personal gain.
- Accept full responsibility for the consequences of my own actions and decisions taken.
- Maintain personal, physical and psychological wellbeing, including healthy personal support systems, to ensure ongoing professional competence and avoidance of conditions which could result in impaired judgment.
- Use professional Cosmosis® Academy counseling to deal with any debilitating personal issues that may interfere with appropriate coach/client relationships.
- Seek consultation or support from experienced Cosmosis® Academy mentors or trainers and give due regard to their advice in arriving at a responsible decision when faced with a difficult issue
- Maintain a high degree of self-awareness to be able to recognize when personal needs, feelings, values, and limitations interfere with the group and the individuals in the group process of planned change and/or termination of a professional relationship.
- Accept personal responsibility for continued professional competency and utilize ongoing self-evaluation, peer support, consultation, supervision, continuing education and/or personal therapy to evaluate my strengths, limitations, biases or levels of effectiveness as a Jewel Consultancy team member; always striving for self-improvement in my professional knowledge, my skills and abilities, my work with groups and individuals, and my emotional well-being.
- Participate in ongoing professional development, continuing in and contributing to Jewel Consultancy mentoring, coaching, leadership, Complementary Health Care (as appropriate) knowledge and education, liaison with colleagues and other professional associations relevant to my field.
- Contact both the Headquarters of Jewel Consultancy and the Cosmosis® Academy as soon as practicable in order to obtain necessary support when defending myself against allegations of malpractice or misconduct.

TEAM MEMBER RESPONSIBILITIES

A Jewel Consultancy team member recognizes that their primary professional responsibility under all circumstances is to the group and individuals they are serving. Jewel Consultancy team members recognize that they bear a heavy social responsibility because their recommendations and professional actions may alter the lives of others.

A Jewel Consultancy team member agrees to

- Only undertake group or individual facilitation that I honestly believe I am personally

and professionally capable of handling.

- Recognize the intense level of affective involvement inherent in a professional relationship. Ensure that the difference between professional and personal involvement with individuals is explicitly understood and respected and that my behavior as a Jewel Consultancy team member is appropriately professional. Ensure that all interpersonal transactions between myself and individuals served are non-exploitative and essential to their integrity and wellbeing.

- Be alert to personal, social, organizational, financial and political situations or pressures that may lead to misuse of my influence with individuals. Accept that as a Jewel Consultancy team member, I am an authoritative figure no matter how equal I might appear within a group or to an individual.

- Ensure that appropriate boundaries and safeguards are established with each group and individual, which will protect the psychological safety and the integrity of individuals.

- Recognize when an individual's needs are beyond my professional competencies as a Jewel Consultancy team member. Refer individuals for their own safety and wellbeing or when it is in their best interest to appropriate agencies, services or practitioners. Maintain appropriate contact and support for an individual as necessary to ensure their safety and wellbeing until seen by the receiving service.

- Not practice, condone, facilitate or collaborate with any form of unjust discrimination. Not engage publicly in demeaning descriptions of others, including jokes or other remarks which reflect adversely on the dignity of others.

- Abstain from all forms of harassment, including sexual harassment.

- Refrain from any overtly or covertly sexualized behaviors and any intimate and sexual intimacies and relationships with individuals whom you meet at any Jewel Consultancy classes, courses, retreats, workshops, seminars, event presentations for a minimum period of three months after the event regardless of whether the attendee is considered an equal.

- Refrain from any overtly or covertly sexualized behaviors and any intimate and sexual intimacies and relationships with Jewel Consultancy clients/ students either while

involved in a coach/client, facilitator/student, teacher/student or trainer-trainee relationship or for at least two years from the time that the professional contract has formally ended.

Note: under special and unusual circumstances permission may be sought from Jewel Consultancy Executive Committee to commence a sexual/romantic/intimate relationship with a former client/student after nine months has elapsed since the termination of the teacher-student relationship. This only applies if the former client/student is now actively undertaking the actualization of their own professional service work in a real and demonstrated way.

- Refrain from the use of all mind-altering substances. There is absolutely no place for mind altering substances of any kind in the life of any Jewel Consultancy facilitators, coaches, mentors, trainers, leaders, management, team members or any other representative of Jewel Consultancy. Mind altering substances reduce clarity and control of the human-body system and they connect the user into the group consciousness of all substance abusers on the planet and in the universes. As team members of Jewel Consultancy, all representatives “practice what they preach” and demonstrate this in their daily personal and professional life. Hence, they do not engage in denial and avoidance, chemical or otherwise, but face challenges with up-cast eyes and a bright and irrepressible enthusiasm. They acknowledge and integrate their challenges and do not judge them. To be a sacred vessel and channel and represent the energies of Jewel Consultancy we cannot pollute our four-body system with recreational drugs, alcohol, nicotine or carnal energies. Purity and clarity are very difficult to maintain and very easily lost. The more we progress in the process of refining ourselves as human spirits, the easier it is for our system to be polluted and to fall unconscious. Certain substances and behaviors are mutually exclusive to participation and acceptance as a facilitator, team member or responsible person for Jewel Consultancy (please note, these standards, while encouraged are not mandatory for clients/students to comply with):

1. Coffee adversely affects the pineal gland, upsets the adrenal and thyroid glands which has implications on the alignment of the higher bodies as well as the ability to receive guidance from higher planes of consciousness.
2. Nicotine turns certain levels of the emotional body into a jelly-like consistency producing stillness in the emotional body so we cannot feel/transmute imbalanced energies effectively.
3. Alcohol is a poison that numbs the body and stupefies the spirit. It is something you

preserve things with and if we are committed to change and want to accelerate our physical and other bodies into light, the last thing we would do is soak these bodies in alcohol and prevent change. It also adversely affects the pineal gland associated with the crown chakra that is our link to spirit. It is a preservative and affects the soul. Even in small amounts alcohol reduces the capacity for clear mediumship and shuts down intuition and illumination. It allays feeling so one can numb oneself. If someone needs alcohol to relax or dis-inhibit they are in major denial. Mastery is relaxing and stilling the mind or emotions at will. Only the negative ego uses poison to numb the feeling nature and avoid the eyes of the heart.

- Recognize and accept that all behaviors have meaning and are need-fulfilling.
- Recognize and accept that behavior is not the individual and that the individual has the right to change their behavior if they choose. Accept that an individual is not expected to demonstrate behaviors beyond their capacity and their level of skill development. Strive to present various learning opportunities to enable individuals to become aware of their skills and how their behaviors are fulfilling their needs. Promote awareness and development of options for individuals to enhance their personal effectiveness.
- Consider each individual's motivation, capacity and opportunity for change at any given time during the change process to appropriately guide the interaction. Provide the group and individuals with guidance, counseling, assistance with exploration and consideration of alternatives and consequences, and support them with their decision. Encourage individuals to accept responsibility for their choice and action, as our goal is to assist each individual to become self-determined.
- Be open, honest, trustworthy and non-judgmental. Be aware of the meaning and impact of my own biases, values and the stresses in my own life as they reflect on individuals.
- Do not impose my own biases, values and personal experiences on individuals but rather encourage individuals to develop their own value systems through a process of exploration and values clarification.
- Be responsible, reliable, courteous, conscientious and a good role model. Display a positive self-image, self-control and a sense of humor. Be empathetic and show care and concern. Exercise tact and diplomacy in all relations.

- Recognize that competence for a particular task may require advice or collaboration with experts in other professional fields, on a confidential basis. Accept that it is professionally ethical to obtain this advice in such instances, following the proper legislative procedures.
- Ensure that an individual be allowed to leave with as much dignity as possible in the case of voluntary or involuntary termination of the individual/coach relationship.
- Be aware of the diverse backgrounds of individuals and, when dealing with topics that may give offence, treat and present the material objectively.
- Ensure programs are learner-centered by conducting pre-selection interviews, needs analysis and basing Jewel Consultancy course selection on learner identified needs. Develop and use written lesson plans.
- Do not allow outside interests to occupy my time such that the group or individuals suffer from inattention or poor service.
- Disclose the nature of any potential conflict to the group or individuals when necessary.
- Accept that my commitment to Jewel Consultancy facilitation, leadership, coaching, mentoring and training professional values does not exclude me from participating in outside interests such as politics, another profession, occupation or business enterprise.

RESPONSIBILITY TO JEWEL CONSULTANCY

Facilitators, Team Leaders, Team Members, Course Leaders, Coaches, Mentors, Trainers and Assessors are accountable and responsible for the efficient performance of their duties to their employer (Jewel Consultancy).

- Be accountable and responsible for the efficient performance of my duties to my employer as well as provide competent group and individual service.
- Fulfill obligations to individuals and responsibility to my employer with integrity and competence. Inform my employer of any situation that may impede my competent performance or infringe on my integrity. Disclose the nature of any potential conflict to my employer when necessary.

- Respect employer policies and procedures and co-operate with management as long as they are consistent with Jewel Consultancy Code of Ethics and Professional Conduct. Be aware of the need for changes in policies and procedures and actively pursue such changes. Refuse to participate in any unethical practices.
- Recognize the need to work co-operatively in a multi-disciplinary team respecting the unique contribution of each member and discipline.

RESPONSIBILITY TO THE PROFESSION

Jewel Consultancy has a public responsibility to provide competent leadership, mentoring, coaching and Complementary Health Care training and assessment services. Therefore, individual Jewel Consultancy team members must actively support and uphold the ethical standards and behavior of all Jewel Consultancy team members.

- Accept responsibility for the quality of my professional performance while facilitating, encouraging, and respecting the same standards of colleagues. Contribute my ideas and share my expertise and learning with other team members.
- As a co-facilitator, work in a mutually supportive manner and do mutual planning to enhance group and individual development. Confront and resolve any issues that develop between me and my colleague in a professional, timely and competent manner. Refuse to participate in unethical practices.
- Report to Jewel Consultancy Admin Manager any unethical practices or other actions by Jewel Consultancy members that could impair facilitator/individuals relationships or reflect discredit upon Jewel Consultancy or the Mentoring, Coaching, Leadership or Complementary Health Care profession. Confine expression of professional conduct to matters of fact.
- Actively support the purposes and values of Jewel Consultancy. Bring to the attention of Jewel Consultancy Admin Management all ethical issues which require clarification or the development of new guidelines or standards.
- Support other Jewel Consultancy team members in their adherence to Jewel Consultancy Code of Ethics and Professional Conduct.
- Take steps to protect the larger community by educating individuals and groups as to what constitutes harm caused by those purporting to offer mentoring and coaching.

RESPONSIBILITY TO THE COMMUNITY

As JC team members and facilitators, they, as mentors and coaches, are viewed as role models within the communities they live and serve, their integrity and behaviors reflect upon the profession as a whole.

- Abide by the laws of the society in which I live and work.
- Work within the community of human services to create, promote and maintain employment policies, practices and conditions that are consistent with the values, ethics and professional standards of the Life Skills profession.
- Ensure advertisements and other public notices and information relating to Jewel Consultancy and its team members is accurate and truthful. Avoid using misleading claims or promises that could lead to loss of confidence by the public.

If a Jewel Consultancy facilitator, mentor, participant, employer or concerned member of the public ever has a concern with the ethical behavior of a Jewel Consultancy facilitator, mentor, coach, leader, health care giver, trainer, assessor, management or team member, the following procedure applies.

If the grievance is of a criminal nature, it must be reported immediately to the proper legal authorities.

If you perceive the behavior of a facilitator, mentor, coach, leader, health care giver, trainer, assessor, management or team member to be outside the acceptable Code of Ethics and Professional Conduct as adopted by Jewel Consultancy then:

- a) Reference this Code of Ethics and Professional Conduct Policy, and seek advice and guidance as necessary from any member of Jewel Consultancy Executive or the Admin Manager.
- b) Initiate discussion with the team member with whom you have a personal concern about their professional ethics and behavior to clarify, confront and resolve the situation as soon as possible.
- c) If unable to confront or resolve the situation a written grievance is to be sent to Jewel

Consultancy Executive and Jewel Consultancy Admin Manager. At the same time, a copy of the written Grievance must also be provided to the facilitator/mentor/trainer/management and/or team member you have grievance with. Grievance of an alleged breach of Ethics must be formally initiated no later than one year after the situation occurred.

An Ethics Committee will be convened to review and discuss the concerns and grievances. This committee will be guided by this document, the Law and the Central Executive Management team.

Confidentiality is to be strictly adhered to by all individuals involved in the grievance process and subsequent review and investigation (including the complainant, the defendant, members of the Ethics Committee and Jewel Consultancy Executive) to ensure a factual and effective review and investigation and to promote the dignity of all involved.

Upon receipt of a written grievance, a meeting of the Ethics Committee must be called by the CEO or endorsed representative within thirty (30) days of receipt of the grievance. If the grievance is of a criminal nature, it will immediately be forwarded to the proper legal authorities.

After the Ethics Committee's first meeting regarding a grievance, a letter indicating the Committee members' names, names of the people involved in the grievance and dates pertinent to the issue must be sent to the people involved and to members of Jewel Consultancy Executive. The letter will also describe the Committee's initial plan of action and/or decisions and information on appeal procedures.

There are three acceptable actions only:

- a) Conduct an investigation,
- b) Refer the matter to a more appropriate agency or individual for resolution,
- c) Refer the matter elsewhere, with further proceedings by the Ethics Committee to be held in consideration.

Should the Ethics Committee decide to conduct an investigation, they will review and conduct it in a timely manner. This will include speaking with the person initiating the grievance and the team member against whom the grievance is made. Other people may be interviewed and evidence will also be sought as deemed appropriate by the Committee.

Upon completion of the investigation, the Ethics Committee will issue a written notice of the findings, including any action to be taken, to the Complainant, the facilitator/mentor/trainer/management/team member and Jewel Consultancy Executive.

The Ethics Committee and all those involved in a grievance have the right to call upon advisors for the purpose of gathering information or seeking legal or other counsel.

The appeals procedure is the same as set out for the original grievance. Notice of the appeal must also be sent to the other party. An appeal, by either party, must be received or postmarked no later than sixty (60) days from the date the original ruling was issued by the Ethics Committee.

Upon receipt of an Appeal, Jewel Consultancy Ethics Committee will review the Appeal and any additional information brought forward in the Appeal. If deemed necessary, further investigation may be undertaken. A final ruling on the grievance, binding on both parties, will be issued to both parties and Jewel Consultancy Executive no later than 90 days after receipt of the Appeal.

Where a case is proven against a facilitator, mentor, trainer, management and/or team member, they may, depending on the circumstances and the gravity of the charge, be reprimanded, suspended from membership, or removed from engagement with Jewel Consultancy. Details of cases in which members are found in breach of the Code of Ethics and Professional Conduct may be published in such a manner as the Ethics Committee shall deem appropriate.

All correspondence becomes a matter of public record.

- In the case where a grievance is received, an Ethics Committee will be convened to investigate the complaint.
- All members of the Committee must be Jewel Consultancy members in good standing for a minimum of one (1) year. Provided, however, if there are less than 3 members in good standing of Jewel Consultancy, then the Committee may also be composed of members in good standing with the Global Coaching Academy headquartered in Perth, Australia, of which the CEO of Jewel Consultancy is currently a member in good standing.

- All members will be elected or appointed from within the ranks of Jewel Consultancy team members and its close affiliates, including members in good standing of the Global Coaching Academy.
- A Jewel Consultancy Ethics Committee will be convened within 5 days of receipt of a grievance or complaint and drawn from the Executive Team, team members and close affiliates who uphold the same ethos and culture in their own professional practices.
- The position of Chairperson shall be elected or appointed by the Committee Members at their first meeting following the convening of the committee and shall remain elected until such time as the grievance or complaint has been satisfactorily dealt with.
- The quorum for the Ethics Committee will be three (3) members present. In the event that a member(s) is unable to deal with a formal complaint, the remaining committee members will choose an alternative(s) from the membership at large, subject to approval by the Executive to meet quorum requirements. After a meeting of Jewel Consultancy Ethics Committee, any alternatives are expected to stay with the Committee until the end of the specific grievance procedure.
- Jewel Consultancy Ethics Committee members must report any conflicts and voluntarily remove him/herself from the Committee.
- If a grievance is toward a member of Jewel Consultancy Ethics Committee, that member must step down until the matter has been settled. The Committee may later reinstate the individual to the Committee if appropriate.