



Shiatsu College

Code of Conduct & Ethics and Complaints Procedure

Welcome to the Shiatsu College Code of Conduct and Ethics together with our Complaints Procedure. For those of you enrolling on the Acupressure Certificate course or the Professional Shiatsu Practitioner Diploma these notes form an important document for your reference – please read them carefully.

Code of Conduct & Ethics

We wish to draw your attention to the following excerpts from the Shiatsu Society Code of Conduct and Ethics which are very important for those planning to practise Shiatsu in the U.K. We would also urge you strongly, if you don't already have one, to contact the Shiatsu Society and obtain the full Code of Conduct and Ethics for your own reference:

Introduction

This is a written Code of Ethics which provides a common standard for all Ordinary Members and Practitioners and Teachers of the Society.

A Shiatsu therapist, by becoming either an ordinary member or Registered Practitioner of the Shiatsu Society, agrees to be bound by and to observe this Code of Conduct and Ethics and to submit to the jurisdiction of the Core Group in relation to it.

The Rules

Members shall at all times conduct themselves in an honourable manner in their relations with their clients, the public, other members of the Society, and if applicable, their students. This is regardless of race, gender, sexual orientation, age, religious beliefs and disability.

- a) Treatment of a client is legally permitted only with his or her express or implied consent, the law regarding as an assault even the touching of one person by another without the former's consent.
- b) When a member of the public asks for treatment the Practitioner shall ensure that the client understands the nature of the treatment that will be given.
- c) Practitioners shall recognise the client's right to refuse treatment or ignore advice.
- d) The client puts complete trust in the Practitioner's integrity and it is the duty of the Members not to abuse this trust in any way. The focus of the Practitioners behaviour must at all times be on the client's needs. A Practitioner shall not become sexually involved with a client. If a Practitioner becomes personally involved with a client, he or she shall refer that client for professional treatment elsewhere.
- e) Practitioners must act with consideration concerning fees and justification for treatment. It is unacceptable to solicit a client by any means to accept treatment when she or he has not specifically requested it.
- f) The Practitioner shall respect the confidentiality of the therapeutic relationship and shall not divulge any information about a client to anyone other than another therapist when transferring a client and this must be with the client's consent. Exceptions to this are:
- i) The use of case histories in teaching.
 - ii) The use of case histories for publication.
- In both cases the client's anonymity must be preserved.
- g) If another form of therapy appears more appropriate the client shall be given advice in this regard.
- h) Members of the Society shall be responsible in their communication both to each other and to the general public and shall be mindful of the adverse consequences of expressing subjective judgements.

Shiatsu and Medicine

Shiatsu shall not be offered as an alternative to orthodox medicine but as complementary.

- a) The Practitioner shall not countermand instructions or prescriptions given by a doctor.
- b) The Practitioner shall not advise a particular course of medical treatment, such as to undergo an operation or to take specific drugs, unless qualified to do so (e.g. qualified Herbalists). It must be left to the client to make their own decision in the light of medical advice.
- c) If the Practitioner believes that she or he has identified some aspect of a disorder which is not covered by a doctor's diagnosis, the client shall be advised to draw this to the attention of a doctor or relevant health professional.
- d) Practitioners shall be aware of the notifiable diseases (see appendix) and notify the local medical officer of such diseases if necessary.

Members shall be aware of and abide by the law.

a) Children:

Before treating any person under the age of sixteen, the Member must obtain the consent of their parent or legal guardian. However, even with this consent, Members shall be aware that a parent or guardian who fails to provide adequate medical aid for a child under the age of sixteen commits a criminal offence. Since Shiatsu is not a medical aid as defined in law, a Practitioner who treats a child whose parents refuse medical aid runs the risk of being considered as aiding and abetting that offence. Where it is known that the parents are NOT receiving medical attention for the child. Members are most strongly advised to secure the signature of the parent or guardian to the following statement:

I have been warned by (name of Member) that according to law I should consult a doctor concerning the health of my child (name of child).

Signed (parent or guardian)

Date

Witness (signature of person witnessing)

This statement shall be kept with the clients records.

Venereal Disease:

Under the Venereal Diseases Act 1917 it is illegal to treat for reward, whether direct or indirect (e.g. for a 'contribution') syphilis, gonorrhoea or soft chancre. Therefore you may not treat clients with these diseases unless the treatment is entirely free. It is legal to treat people with genital herpes, AIDS, or other diseases.

Animals

The Veterinary Surgeons Act 1966 prohibits anyone other than a qualified surgeon from treating animals, including diagnosis of ailments and the giving of advice based on such diagnosis. However, the healing of animals by contact healing, by the laying-on of hands or by distant healing is legal and acceptable to the Royal College of Veterinary Surgeons.

The rendering of emergency first aid to animals is, however, permissible for the purpose of saving life or relieving pain. What constitutes an emergency must be a question for the judgement of the individual Members.

The Protection of Animals Act 1911 lays down as an obligation that if an animal needs treatment from a veterinary surgeon the owner must be advised to obtain this.

Herbs

The law relating to the sale and prescription of herbs is obscure but if a Member does sell or prescribe herbs, she or he must check that they are legally entitled to do so. Practitioners shall not advise the use of particular herbal prescriptions unless qualified to do so.

Insurance

Practitioners registered by the Shiatsu Society must be insured against claims for damages.

Advertisement

Advertising shall not claim more about Shiatsu than is stated below in the definition section.

Definitions:

a) Shiatsu is a therapy, rooted in Japanese and Chinese meridian theory, that aims to help the person with their healing process and self-development through touch. It is a holistic therapy which regards diseases and symptoms as manifestations of imbalance, it seeks to resolve the underlying causes of a condition by working with a person's energy through working with the body.

b) Members shall not advertise themselves as practising or teaching Shiatsu until they are members of the Practitioners' Register.

c) Registered Practitioners may advertise their practice provided that the wording does not make specified claims for cures, does not bring Shiatsu into disrepute and is in keeping with the integrity of the Shiatsu Society.

d) Advertising shall not make detrimental comparisons between schools or practitioners.

Surroundings

Teachers and Practitioners should consider hygiene and emergency procedures in all spaces that they use professionally.

a) All Shiatsu treatments should be given in as clean and comfortable an environment as possible.

b) When using public premises the Practitioner or Teacher must be aware of Health and Safety regulations including public liability insurance.

c) Teachers should be particularly aware of fire regulations and emergency procedures when using a public space.

Shiatsu College Complaints Procedure

Copies of all Shiatsu College policies including the complaints procedure can be found on our website. Any person dissatisfied with College services should be encouraged to make this fact known at the point and time of their dissatisfaction to the persons directly involved. The first person to be advised of the complaint should, if appropriate, endeavour to resolve the difficulty, ensuring that College policy and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it should be referred as soon as possible to the appropriate Head of Branch. Normally, the sequence of activities to be followed should be:

1. Complaint received
2. Entry made in complaints log and complaint report number assigned
3. Complaint acknowledged
4. Facts ascertained and recorded on complaint report
5. Explanations / remedy proposed and recorded
6. Complainant kept informed
7. Outcome recorded on report
8. Report filed by Head of Branch complaints file

A verbal complaint will be dealt with by the member of staff involved.

If deemed unsatisfactory, a written complaint will be submitted to Head of Branch. This should outline the issues, the timescale involved and the responses received. A formal investigation will ensue.

The Head of Branch will respond to this within one month of receipt of the written complaint.

If this is deemed unsatisfactory, a written complaint to the Shiatsu Society (UK), quoting the relevant Code of Practice guidelines, will be submitted.

Appeals procedure for learners

An appeal is a procedure through which the Shiatsu College may be challenged on the outcome of an enquiry about results or, where appropriate, other procedural decisions affecting an individual student.

The procedure only covers learners.

Assessment outcome appeals will investigate the procedures followed and will not include a review of candidates work.

All documentation will be kept during the appeal procedure

Appeals will be:

Submitted in writing

Documented in writing

Responded to within 10 days

Taken to the next College Heads of Branches teleconference

Dealt with by two other Branch principals

Linked to the procedures outlined in Fair Assessment policy

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the relevant branch Head to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable. The assessor should explain their rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and post this on the TZONE of www.shiatsucollegeonline.co.uk

Stage 2

If the learner remains dissatisfied with the assessment decision and wishes to challenge the outcome of Stage 1, then they are required to appeal in writing to the relevant head of branch within 14 working days of the Stage 1 process. Learners are required to provide as much information as possible regarding the

disputed assessment decision. When completing the appeal, information should include: the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper), the name of the assessor involved, a brief outline of the reason for the appeal, any associated documents (ie learner evidence, record of feedback from the assessor involved). The head of branch will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. An investigation will ensue, ensuring that another head of branch is consulted, and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

The decision will also be communicated to the original assessor and also the assessor/internal verifier. Copies of records of appeals are retained with the assessment and appeals records of the relevant branch. We will retain records of appeals for a minimum period of five years.

Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body (LASER) within 20 working days of the decision being communicated to them.