

Code of Ethics of the University Counselling Centre of CZU

18th October 2023

Version 1.0

All employees of the University Counselling Centre are obliged to follow this CZU Code of Ethics, the Rector's Directive No. 9/2018 on the handling, protection, and processing of personal data, the Code of Ethics of the Association of University Counsellors (AVŠP), the Code of Ethics of the Association of Clinical Psychologists (AKP ČR), the Code of Ethics of the Czech Association for Psychotherapy (ČAP), and the Code of Ethics of the Association for Workers of Special Education Counselling Centres. This obligation also applies to all contracted partners providing counselling services for the CZU.

- **Respect:** We respect our clients and their unique needs, and we are sensitive and responsive to their situations. We are transparent in our communication with clients and take responsibility for any errors or shortcomings.
- **Empathy:** We show empathy towards clients, aiming to understand their perspectives. We do not judge them and treat them with consideration and kindness.
- **Support:** We support our clients by taking responsibility for our actions and decisions. We approach our work with integrity and honesty. We do not provide false information, embellish the truth, or misuse our position for personal or organisational gain.
- **Professional Competence:** We enhance our professional competence through continuous education and development. We provide our clients only with services for which we have sufficient knowledge and skills, or refer them to specialists if it is outside our scope of competence.
- **Evidence:** We ensure that all information provided by our clients is kept confidential and used only for the purpose of providing relevant advice. We respect our clients' privacy and do not share their information without their consent, unless necessary for their own welfare or safety.
- **Commitment to quality:** We are committed to providing high-quality services and achieving positive outcomes for clients. We monitor their progress and adapt our counselling to their needs.
- **Tolerance:** We uphold equality and non-discrimination in all aspects of our work. We do not favour one client over another based on their gender, race, religion, sexual orientation, or any other discriminatory factor.