



***Form to register Tutors and Students with
UK Healers who are to about to start a new
qualifying online training course***

Name of Organisation

Name of Tutor..... ***Email***.....

<i>Please list all support Tutors</i>	<i>Email</i>	<i>What will be the role of the support tutor?</i>

We confirm that:

- *the Tutor and support Tutors are trained to the UKH online standards for on line training*
- *all Students have been advised of their requirements for online training*
- *all Tutors and Students have agreed to receive correspondence from UKH*

Signature of Trustee or organisational representative responsible for the training

.....

Print name..... ***Date***.....

Date course started.....

<i>Please list all students enrolled on this course</i>	<i>Email</i>	

Please send completed form to: UK Healers, Lupton House, Brixham Road, Churston Ferrers, Brixham, Devon, TQ5 0LD or email:janet@ukhealers.info



UK HEALERS - Quality Criteria

Introduction and Definitions

Published: January 2023

This document contains an introduction to UK Healers, the Quality Criteria documents and defines some terms that are used within the Quality Criteria documents.

1. UK Healers Purpose

The professional standard setting and accreditation body for spiritual healing organisations, training and practice.

It administers standards and a practitioner register of members of accredited healing organisations intended to:

- Provide safe, appropriate and effective practice of Spiritual Healing by Registered UK Healers.
- Protect the public and instil public confidence.
- Ensure that any complaints against Registered Healers are dealt with thoroughly.
- Operate as a network and forum for healing organisations in the UK.

2. The Quality Criteria

The following minimum criteria have been established to ensure that this purpose is met when the public use the services of a healer member of an organisation currently accredited by UK Healers.

Membership: This defines the criteria for membership so that suitable and responsible people are selected for training and healer membership.

Training: This defines the knowledge and skills to be taught over a minimum two-year period so that healers, registered with UK Healers, are competent and fulfil their duty of care towards those to whom they give healing.

Assessment: This defines how the knowledge and skills acquired by students will be assessed before a student is allowed to qualify as a Registered UK Healer so that they will administer safe, appropriate and effective healing.

Code of Conduct: This defines and identifies good practice and appropriate behaviour for healers so that members of the public are protected when they are given healing.

Complaints: This defines the procedure to be adopted in the event that someone wishes to make a formal complaint against a Registered UK Healer so that all complaints are investigated promptly and effectively.

Disciplinary: This defines the procedure that will be followed by UK Healers during investigation of a complaint so that high standards within spiritual healing are maintained and the integrity of healing is protected.

Healing organisations may implement more stringent quality criteria for their members.



UK HEALERS - Quality Criteria

Introduction and Definitions

Published: January 2023

3. Definition of terms

In the UK Healers' Quality Criteria some terms are used with specific meanings. These are detailed below:

Spiritual Healing (also simply expressed as healing):

The channelling of healing energy through the hands and/or with thought. It does not include massage, manipulation, the use of instruments, drugs or other remedies, or the practice of clairvoyance or psychic surgery.

a) Face to Face Healing

Also known as contact healing or laying on of hands. This is when the healer and patient are one-to-one in the same physical location and the healing is through channelling of healing energy via the healer.

b) Distant / Absent Healing

This is where the healer and patient are not in the same physical location and the healing is through thought. This can be by written request, telephone link, audio visual link, e.g., Skype or Zoom and can be one-to-one or one-to-many

Channelling of healing energy: The flow or transmission of healing energy through the healer.

Healing through thought: The flow of healing energy directed by the healer to the client(s) / patient(s) through thought / prayer.

Accredited Member Organisation: This is a member organisation that has met or exceeded UK Healers standards.

Member Organisations: These healing organisations have associated with UK Healers either directly or through an umbrella organisation. In order for its members to become Registered Healers, an organisation's own standards will have been inspected and accredited by UK Healers to confirm that they meet or exceed the minimum standards set by UK Healers. Healing organisations will comprise at least 10 healer members.

Registered UK Healer (Registered Healer): An Approved Healer Member of an organisation that is currently accredited by UK Healers and whose details are on the UK Healers Register of Practitioners. Registration is always via a Member Organisation. Healers may not be registered with UK Healers directly.

Approved Healer: A member of a healing organisation that has met that organisation's standards for healer membership.

Student Healer (can also be termed Trainee or Probationer Healer): A healer under training within a healing organisation that is accredited by UK Healers. Student healers may only give healing to the general public while under supervision.

Tutor (or Trainer, Sponsor or Mentor): The person/s responsible for supervision of a Trainee healer throughout their two-year training and development programme.

Diagnosis: The art or act of identifying a medical condition or disease from its signs and symptoms. Investigation or analysis of the cause or nature of a medical condition, situation or problem.

Patient/Client: The person who is receiving Spiritual Healing (referred to as Patient throughout this document).



UK HEALERS - Quality Criteria Membership

Reviewed: January 2023

This document defines the minimum membership standards for Membership Organisations accredited by UK Healers.

Trainee Membership

This is the entry grade for those who wish to join the healing category within a Member Organisation.

Applicants must:

- a) be at least 18 years of age.
- b) have integrity and be of good character.
- c) be prepared to undertake the necessary self-development and training to become Approved Healers.
- d) accept the application, training and development conditions set by the individual Member Organisation and approved by UK Healers before becoming eligible for Approved Healer membership.
- e) agree to be bound by the Code of Conduct, Constitution and Bye Laws (or Rules) of UK Healers and the relevant Member Organisation.

Approved Healer Membership

1. To achieve Approved Healer Membership of an organisation associated with and complying with the quality criteria of UK Healers, individuals must:
 - a) be a minimum of 18 years of age.
 - b) demonstrate that they have knowledge and understanding of healing issues which meet the standards of the Member Organisation concerned, and meet or exceed the standards of UK Healers.
 - c) satisfy the organisation that their healing skills and conduct meet or exceed the minimum standard acceptable for healer members in the Member Organisation (which will also meet or exceed the standards of UK Healers).
 - d) agree that their details may be forwarded to UK Healers to be included on the Register of Practitioners.

2. Candidates for Approved Healer member status must have undergone a minimum two-year period of training and development as agreed with that organisation during which they will have covered to the depth required the topics outlined in the Standards for Training.

The candidate's knowledge and understanding will have been assessed separately; the assessment may be written or oral or both.



UK HEALERS - Quality Criteria Membership

Reviewed: January 2023

3. Candidates for Approved Healer member status must:
 - a) provide evidence of their healing skills. All candidates will have at least one supervisor to oversee their development, who may also be their trainer. Evidence may comprise reports from at least one experienced healer who has observed the candidates giving healing under supervision.
 - b) have meetings with their supervisor of not less than six hours during the student's training period so that the supervisors can report on the candidate's healing skills and suitability for Approved Healer status.
 - c) accept that suitability for Approved Healer membership of the individual Member Organisation is reached during an assessment process when candidates are questioned and required to give a healing demonstration.
4. Candidates for Approved Healer member status must understand their duty of care towards the public and the legal framework within which they must operate. They must accept and understand the Code of Conduct and the disciplinary procedures that apply within UK Healers and the Member Organisation of which they wish to be an Approved Healer.
5. Direct membership of a Member Organisation accredited by UK Healers is only available to individuals who have already met that organisation's standards. All others are required to enrol in the student membership or similar category of their organisation before they can be considered for Approved Healer status within the organisation.
6. Approved Healers who lapse from membership of an accredited Member Organisation must meet the requirements of that organisation for re-registration of membership.



UK HEALERS - Quality Criteria Code of Conduct

Reviewed: January 2023

This document defines an example minimum Code of Conduct for an organisation accredited by UK Healers.

Introduction

The minimum standards set out in this Code of Conduct identify appropriate behaviour for healers and are intended to protect the public when they are given healing.

For the purpose of this Code of Conduct, healing has a specific definition involving the channelling of healing energy through the hands and/or with thought. It does not include massage, manipulation, the use of instruments, drugs or other remedies, or the practice of clairvoyance or psychic surgery. It does include Distant or Absent Healing.

All healers are expected to behave appropriately, take responsibility for their own actions and uphold public confidence in healing.

An established set of procedures will be used whenever a complaint about a healer needs to be investigated, followed by the possibility of disciplinary action if this Code of Conduct has been breached. A healer who is the subject of a complaint must co-operate with the investigating body when called upon to do so, and comply with the procedures and timescales required.

Healers must -

Always:

- Seek to improve their own knowledge and abilities.
- Be respectful and courteous to others.
- Take responsibility for the relationship they have with their patients and ensure that the trust placed in them is upheld.
- Recognise their own limitations and seek help from those with greater skills and experience where required.
- Maintain suitable working conditions where they give healing and ensure that these are safe and meet local authority regulations where required.
- Have insurance protection to the level required by UK Healers.
- Produce details of their membership identification and qualification when asked by a patient.
- Ascertain, whenever necessary, that patients have sought medical advice and advise, where appropriate, that they do so.
- Be ready to co-operate with the medical profession.
- Understand and act within the law as it relates to healing (for example, confidentiality; access to patients' records and data protection; consent to treatment; child protection; sexually transmitted diseases; infectious diseases; dentistry; midwifery; the sale of remedies, herbs, medicines, supplements, oils etc; and the treatment of animals).



UK HEALERS - Quality Criteria Code of Conduct

Reviewed: January 2023

Never:

- Use titles or descriptions for themselves or their treatment that may mislead the public.
- Give or offer any other form of treatment or therapy in association with healing unless they are qualified and insured to do so and without first making it clear to the patient and obtaining the patient's specific consent.
- Give healing while medically or psychologically unfit to do so.
- Give healing as a trainee healer without being accompanied by a qualified healer unless specifically authorised to do so by their Supervisor/ Trainer and the patient agrees to receive healing from a healer under training.
- Falsify documents or patient's notes.
- Abuse or exploit a patient sexually, emotionally or in any other way whatsoever.
- Give healing when it is not safe or appropriate for the patient or the healer.
- Discriminate on the grounds of gender, race, religion, political persuasion, sexual preference, age or disability

Before giving healing, healers must –

Always:

- Explain to a patient on a first visit how they give healing, how it is generally experienced, and what the patient may expect with regard to consultations and fees.
- Make it clear to a patient with which UK Healers healing organisation(s) they are registered.
- Ensure, when asked to give contact healing to an animal, that the treatment given is not construed to be "veterinary surgery" i.e. diagnosis, giving advice based upon diagnosis, or medical or surgical treatment. Where there is concern about the animal's health, the owner is to be advised to consult a veterinary surgeon.

Never:

- Guarantee, promise, claim or imply a cure.

While giving healing, healers must –

Always:

- Behave with decorum and propriety, establish and then respect the patient's wishes and common decency as to where and how they may or may not be touched.
- Respect the views and beliefs of the patient.
- Act in an appropriate manner when attending a patient in hospital or a hospice (for example, obtaining the necessary permission, respecting the responsibility of the hospital or hospice for the patients in their care, carrying identification, giving healing without fuss or interruption to ward staff and other patients, and not wearing clothing which gives the impression of being hospital staff).



UK HEALERS - Quality Criteria

Code of Conduct

Reviewed: January 2023

- Have an additional adult present when giving healing to a child under 16.

Never:

- Give contact healing to patients without their specific consent.
- Ask a patient to remove any clothing other than spectacles, coat, shoes or other incidental items.
- Give a medical diagnosis to a patient.
- Advise or recommend that a patient undergo a particular form of treatment (e.g. an operation or course of drugs) or interfere with the medical advice or treatment which the patient is receiving.
- Have a third party present (e.g. a trainee healer or member of the patient's family) without the patient's and the healer's specific consent.

After giving healing, healers must –

Always:

- Keep clear notes of healing given to patients.
- Ensure that patient notes are kept in a safe place and retained for a minimum of seven years.
- Keep confidential any information received from a patient unless required by law or it is contrary to public interest (for example, there is a risk that patients may cause harm to themselves, or to others, or have harm caused to them).



UK HEALERS - Quality Criteria

Complaints Procedure

Reviewed: January 2023

This document defines a minimum complaints procedure for an organisation accredited by UK Healers.

Initiation of a Complaint by a member of the public

If a member of the public wishes to make a complaint against one of its healers, the organisation must provide information to the complainant that explains how to do this and what the complaints procedure involves.

A copy of the relevant Code of Conduct must be supplied.

Complaints must be made in writing. Oral complaints will not be processed.

A sample complaints form is shown at Appendix 1.

Complaint Process

The process for dealing with complaints in a Member Organisation may vary according to the organisation's circumstances but will as a minimum have four elements:

1. Preliminary investigation
2. Formal consideration which may, but does not have to, include a formal hearing
3. A decision on the evidence
4. Provision for appeals.

As part of the process the Member Organisation concerned will normally forward the complaint to the healer or healers concerned. The required completed complaint form asks for authority that this may be done.

If it is concluded that the healer was at fault, disciplinary action will be considered up to and including expulsion from membership of the Member Organisation concerned and loss of the healer's Registered status.

The organisation must advise UK Healers of any written formal complaint UK Healers will keep a record of complaints received. Strict confidentiality will be preserved.

The organisation should also advise the insurer in the event that a claim may be possible.

UK Healers will want to be satisfied that all complaints are properly dealt with and concluded.

Appendix 1 – Sample Complaints Form

{Organisation's Name}

COMPLAINT AGAINST A REGISTERED HEALER

(To be completed by the complainant)

1.	Your Name:	
2.	Your Address:	
3.	Your Telephone Number:	
4.	Name of Healer about whom you are complaining	
5.	Healer's Address (if known):	
6.	Please give an explanation why you are complaining and indicate in what way you feel the Code of Conduct has been breached. Please find attached a copy of the Code of Conduct: Please continue on a separate sheet if space is insufficient.	
7.	Please provide details of date and location where the matters complained about took place:	
8.	I agree that this complaint and any supporting material may be referred to the Registered Healer concerned for his or her response and to any other person material to the investigation and to the Organisation of which the Registered Healer is a member. Signature: (of person named as in Section 1 above) Date:	

Address to which this form needs to be sent: {Organisations' address}



UK HEALERS - Quality Criteria Disciplinary Procedure

Reviewed: January 2023

This document defines a minimum disciplinary procedure for an organisation accredited by UK Healers.

This outline should be read in conjunction with the Organisation's Complaints Procedure and applies in all situations when the complaint is made.

Action by the Member Organisation

When an Organisation receives a request to investigate a complaint, the Organisation's Governing Body will arrange for an individual or a committee (these may be permanently appointed or ad hoc) to investigate the complaint and report to the Governing Body.

The complaint must be dealt with in the way described in the complaints procedure

When the Governing Body is satisfied on the conclusion and any actions proposed, they will report the outcome to UK Healers.

The Organisation will advise the healer concerned and the complainant of the conclusions reached.

These letters will be sent by recorded delivery.

Any proposed disciplinary action will be implemented by the Organisation.

In the event that the conclusion involves withdrawal of Registered Healer status from a healer the organisation will inform UK Healers who will advise all other Member Organisations of the decision.

Appeals

1. If either the healer or complainant wishes to appeal against the conclusion, they must do so in writing direct to the Organisation within 10 days of the date of post of the decision letter, giving their reasons.
2. The organisation will form an Appeal Panel consisting of members who were not involved in the original investigation. If the Organisation has less than 10 members the Panel members should be from other organisations.
3. The appeal will be considered by the Appeal Panel which will be provided with all papers relevant to the complaint in advance to be sure that the original investigation was properly carried out.
4. If a hearing is thought necessary, the Appeal Panel will make arrangements with the Healer and the Complainant.
5. The Appeal Panel will either:
 - a. confirm the original decision, or
 - b. make an alternate decision
6. The Appeal Panel's conclusion will be final.



UK HEALERS - Quality Criteria

Online Training - Advice for Tutors

Published: January 2023

ONLINE TRAINING: WHAT TUTORS NEED TO KNOW

Only Tutors who have registered with UK Healers may start a course where the training is to be online only, e.g. no face-face. There is an application form to apply for registration.

This paper is written following experience of the professional Zoom platform which is recommended. There are other platforms such as Teams.

Online Training to date has only used Zoom which has proven to be very satisfactory.

PRE-COURSE ADMIN FOR ONLINE LEARNING

1. **INFORMATION:** Tutors need to send pre-booking information to Students to ensure their personal learning environment and equipment is suitable (see document "The Online Learning Environment")
2. **SECURE RETURN OF FORMS:** Use a secure cloud-based platform for returning personal info such as Application forms. E.g., a Dropbox link can be used, rather than students sending attachments on emails, which is not secure.
3. **TECH TESTS:** A pre-sign-up tech test session is helpful to establish if the student has a good and stable signal and fast enough broadband. If either is poor it may create a time lag on their sound, picture freeze, signal drop out, etc.
 - a. **TIP:** Signal boosters placed near their computer can help, or using a wired link to the router rather than WIFI
 - b. **TIP:** A headset can help with a student's poor sound, or they can use a secondary microphone
 - c. Online Interviews can be a good opportunity to check out a Student's technical equipment is satisfactory - or suggest improvements
4. **TIMETABLING:** Students can cope well with a 3 hour session provided some stretch breaks are included at regular intervals. If timetabling two 3 hour sessions per day, leave a 2-2.5 hour break between the sessions. Alternatively, timetable the course with only one 3 hour session per day.
 - a. If teaching students in various time zones, timetabling of sessions needs to be carefully considered.
 - b. **Room set-up for Healing Practice:** Students need to organise their room in advance for the practical healing session to be observed. Tutors need to be able to see a full length view of the student and chair or therapy table. When timetabling courses, tutors need to be aware that students may need to move their location in order to facilitate this, e.g., move room. Those elements of the training need to be, for example, scheduled to follow a break to allow for this.
 - c. It is recommended that connections are established early to ensure that the teaching will start on time
5. **PRE-TRAINING ZOOM ORIENTATION SESSION:** Prior to training commencing, it has proved very valuable for those students unfamiliar to Zoom, to have an orientation session. This not only provides the time saving repetition of going over where controls are to be found on their particular device, it can iron out tech glitches, and can begin the bonding process as students get to meet up in advance and get to know one another



UK HEALERS - Quality Criteria

Online Training - Advice for Tutors

Published: January 2023

6. **ONLINE AGREEMENT FORM:** Along with or incorporated into the Application form, students are required to sign and date an online Agreement. This covers confidentiality, copyright of materials, no screenshots or recording permitted by students, and states that tutors may record portions of the training with advance notice. Agreements on students maintaining visual contact during sessions, being responsible for having good enough equipment, and being responsible for their own wellbeing, can also be included.
7. **EMOTIVE SUBJECTS:** Tutors should make it clear to applicants that some subjects in the training may reveal unhealed parts of their history. If they are aware of any unhealed trauma that they must take full responsibility for resolving this themselves, and that the training is not a substitute for personal therapy. Tutors may suggest postponing training until such personal matters have been resolved.
8. **RECORDING PARTS OF SESSIONS:** Zoom records only the speaker regardless of the view you see on screen, unless changed in the Settings. So, students should not normally be in shot, unless the recording picks up a sound via their computer, consequently ensure they are on mute via the 'Mute all' control before recording, though if video is going to be used later, it is wise to check the whole video afterwards to double check. Alternatively, Zoom's default recording setting always makes a separate audio file, which for some exercises and meditations can prove a better option and creates a smaller size file if wished to send out to students. Also, you can set Settings, such that a video file recorded to the Zoom cloud can be only viewed and not downloaded. It can be taken down from the cloud after a set amount of time.
9. **NO INTERRUPTIONS:** Students must ensure that they'll be uninterrupted at their end whilst attending class.

TECHNICAL EQUIPMENT

1. Tutors are advised to be equipped with as large a screen as possible, such as a large desktop screen or linking their laptop to a TV sized monitor.
2. A fast broadband speed, good quality camera and microphone.
3. For hybrid groups where demonstrations and activities may be happening in the body of the room, you will need additional camera/mic equipment to cover that.

TECHNICAL SKILLS IN A LIVE SITUATION

1. **ZOOM:** Fluency with the Zoom settings and on screen controls is essential including the ability to create and manage breakout rooms, use screen share, whiteboard, and chat facilities. NB. Chat can be set so that students may not 'chat' amongst themselves.
 - a. **WAITING ROOM:** Zoom's Waiting Room settings can allow the host to chat with individuals in the waiting room.
2. **CO-HOSTS:** Tutors are advised to work with a colleague who can be enabled as technical Co-host from the start of each session, in case of technical hitches or power outage at the Host's location.



UK HEALERS - Quality Criteria

Online Training - Advice for Tutors

Published: January 2023

3. **CONTINGENCY:** Tutors should have a contingency plan for if all technology should fail. NB: Ensure you have the phone numbers of all students to hand.

TECHNICAL SKILLS NEEDED TO PREPARE TEACHING MATERIALS

1. Ability to create and deliver professional PowerPoint/Keynote presentations
2. Creating a well-lit and professional image of yourself on screen, paying attention to the background setting. Virtual backgrounds should not be used unless the Tutor's equipment is sufficiently sophisticated to provide a seamless image when moving, otherwise this can be very distracting.

PRE-SESSION PREPARATION

1. **ZOOM LINK:** Send out Zoom link invitations at an expected time. These should be sent only to expected participants of each segment of the course. If the cohort of students changes the link should be changed. Some tutors prefer to issue a new link for each session. Students should be encouraged to join via the Zoom app and therefore via the link, rather than via the Zoom website/ meeting ID, for security purposes.
2. **MATERIALS:** The tutor needs to inform students in advance of all materials they need to bring to the session.
3. **WATER:** Advise student to have drinking water on hand.
4. **BREAKS:** Advise students in advance when comfort breaks and/or meal breaks are scheduled.
5. **ZOOM NAME:** If not their own, students must inform Tutors in advance what pseudonym to expect in the Waiting Room, so you know who they are. Once in the meeting it's simple to rename. NB: Tutors can configure Zoom Settings to enable dialogue with either individuals, or with everyone, in the Zoom Waiting Room, e.g., to check who they are.
6. **REHEARSAL:** Tutors are advised to run through all prepared materials in advance to ensure a smooth presentation.
7. **EMOTIVE SUBJECTS:** Students should be prepared in advance regarding topics which could prove emotionally triggering, e.g., childhood issues or bereavement. Tutors may offer students a listening ear in advance or to be made aware of any sensitive subjects. For such subjects Tutors may advise students to have tissues to hand and perhaps have a friend on call after the session if they feel they may need support, or be willing to offer support themselves.
8. **CONTACTING YOU ON THE DAY:** Ensure Students have a working mobile number for the Tutor and/or Co-Host on the days of the training in case they need to get in touch or have technical problems.

MANAGING STUDENTS IN AN ONLINE ENVIRONMENT

1. **AGREEMENT REMINDER:** Remind students of the content of the signed Online Agreement at the first session.



UK HEALERS - Quality Criteria

Online Training - Advice for Tutors

Published: January 2023

2. GROUND RULES: Create any additional ground rules for the online environment
3. USING CHAT: Remind them about using the chat if they need to communicate with you without disturbing the group e.g., they may urgently need the toilet.
4. ENGAGE: Maintain student engagement throughout the session. Use a variety of learning approaches to modulate pace, enable student participation, and ensure that students who learn through different modalities will absorb the material being taught.
5. SOCIAL TIME: Allow time, perhaps during breaks for students to socialise without the Tutor present, which helps group bonding. This is best achieved by opening one or more breakout rooms for them, depending upon the size of the group. Students can then choose to join if they wish. Alternatively, the Tutor may give their word that they will turn down their speaker, so that students can have a private conversation without the Tutor listening in.
6. OBSERVING HEALING: *How many students can be satisfactorily viewed simultaneously will depend upon the practical set up and number of observers.*
 - a. Initial guided session - talking a group through an attunement and the act of Healing with everyone doing the same thing at the same time, can be viewed in Gallery View, provided the Tutor has a screen large enough to see each student simultaneously, and at a size which enables a sufficiently detailed view of each individual.
 - b. Practice sessions - Practice sessions, where the student will have a client with them, is best viewed with no more than four students at once. If the class is larger than four students, breakout rooms can be utilised. Here the Tutor will need the assistance of an additional tutor or qualified observer/s, to observe each breakout room. *NB: using the 'hide self view' feature, can allow for more screen room for those being observed.*



UK HEALERS - Quality Criteria

Online Training - Advice for Students

Published: January 2023

Online Healer Training

How students can best prepare for the online learning experience.

MINIMUM TECHNICAL REQUIREMENTS

HARDWARE

1. PC, Mac, Chromebook or similar – not a smartphone as it is not considered to be suitable. A screen size of not less than 30cms measured diagonally is recommended.
2. Speakers (usually built-in)
3. Microphone (usually built-in)
4. Webcam (usually built-in)
5. Additional facilities may be required, such as a printer.

SOFTWARE

1. As advised by the Tutor:
 - a. Zoom application (free download from zoom.us)
 - b. Or equivalent e.g. Teams from Microsoft

INTERNET CONNECTION

A high speed Broadband Internet Connection is Required.

Recommended Internet speed:

1. Download speed of at least 25 mbps is generally recommended. However, some Zoom users manage very well with a download speed of 12mbps or even less if there are no other drains on the system, so it's best to test out your system while using Zoom

NB: Test your Internet speed using <https://speedtest.btwholesale.com/details> for an accurate speed test. Run the test several times to get an average broadband speed as it fluctuates from moment to moment.

DURING SESSIONS: THE FOLLOWING CAN AFFECT YOUR CONNECTION:

1. Ideally you will be the only person in your home using broadband during session times. Other household members use of streaming TV, gaming, and other Internet usage, can severely affect your connection.
2. Wireless connections may be impacted by the distance from the router or by interference from microwaves and other electronics. Wired connections are recommended if you experience problems.
3. Your Internet Service Provider's performance may vary throughout the day based on community usage. Test out your equipment on the same days/times as your course is scheduled.



UK HEALERS - Quality Criteria

Online Training - Advice for Students

Published: January 2023

BROWSERS

1. The most recent release of Chrome or Firefox is Recommended. Please ensure your browser is kept up to date. However, connection via the Zoom app is preferred.

YOUR HOME LEARNING ENVIRONMENT

Creating a Conducive learning space

1. Privacy: You should ensure that you and your fellow students are not overheard. Therefore, you should ensure that if there are others in your home, that your room door is closed or that you listen on headphones so that other speakers in the session are not overheard. The content of sessions is confidential and your fellow students should feel confident that they may speak without being overheard by others they cannot see.
2. You'll need to decide where to be when attending sessions. You'll need to ensure there are no distractions or interruptions during your sessions so that you can give your Tutor and your session your full attention, just as if you were there with them and your fellow students.
3. You'll need to take notes, so a writing space is useful.
4. You'll need to be comfortable but not slouching, so a desk chair is a good choice. It is considered disrespectful to the Tutor if for example a student is lounging in bed!
5. Ensure you have water available.
6. Please do not eat during sessions. You'll be made aware of when breaks will occur.

Camera: Being seen.

1. Position yourself and your screen so that you are illuminated and not in silhouette. Be sufficiently close to the screen that your face can be clearly seen in its entirety, and positioned so as not to cut off part of your image. Ideally your head and shoulders should be completely visible.
2. The laptop or PC should be on a flat sturdy surface and not subject to juddering.
3. You must remain on camera at all times while the session is being taught.
4. You may turn camera and mic off during break times.
5. During Healing practice, you will need a space big enough so that the Tutor can see both you and your seated client from top to bottom. You will likely need to experiment with this before your training session, and if necessary and your equipment is portable, you may need to use a different space from that of your other sessions.

Microphone: Being mute and being heard

1. It's important that your microphone delivers nice clear sound and it should be tested out before the training begins.



UK HEALERS - Quality Criteria

Online Training - Advice for Students

Published: January 2023

2. You should ensure that your environment is quiet. Be aware that if any background sounds occur e.g., dogs barking, you should mute your microphone for the consideration of others on the session.
3. Your tutor may advise you when to mute your microphone and when to unmute, e.g., mute while a meditation is in progress, and unmute at the end.

WORKING ON ZOOM

Your Zoom Name

1. Please be aware that when entering your session, you will first arrive in a virtual waiting room, your Tutor will see the name of who has arrived. This is most unhelpful if your Zoom name says 'PC user' or 'Twinkletoes' or other such meaningless names. You should endeavour to make your actual name your Zoom name. You can do this through the Zoom account settings either when you sign up (free of charge) or before the session. If for whatever reason this cannot be done in advance, you must alert your Tutor to the Zoom name on your device so they know that name is you. Once allowed into the session your Zoom name can be changed either by your Tutor or yourself.

Pre-Training Zoom Orientation Session

1. Prior to training commencing, it has proved very valuable for students who may be unfamiliar to Zoom, to attend a Zoom orientation session, often on the evening prior to commencement. This not only prevents the time consuming repetition of going over where controls are to be found on each of their particular devices during class, it can iron out technical glitches. Additionally, students get to meet classmates in advance, and they can begin to get to know one another.
2. During the session students will become familiar with the basic functions e.g.:
 - a. Switching from Gallery to Speaker view and back again
 - b. How to pin the Tutor's screen
 - c. How to rename themselves
 - d. Various ways to mute and unmute their microphone
 - e. How to raise and lower an electronic hand
 - f. How to enter and leave a breakout room
 - g. How to use the whiteboard
 - h. How to use the Chat function to send a message to the Tutor without disturbing the class

Healing Practice with 'clients'



UK HEALERS - Quality Criteria

Online Training - Advice for Students

Published: January 2023

1. When Students are being instructed in the act of Healing they will need to have a practice client to work on, usually a friend or family member.
2. Initially it may be acceptable, if no individual is available, to use a substitute dummy - e.g. by using pillows on a chair, but very soon it will become important to practice on a real person and you will need to organise this in advance.
3. Your tutor will tell you at what time of day your practice client should be available, and for how long, so that you can invite them to participate.

Home Assignments

1. Between online training sessions you will often be set assignments to be completed within a certain time-frame. This may be to repeat exercises covered in class, write a reflective journal, maintain a spiritual practice, complete and submit worksheets on the lessons covered, and so on. It's important to keep an up-to-date log of all the coursework you do including these assignments as they will count towards your overall training hours.



UK HEALERS - Quality Criteria Trainers

Published: January 2023

This document defines the recommended criteria for Healer Trainers in Member Organisations accredited by UK Healers.

A. Purpose of Specifying Criteria for Healer Trainers

To provide recommendations that will give the best possible chance that those being trained will receive training to a high standard.

B. Expertise required

Two years minimum qualified practice during which time the candidate has been healing in a Healing Centre.

Evidence that they have met current CPD requirements

The expertise required will depend upon the style of training to be given.

The possible styles can be either a classroom environment or by one-to-one mentoring.

- a) In a classroom environment the trainer will need to structure the overall course to ensure that the entire curriculum is taught within pre-prepared lessons.

To acquire the skills for this and the delivery of those lessons a basic teaching qualification (e.g., PTTLs) is desirable but not essential.

The candidate should start as a support tutor and make progress towards teaching on their own.

- b) In a mentoring environment, a formal teaching qualification is not required.

The Student is shown by a hands-on way how to give healing to a patient.

In this style of training, it is important that the course covers all the knowledge and skills required although it may not necessarily be in a structured way.

The candidate should be provided with guidance as to what is needed from the Trainer.

In starting a new Healing Group, the Trainer should develop and submit, to their Membership Organisation, a Training Plan giving details as to how they will deliver the required standard of healer training.

- c) Where training is online, the Tutor's Organisation must ensure that the Tutor is competent to the standard as described by the UKH Quality Criteria for an Online trainer.

C. Practical Experience of Healing

Within both styles of teaching healing, the Trainee should obtain practical experience of giving healing while under supervision.

At the start of the course, this must be under direct supervision by the Trainer or an appointed deputy. This early practical experience will often be by the Students giving healing to each other while in the "classroom"

When the Trainer is satisfied that the Student has grasped what to do, the next step is usually to allow them to give healing to family and friends. This will not necessarily be



UK HEALERS - Quality Criteria Trainers

Published: January 2023

under direct supervision. However, it is important that the Trainee records all such healing and discusses it with the Trainer

As the course progresses, the student needs to give healing to members of the public. If possible, this should be under direct supervision. If this is not possible, the client must be told that the healing will be from a Trainee and agree to this. As above, any healing given without direct supervision must be recorded and discussed with the Trainer at the next available opportunity.

D. Ongoing Assessment of Tutors

It is important that the quality of the training being given is assessed. This can be by:

- a) Physical observation of training sessions
- b) Feedback from Students during the course
- c) Feedback from Students after the course
- d) Feedback from Assessors who perform the end of course qualification of the trainee healers

E. Data Protection

If the Tutor is self-employed the organisation must ensure that they are registered with the ICO.



UK HEALERS - Quality Criteria Training

Published: January 2023

This document defines the minimum training standards for healers in member organisations accredited by UK Healers to ensure that healers registered with UK Healers have undergone a procedure of training, education, experience and assessment whereby they have demonstrated a level of knowledge and skill sufficient to attain a recognised and approved status as laid down by the organisation with which they are registered.

Course Delivery

Three methods of delivery styles are recognised:

1. Mentoring

This is where the course is predominantly face to face where the tutor takes the student through the course and required demonstrations of skill by the students on a personal basis, although there may be more than one student in the development group. Some classroom and online training is permitted.

The physical requirements for a mentoring style are a quiet room where the class can gather and be taken through the subjects / demonstrations / questions.

2. Classroom

This is where the course is predominantly with the tutor teaching the students in a classroom style with the standing in front of the students teaching the required subjects. Demonstrations of skills by the students can be in front of the class or in break out areas. Some mentoring and online is permitted.

The physical requirements of a classroom style are a room that allows the tutor to stand in front of the class with presentation material being shown on a screen or board and to ask questions and require practical demonstrations.

3. Online

This is where the course is predominantly via online facilities with the tutor and students in different physical locations. Demonstration of skills, questions and demonstrations can either be seen by all participants of the online group or in breakout rooms. Some mentoring and classroom training is permitted.

If there is less than 16 hours of personal, face to face training or demonstration, the course does not qualify the student after final assessment to register with CNHC.

Physical requirements of an online style are that the tutor and all students be technically competent with computers or tablets (mobile phones used for communication are deemed to be inadequate) and that they are positioned to allow the tutor to see the student and vice versa and that sound and lighting levels are sufficient for the whole class to hear and see the participant with no local distractions.

The tutor must ensure periodically that all participants in the group can see and hear all others and that they ensure that this remains so throughout the session.

Where sensitive information is being discussed, there must be no other people than the students to be within the hearing of others.



UK HEALERS - Quality Criteria Training

Published: January 2023

Duration and Elements

Training must be a minimum of 200 hours over at least a two-year period.

As part of the 200 hours, at least 100 must be of guided learning, the remainder being work set by the Tutor. Guided learning is the activity of a Student being taught or instructed under the immediate supervision of the Tutor or their representative. This can be with the simultaneous physical presence of the Tutor or their representative with the Student or by means of simultaneous electronic communication.

As part of the guided learning, there must be at least 40 hours of practice sessions of contact healing with at least 10 of these being on members of the general public (not course members or family or friends).

Also, if registration with CNHC is required, at least 16 of these guided learning hours must be supervised practice with the simultaneous physical presence (not online) of the Student and the Tutor or their representative.

During this time, they will meet the formal training requirements of UK Healers, will be provided with their own copy of the training manual or material and have gained sufficient experience under supervision to satisfy their Member Organisation's requirements for Approved Healer Status.

All the objectives below are aspects of holistic good practice. They are drafted as discrete objectives to make them easier to use. There is no implied hierarchy or sequence since as a whole they constitute minimum standards. They should not, for example, be used to train and develop healers without such links being explicit.

Objective

On completion of the knowledge sections, the candidate will have acquired the knowledge needed for the practice of healing in the United Kingdom.

The training requirements below are divided into four sections to match the National Occupational Standards:

- Principles of Good Practice
- Explore and establish the client's needs for complementary and natural healthcare
- Develop and agree plans for complementary and natural healthcare with clients
- Provide Healing to clients



UK HEALERS - Quality Criteria Training

Published: January 2023

Principles of Good Practice

These Principles of Good Practice underpin the Standards and describe the ways in which healers should demonstrate good practice across all of their work.

Spiritual Healer Practitioners should demonstrate:

1. an understanding of the philosophy and principles underpinning their discipline
2. an understanding of current legislation and policy as it applies to their discipline
3. respect for clients' dignity, privacy, autonomy, cultural differences and rights
4. regard for the safety of the client and themselves
5. that they learn from others, including clients and colleagues and continually develop their own knowledge, understanding and skills through reflective practice, and research findings
6. an awareness of their own and others emotional state and responses, incorporating such awareness into their own practice
7. that they communicate clearly, concisely and in a professional manner
8. that they work with confidence, integrity and sensitivity
9. that they undertake systematic, critical evaluation of their professional knowledge
10. that they work within their scope of practice and experience at all times



UK HEALERS - Quality Criteria Training

Published: January 2023

Explore and establish the client's needs for complementary and natural healthcare

Overview

Healing relies on exploring and establishing the client's needs and expectations. This may take place at the outset, but also during the on-going delivery of healing.

This allows the practitioner to consider whether it is appropriate to offer the service to the client, the type of service that should be offered and any required modifications to that service.

Users of this standard will need to ensure that practice reflects up to date information and policies.

See the National Occupational Standard CNH1 (copy reproduced towards the end of this document) which is a generic standard for all forms of complementary therapy.

Develop and agree plans for complementary and natural healthcare with clients

Overview

It is important that the planning of healing takes place through discussion and agreement with the client and relevant others (e.g., carers).

This standard is about developing and agreeing plans that meet the client's needs. Such plans may be subject to change as the service proceeds.

Users of this standard will need to ensure that practice reflects up to date information and policies.

See the National Occupational Standard CNH2 (copy reproduced towards the end of this document) which is a generic standard for all forms of complementary therapy.



UK HEALERS - Quality Criteria Training

Published: January 2023

Provide Healing to clients

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. the nature of healing – the part played by healers in the healing process:
 1. healing energy and its source
 2. holistic healing – body, mind and spirit
 3. levels of existence and spirituality
 4. healing the whole person
 5. the healer as a channel for healing energy flow
 6. the healer's individual contribution
 7. the energetic systems and their involvement in the healing process
2. the legal framework in which healers must operate:
 1. legislation affecting healing and healers
 2. legislation relating to vulnerable groups and animals
 3. position of trust/duty of care
 4. legislation and government policies relating to consent
 5. legislation relating to commercial practice
3. the healer/client relationship:
 1. respect for the client's dignity, privacy, autonomy, cultural differences, rights and beliefs
 2. the need to maintain confidentiality (subject to legislation)
 3. healing as a complementary therapy
 4. effective communication skills
 5. the importance of not diagnosing
 6. the nature of the service(s) provided
 7. the contractual relationships between healer, client and others
 8. informed and implied ongoing consent
4. the relationship with all other healthcare professionals:
 1. appearance and behaviour when visiting clients in hospital and other medical establishments
 2. awareness of the appropriate approach required with other healthcare professionals
5. the power of thought and the importance of intent
6. relaxation, meditation and self awareness in the development of the healer's own potential:
 1. breathing techniques



UK HEALERS - Quality Criteria Training

Published: January 2023

2. meditation
3. maintaining the healer's own wellbeing
4. personal development
5. personal standards
7. attunement:
 1. the source of the healing energy
 2. the route the healing energy takes
 3. how to develop and improve the healer's own methods and ability
 4. how to recognise any consequences of attunement
8. healing preparation:
 1. how to recognise the presence of healing energy
 2. any effect the process may have on the healer
 3. how to sense the subtle energies
 4. ways of recognising that healing energies are flowing
9. healing with the client present (face-to-face in same physical location):
 1. the healing environment
 2. how to prepare the client to receive healing – what to say and what not to say
 3. the healing act – what to do and what not to do
 4. healing styles – good practice
 5. healing options – hands on or off the body, seated or lying
 6. how to conclude the healing act
 7. how to elicit and respond to feedback from the client
10. distant (or absent) healing:
 1. the healing environment
 2. how to prepare the client to receive distant healing
 3. the healing act – what to do and what not to do
 4. how to conclude the healing act
 5. how to elicit and respond to feedback from the client
11. how to deal with situations that might arise prior to, during and after a healing session:
 1. when the healer is insufficiently experienced or a medical referral is essential
 2. when a healer or client should seek advice from other sources including healthcare professionals or other therapists
 3. the circumstances when a healer may choose not to accept a client
 4. when adequate supervision is necessary
 5. how to deal with special requests from clients



UK HEALERS - Quality Criteria Training

Published: January 2023

12. basic anatomy and physiology – knowledge of the basic systems, structures and functions relating to the physical body (including circulatory/digestive/nervous/muscular/skeletal/main organs)

PERFORMANCE CRITERIA

You must be able to do the following:

1. ensure that the healing environment and any equipment and materials meet professional codes of practice and legal requirements
2. present a professional appearance and be prepared and fit to carry out the healing
3. explain to the client what may happen during and after healing
4. obtain the appropriate consent
5. position the client for effective healing and to minimise risk of injury to, and give as much comfort as possible to, the client and self
6. reassure the client and encourage them to relax and interact as appropriate
7. carry out the healing safely and in the agreed manner
8. make appropriate adjustments to the healing to meet the client's changing needs
9. deal effectively with responses to the healing
10. check the client's wellbeing throughout the healing and give reassurance where needed
11. conclude the healing session appropriately and ensure the client is fit to travel
12. obtain feedback on the outcome of the healing in a manner, level and pace suited to the client
13. offer clear, accurate and appropriate aftercare advice and support to the client, record the outcomes of the healing accurately and in sufficient detail to evaluate efficacy and to meet professional and legal requirements



UK HEALERS - Quality Criteria Training

Published: January 2023

CNH1 - Explore and establish the client's needs for complementary and natural healthcare

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The concept of health and well-being that is consistent with the practice, principles and theory underlying your discipline
2. The nature of the service provided and fee structures
3. How the client's previous and present care may affect their health and well-being in relation to your discipline
4. How the psychological and emotional balance, as well as diet and lifestyle of the individual, can affect their health and well being
5. How the context in which people live affects their health and well-being
6. The importance of a suitable environment and making clients feel welcome
7. How to select and use different methods for exploring clients' needs
8. How to establish valid and reliable information about the client, and determine the priority of need, in order to plan the service
9. The potential risks (relevant to your discipline) of various courses of action for the client
10. How to work with clients to determine the appropriate actions
11. The appropriate actions to take to suit identified needs
12. The conditions for which the discipline is appropriate and those where it must be used with caution
13. How to recognise conditions for which your discipline is unsuitable and for which the client should seek advice from other sources
14. How to judge whether self-care procedure(s) relevant to your discipline are appropriate for the client
15. The anatomy, physiology and pathology relevant to your discipline
16. The procedures for record keeping in accordance with legal and professional requirements

PERFORMANCE OUTCOMES

You must be able to do the following:

1. evaluate requests for complementary and natural healthcare and take the appropriate action
2. explain the nature of the service and fee structures to the client
3. provide an appropriate and safe environment for the service
4. make clients feel welcome and ensure they are as comfortable as possible
5. discuss the client's needs and expectations, and ask relevant questions



UK HEALERS - Quality Criteria Training

Published: January 2023

6. encourage the client to ask questions, seek advice and express any concerns
7. establish the client's needs in a manner which encourages the effective participation of the client and meets their particular requirements
8. determine any contra-indications or restrictions that may be present and take the appropriate action
9. evaluate the information obtained and determine the appropriate action with the client
10. complete and maintain records in accordance with professional and legal requirements



UK HEALERS - Quality Criteria Training

Published: January 2023

CNH2 Develop and agree plans for complementary and natural healthcare with clients

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The range, purpose and limitations of different methods or approaches which may be used for clients' individual needs
2. How to determine the most appropriate method(s) for different clients and their particular needs
3. How to recognise those occasions when your discipline may complement other healthcare which the client is receiving
4. The alternative options available to clients for whom your discipline is inappropriate
5. The role which the client (and others) may take, and may need to take, if the approach is to be successful
6. How to support and advise the client to make informed choices
7. How to work with the client and relevant others to plan the approach
8. Why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
9. The importance of encouraging and empowering the client to be as actively involved as possible
10. The relationship of the client's involvement to the promotion of their health and well-being
11. The procedures for record keeping in accordance with legal and professional requirements

PERFORMANCE OUTCOMES

You must be able to do the following:

1. explain the available option(s) which meet the client's identified needs and circumstances
2. explain any restrictions, possible responses and advise on realistic expectations
3. advise the client when your discipline is inappropriate and help them to consider other options
4. discuss the approach to be taken, the level of commitment required and the potential outcomes and evaluation with the client
5. check the client understands and support them to make informed choices



UK HEALERS - Quality Criteria Training

Published: January 2023

6. obtain the client's consent and complete records in accordance with professional and legal requirements



UK HEALERS

Healing and the Law

Reviewed: January 2023

(RELATED TO ENGLISH LAW)

Legislation

It is essential that a Registered Healer understands (and acts within) the law as it relates to healing practice. When a Registered Healer agrees to provide healing to a patient, the Registered Healer is in a position of trust and has a duty of care to the patient. This is the case irrespective of whether the Registered Healer has entered into a contract for payment for the service, or the service is given free of charge. It is not the function of this document to give a full explanation of the law. The purpose of this document is to indicate the principal laws affecting healing on which the Registered Healer might need to consult lawyers. Ignorance of the law is no defence. The content of this document is thought to be correct at the time of publication but UK Healers cannot be held responsible for any errors or omissions.

Confidentiality

Keeping patient matters confidential is very important to maintain the integrity of the healing profession. It is also likely to be a legal requirement. Any information given to you which you are told is confidential must be treated confidentially. If the person giving you information also has a reasonable expectation that the matter will be confidential then you should keep it confidential.

In specified circumstances the law requires Registered Healers, medical practitioners, therapists and counsellors to attend court and disclose medical records and case notes and/or answer questions about the content of sessions. There might also be an obligation to report abuse to statutory agencies. Registered Healers cannot therefore offer absolute confidentiality to patients and they will need to explain that confidentiality is subject to certain limitations.

Data Protection

Registered Healers also have obligations to keep people's personal data safe under the provisions of the EU General Data Protection Regulation (GDPR) which is incorporated into UK law in the Data Protection Act 2019. Personal data will include patient's medical information as well as their name, address, contact details and any documentation in which they are discussed.

Registered Healers will need to comply with Article 5(1) of the GDPR which requires personal data to be:

“(a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency');

(b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes ('purpose limitation');

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');



UK HEALERS

Healing and the Law

Reviewed: January 2023

(d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy');

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals ('storage limitation');

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality')."

This is supplemented by Article 5(2):

"The controller shall be responsible for, and be able to demonstrate compliance with, paragraph 1 ('accountability')."

This 'accountability' principle will require all Registered Healers who operate professional or commercial activities to put in place a data protection policy which must be readily available to patients and which sets out what personal data they hold on patients, what they do with it, where it is stored, arrangements for keeping personal data secure, setting out how the personal data might be used (or processed) and disposing of personal data after a reasonable period of time when it is no longer necessary to keep it.

Patients are entitled to request all of the personal data held about them from a Registered Healer (sometimes referred to as a "subject access request"). Registered Healers must supply copies of documents containing any personal data within one month of the request. There are limited circumstances where such personal data does not have to be disclosed.

It is important to note:

1. Personal information is anything that can identify a living person;
2. If you collect or hold personal information then you are bound by data protection rules, regardless of the size of the organisation or whether it operates for profit or not (although larger organisations have greater responsibilities);
3. If you have people's personal data then you have to provide them with a privacy statement setting out what data you hold, where you hold it (preferably within the European Economic Area or other safeguards need to be put in place), how you will use it and how long you will keep it for,
4. There is no fixed period for keeping personal data and guidance is given on the Information Commissioner's Office website but most healers will need to keep patient records for a minimum period of 7 years after the healed individual has ceased to be a patient / client of the healer and the healer's insurance may specify a longer period so it is worth checking. Similarly, longer periods may be appropriate when dealing with children or where agencies such as social services or the police are involved in which case guidance should be sought from those agencies. For example, it should be noted that under UK law the Statute of Limitations within which a claim can be brought are 3 years for injury and 6 years for any other allegation from the date that the claimant discovers the problem not from the date you did the work. In the case of children effectively from the age of maturity therefore you are advised to keep records longer than 7 years if possible.



UK HEALERS

Healing and the Law

Reviewed: January 2023

5. If there is a data protection breach (e.g. the theft of personal data) then the healer must report the incident to the Information Commissioner within 72 hours. That time limit is strict and includes hours at the weekends and on public and bank holidays,
6. Patients have many rights over their personal information. One of the most important is the right to obtain the information held on them by a Registered Healer within one month of the request. Again, the time limit is strict. There are some limited exceptions to this obligation to disclose. Again, more information can be found on the Information Commissioner's Office website and they also have a helpline.

Medical Records

There are detailed rules on accessing medical and health records which Registered Healers should be aware of. Registered Healers are unlikely to be "health professionals" or "social work professionals" within the meaning of the Access to Healthcare Records Act 1990 or the Data Protection Act 2018 (s.204) and do not have most of the obligations as set out in the Act but they might want to tell their patients that they are entitled to access their health records under that legislation.

Medical Treatment and Patient Consent

Treatment of any person without appropriate consent (unless by a doctor in an emergency) may constitute an assault and the person giving healing may be held liable in criminal and/or civil law. Registered Healers should therefore always ensure that they obtain a patient's prior consent to any healing practice or any physical contact. It is good practice for Registered Healers to get written consent to the proposed healing and what it may involve.

A patient may suddenly require urgent medical help. In such circumstances, call the patient's doctor or the emergency services as appropriate.

Healers and DBS (Disclosure and Barring Service) Checks

It is good practice for all people who work with children or vulnerable adults to have an up to date DBS certificate. If Healers are employed then their employer will usually apply for the relevant DBS certificate. However, the majority of healers are self-employed or carry out healing work on a voluntary basis. You cannot obtain your own DBS certificate so if you wish to have one then you will have to request one through one of the 'umbrella bodies' listed on the Disclosure and Barring Service website.

Laws Relating to Children

An adult is a person who is 18 years of age or over. The general rule must be that Registered Healers should get parental consent before healing a person under the age of 18 unless they are confident that they are not in breach of the law.

Confidentiality regarding persons under 18 is always subject to the consent of those with parental responsibility for them. Parental responsibility is a legal concept created by the Children Act 1989. The biological parents usually have parental responsibility for the child but this is not always the case. We consider it best practice for Registered Healers to obtain consent for healing from those with parental responsibility for any person under the age of 18. If in doubt, do not give healing.



UK HEALERS

Healing and the Law

Reviewed: January 2023

Registered Healers are not regarded in law as medical practitioners and certain consequences flow from this. A person with parental responsibility for a child may be neglecting their child's health and welfare (and therefore committing a criminal offence and/or giving rise to grounds for action by statutory agencies or court proceedings for child protection) if they fail to obtain appropriate medical aid for a child under the age of 16. Therefore, a doctor should be consulted in addition to the Registered Healer if a child under 16 is ill. A Registered Healer who treats a sick child under 16 knowing that no doctor has been consulted may run the risk of being accused of complicity in committing a criminal offence as well as possible liability in civil law. Where it is known that those with parental responsibility are not providing medical attention for the child, or the child is otherwise at risk of harm, the Registered Healer must report the matter to the police, social services or other responsible body as appropriate if the person or persons with parental responsibility are not prepared to take such action themselves. The Children Act 1989 makes provision for the protection of children who are suffering or at risk of suffering significant harm. The term 'harm' includes ill treatment or impairment of their health or impairment of their physical, intellectual, emotional, social or behavioural development. Causes of harm to children can be many and varied, including emotional or physical neglect, and direct physical or sexual abuse.

Healing Pregnant Clients

There are no known contraindications from healing with a competent and qualified healer. However, the laws on giving healing to pregnant women are unclear. The Nursing and Midwifery Order 2001 ("the Order") states at clause 45(1) that "a person other than a registered midwife or a medical practitioner shall not attend a woman in childbirth." The legal definition of "childbirth" or "attend" is unclear. Although it is highly unlikely that any consideration was made toward healers when this law was created it is essential that Register Healers do not directly or inadvertently give patients the impression that healing is an alternative to medical treatment.

Therefore, it is recommended that all Registered Healers and students ask for acknowledgement and consent when healing pregnant clients:

I (client's name) have been advised by (healer's name) of The Nursing and Midwifery Order 2001 and that I should inform my midwife of my decision to receive healing. I acknowledge and accept that Healing is a complementary therapy and does not replace medical diagnosis and prognosis. I would like to go ahead and receive healing in full acceptance of the responsibility of the above. As a patient I exercise my right to request and receive Healing.

Patient Signature..... Date..... Healer
Signature..... Date.....

Prescribing remedies, herbs, medicines, etc.

Registered Healers must not prescribe remedies, herbs, supplements, oils etc unless they hold the necessary qualification. They may commit criminal offences or be subject to civil penalties if not properly qualified.

Giving Healing to Animals



UK HEALERS

Healing and the Law

Reviewed: January 2023

Advice from the Royal College of Veterinary Surgeons was provided by letter dated 12 May 2004 to UK Healers member organisation ISRHA. Healing has been understood by the College as the laying on of hands and as such is not generally regarded as the practice of veterinary surgery, providing there is no element of diagnosis.

Section 27 of the Veterinary Surgeons Act 1966 defines "Veterinary Surgery" to mean "the art and science of veterinary surgery and medicine and, without prejudice to the generality of the foregoing shall be taken to include (a) the diagnosis of diseases in, and injuries to, animals including tests performed on animals for diagnostic purposes (b) the giving of advice based on such diagnosis (c) the medical or surgical treatment of animals (d) the performance of surgical operations on animals.

On the understanding that the laying on of hands does not include the practice of veterinary surgery, the College has no jurisdiction to insist upon the involvement of a veterinary surgeon before the laying on of hands is given. However, the College would support this organisation's view that where there is concern about the health of an animal a veterinary surgeon should be consulted.

Action by Healers:

Always:

- Ask owners of animals brought for healing if a veterinary surgeon has been consulted, and
- If a veterinary surgeon has not been consulted and there is reason for concern about the health of the animal advise the owner to consult a veterinary surgeon.

Never:

- Diagnose disease in, or injuries to, animals
- Give advice based on such diagnosis
- Treat animals surgically or medically
- Perform surgical operations on animals
- Countermand any instructions or medicines given by a veterinary surgeon

Healers should also keep in mind that:

- Giving healing in the knowledge that veterinary advice has not been sought even though there is reason for concern about the health of the animal could lead to prosecution.
- The Animal Welfare Act 2006 imposes an obligation on those responsible for animals to take reasonable steps to meet the welfare needs of those animals and to prevent unnecessary suffering. Anyone aware that an animal is clearly in need of veterinary treatment must advise the owner to obtain this.

Registered Healers' Obligations in Court

If a healing consultation relates to a case before a court of law the court may require the Registered Healer to attend as a witness with any relevant documents. If the Registered Healer refuses, the court may hold the Registered Healer in contempt and impose on the Registered Healer a fine or imprisonment. The documents required by the court may include the Registered Healer's case notes or patient records. If a Registered Healer is called to court as a witness, the court may ask what the patient said or what occurred during a healing session and the Registered Healer must answer truthfully.



UK HEALERS - Quality Criteria Assessment

Published: January 2023

This document defines the minimum assessment standards for the healers in Member Organisations for person-to-person and distant/absent healing. It describes the assessment standards for:

1. Pre-enrolment assessment for new Students
2. Assessment during the course
3. Assessment for final qualification

1. ASSESSMENT BEFORE STARTING A COURSE

The purpose of assessing the potential Student before starting a course is to ensure that they understand what the course is for and what it entails. That they are suitable candidates and will be committed to finishing the course.

Also, depending whether the course is face to face, partly online or all online that they will be able to meet the requirements for successful participation.

Whenever possible, the person taking the course should conduct the pre-assessment.

Typical questions that need to be asked are:

- Why do you want to be a healer?
- What is your understanding of healing and the role of a Healer and the boundaries required?
- What do you expect to learn?
- What do you consider to be your qualities which would make you a good Healer?
- What do you consider to be your weaknesses to be? *i.e. areas you feel you need to work on/improve in order to become a Healer?*
- What are your expectations around becoming a Healer?
- Do you have any fears and concerns?
- How would you describe yourself?
- Have you taken any spiritual development course before?
- Do you practice any Complementary Therapies already?
- Are you prepared to accept what comes up for you within the course and look at yourself?
- Have you experienced healing?
- Are you prepared to be guided by your Tutors?
- Do you have any special needs?
- Have you ever suffered from mental health issues?

2. ASSESSMENT DURING THE COURSE

Where the topic being taught is that of knowledge alone, then the Tutor must ask the Student questions and set assignments to ensure that they have understood the topic correctly.

Where the topic is training for a practical skill, not only must the Tutor ask the Student questions and set assignments but also ensure that they have understood the topic correctly and can demonstrate that they are able to implement the skill.

Topics requiring demonstration are:



UK HEALERS - Quality Criteria Assessment

Published: January 2023

- Relaxation, meditation and self-awareness in the development of the Student's own potential.
- Attunement
- Healing preparation

The Student will need to demonstrate the set-up of the healing area

- Healing with the Client present (Face to face)

During the course, the Student will need to gain experience of the healing act. In the early stages this is likely to be other members of the course followed, perhaps, by family members or friends. Eventually this must include some members of the public who are not family or friends.

During the healing act the Tutor must ensure that the proper processes are being followed and that the student is acting properly, e.g., with no improper dialogue or contact.

After the healing act, the Tutor will need to ask the Student and the Client about what they experienced during the healing session to find out if it has been effective.

- Distant (or absent) healing

In this instance, the Client is not physically involved in the healing act so the Tutor needs to ask the Student about their perception of the success of the healing.

During the course, there must be opportunities for Students and Tutors to socialise and build rapport for the purpose of assessing whether they have any characteristics or behaviours that need some guidance.

3. ASSESSMENT FOR COURSE COMPLETION

A. Purpose of Course Completion Assessment of a Student

To be sure that all Registered UK Healers have achieved competence to give healing unsupervised to the general public.

B. Procedure for Assessment of a Student

The assessment can be face to face or online.

This is undertaken by an independent assessment panel and has two elements:

a) Assessment of knowledge and development

- To determine the knowledge and understanding gained through undertaking the Member Organisation's education courses.
- To test the skills that have been developed through tuition and supervised practical training experience.
- To test knowledge and understanding of the Member Organisation's Code of Conduct.



UK HEALERS - Quality Criteria Assessment

Published: January 2023

- iv. To review candidate's portfolio/logbook of development to ensure that the required hours have been met and a minimum of three case studies (one being an expanded case study if registration with CNHC is required) and Client references. Case studies and references must be from members of the public, not other course members or family or friends.
 - v. To assess suitability of the candidate to be an Approved Healer and Registered with UK Healers.
 - vi. The candidate's knowledge and understanding will have been assessed separately; the assessment may be written, oral or both.
- b) Practical test of skills and ability to demonstrate**
- i. Compliance with the Organisation's Code of Conduct.
 - ii. Presentation of healing to the public.
 - iii. Sensitivity to the physical, emotional, mental and spiritual welfare of themselves and the Client.
 - iv. Communication skills and dealing with the Client.
 - v. Appropriate personal appearance / manner / hygiene.

C. Criteria for Assessment Panel

- a) The independent panel shall comprise a Chair and two other Approved Registered Healers normally drawn from the Member Organisation in which the candidate seeks Approved Healer status. At least one panel member, but ideally all panel members, shall not have been involved in the training and development of the candidate.
- b) The candidate must achieve the required standard in all areas of the assessment.
- c) The panel will recommend to the Member Organisation concerned whether the candidate has achieved the required standard.
- d) The Member Organisation must inform the candidate of the result of the assessment and their membership status.
- e) In the event that the candidate is dissatisfied with the outcome of the assessment an appeal may be made to the Member Organisation concerned.



UK HEALERS - Quality Criteria

Continuing Professional Development

Reviewed: January 2023

Also known as Continuing Personal & Professional Development. This document defines the minimum requirements to be set by an Accredited Membership Organisation of UK Healers for their Healer Members.

CPD has many uses for Healers:

- To maintain and enhance their knowledge, skills and competence
- To improve client or patient care and welfare through increased understanding and the development of new skills
- To contribute to the development of healing as a whole and to improve the nature and status of healing
- Spiritual self development

CPD is an on-going lifelong process of learning from the point of basic qualification. It is related to the healer's specific therapy and its issues, which enable them to work in a "professional" manner. It involves activities which facilitate the progress of their own and healing's credibility and identity.

CPD can be undertaken on a daily basis, through informal activities between healers. Regularly, via structured guided activities either on an individual or group basis. Intermittently, by attendance at formal events such as conferences or courses. Continually, through reflection on and in practice.

CPD can be undertaken in the clinic while seeing a patient, on the telephone, in e-mails or faxes, in communication with one or more colleagues, by post, in group settings, small informal meetings or large formal events, on the Internet, in the library, at home or in education establishments.

Healers should undertake CPD to a level and rigour that is commensurate with the environment in which they practice or intend to practice healing. This may range from a formal approach utilising a forward plan of activity and daily log for those healers who charge for their services or work within the medical profession to an informal approach for occasional, volunteer healers where, perhaps annually, they should think about how their development can proceed and make plans for this, at least ensuring that they keep up with environmental requirements of healers.

The aim is for healers to achieve an ever-increasing understanding of themselves, the environment in which they give healing, their knowledge, skills and healing ability.