



Energy Healers Organisation

The Industry Body For Energy Healing

Preface

Thank you for your support and time to read this Service Level Agreement. The Energy Healers Organisation hopes that not only are your expectations met but exceeded, and will continue working for the goals as set down below.

- To keep the standards high, we will work together towards the mutual goal of high standards and consistent results with the emphasis on respect and equality born out by the codes and ethics that we must all sign (please see Codes and Ethics and Disciplinary Procedures in Appendix (i) and Appendix (ii) respectively).
- This ethos of mutual respect and integrity will be the strong foundation from which we build.

For those who are unfamiliar with the Energy Healers Organisation PBO, the Registered Public Benefit Organisation registered with the South African government under PBO Ref 930047036 and Charity registration Number 2011/138175/08, **please read on to familiarise yourself with why we started this and when we started this long road to public recognition of the work you do way back in 2008.**

Who We Are

We are an organisation who has been chosen by all the major associations of energy healing modalities to be responsible for their accreditation, assessments (through our RQA aligned assessors), and quality of service feedback to ensure the highest standards.

The Energy Healers Organisation NPC of South Africa is the mandated representative of the Energy Healing sector and addresses industry issues through:

- Lobbying and advocacy, we started this process moving way back in 2008
- Protection of the public good
- Policy influence and Direction
- Ensuring that educational standards are high
- Ensuring that our members keep a uniform code of conduct
- Train our member bodies on what to do with CPD and other changes

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Association.org 1

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 1 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

- Helping ensure transformation in the sector through accessibility programs for the poor
- Acting as a constructive catalyst for sustainable change in the sector
- Engagement with all stakeholders to empower the people
- Promote the use of Energy Healing Modalities
- Making the EHO a first port of call for the government, media, regulators and other stakeholders who wish to engage the sector.
- Increasing the value of representation
- Amplifying the Energy Healers voice, while minimising the costs of doing so
- Leveraging established platforms and channels available within the industry

We are a group of people who wish to get the benefits known about how energy healing (as defined below) plays an increasingly important role in the improvement of every day ordinary people's lives.

We are taking this great honour very seriously and are negotiating with the various bodies involved to make it happen in a way that is fair, accessible, affordable, and protects the public from rogue practitioners as well as be a change agent in the transformation in the industry.

Our Vision

As the **industry body that started the whole process** moving in 2008, Our vision is by the end of 2018 is to be Africa's largest Energy Healers Industry Body for all the associations for these ground-breaking methods that we promise to represent but to have these vital services accessible to all, not just those who can afford it.

Our Mission

Africa has many already well-trained professionals and community elders in a caring position looking after their communities, such as drug-rehab personnel, doctors, psychologists, psychiatrists, physiotherapists, teachers, Imams, Priests, and Rabbis to name but a few.

Our mission is to equip as many communities and community carers and elders with ground-breaking tools, which have been proven to help remove the energy blocks in the way of recovery, removal of trauma, and children achieving their full potential, to name but a few examples.

The Energy Healers Organisation is here to represent the energy healing community and to promote the use of these modalities to help people to help themselves and help others to improve their lives and lifestyles to be better, healthier and to live longer. For the definition of healing as defined as being used by the Energy Healers Organisation, please see Appendix (iii).

Our History

The Energy Healers Organisation was started way back in 2008 officially by a dedicated few headed by CEO, Hilary Albutt, whose dream it was to bring healing to the masses in Africa and in

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org 2

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 2 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

so doing give back and give thanks for the help she had received. With the primary focus of spreading the good news and sharing the knowledge the vision was to have helped as many people as possible to learn a alternative way of healing and helping the community without regard to poverty, status or any other prejudicial issue.

“Africa is the cradle of humanity, yet today it still has some of the poorest nations on earth and some of the least enabled people.

Human beings should not be living like this and the pain and suffering that can be released through using these techniques and should be released from this anguish, people can be freed through the use of Energy Healing Techniques.

To make this possible I assembled a team of people who wanted to be able to say “I made a difference” and we set about doing exactly that. We all make a difference and you can too. Helping others, is the highest form of humility and it is our honour to be able to do just a little more every year with the support of wonderful people who work at this and are making a huge difference in the lives of people who otherwise would have no alternatives for health and well-being.” Hilary Albutt, CEO, Energy Healers Organisation PBO NPC NPO

Quality of training is important for the public protection

We have a strict ethics policy and aim to monitor the quality of training provided by our professional members and provide support so that Energy Healing gets the support we believe it so richly deserves.

Our Value Proposition for Recognised Quality Association Membership

With good people such as yourselves giving back to the community where it is most needed we can do more to help when you join us as a **Recognised Quality Association**.

- By you choosing the Energy Healers Organisation to be the organisation that fully represents the communities desire to be accepted and respected, we can bring the modalities you do to the forefront of the public consciousness and no longer to be spoken of in whispers or ridiculed.
- We aim to get all modalities represented by an association member (a Recognised Quality Association) in our qualification of 532906 accepted by medical aid or medical insurance schemes, as well as by the workplace.
- We help to ensure that the public trust is protected and the greater good is done to protect the public from unscrupulous fly-by-nights who would otherwise give us all a bad name.
- All members/graduates of the **Recognised Quality Association** that have an Energy Healing qualification which is included in the current working group towards the qualification of **532906** get the following:
 - Benefits include practitioners official website listing with your website or email ,

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

3

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 3 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

- plus some marketing on our News section.
- All practitioners and trainers registered with the EHO via their association or they can join the Energy Healers Association if they have no membership, will get a practice number that will be kept in a nationally accessible database (on request and visible on the web site after the public logs in for public safety) to verify the practitioner and Recognised Quality Association is active and up to the required standard.
- The Recognised Quality Association will be listed on its own page on our web site along with a listing page just for RQA's and linked to the specific page confirming current status.

What is required from the Recognised Quality Association

1. To uphold the Codes and Ethics and the aims of the Energy Healers Organisation.
2. To pay R3500 or R35 per member (dependant on the number of members and what is agreed to iro of fees) per annum towards the costs of the Energy Healers Organisation's role as the Industry Body in the qualification of 532906. Please make your payment as follows: **Energy Healers Organisation; FNB; Account 62339114902; Branch Code 203809; Reference with the name of your organisation. Then email admin@energy-healers-association.org with proof of payment, plus full details for your receipt (name of organisation, address, etc) and we will send you your Invoice/Receipt for your records.**
3. To help with joint efforts, such as fund-raising and awareness-raising, and co-operating in order to keep costs as low as possible and standards as high as possible.
4. To keep the Energy Healers Organisation's management committee aware of any issues that require attention, so that your organisation can get the best out of this agreement.
5. To initial each page of this document and sign at the bottom, scan and send to admin@energy-healers-association.org , whereupon, The CEO of the Energy Healers Organisation will initial each page, sign at the bottom, scan, and send back to you.

How The Energy Healers Organisation Became the Industry Body

First of all, Some wording explanation. The Energy Healers Organisation, although ideally should follow normal protocol and abbreviate verbosity by referring to the Energy Healers Organisation as “we” or “us” or "The Service Level Agreement Provider”and your organisation as 'you” or “The Service Level Agreement Partner”, etc, ideally at all times, in this case, and as we are all energy healers, once you have signed the SLA we would like to consider your organisation as part of the Energy Healers Organisation in spirit. In spirit, we are all one.

The Energy Healers Organisation, wanting to keep the integrity of EFT tapping and to protect South African EFT practitioners from unreasonable overseas fees, internet data charges and the need for more expensive electronic equipment than most Africans can afford, kept working with the South

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org 4

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 4 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

African government departments until getting to the point where it was agreed that the Energy Healers Organisation may go ahead and develop a qualification for EFT that was appropriate for all South Africans, and an affordable qualification for the vast majority of South Africans, if not all.

The dream is to make it available to all. This makes good business sense as it increases the market from a small percentage of the African continent to the possibility of many more being able to get help they need in far flung places.

However, the government then made it clear that there were only two choices:

1. Not develop the qualification and leave South African EFT learners, practitioner, and trainers at the mercy of organisations from abroad, who were charging up to (and often in total costing way more than) R30,000 in total per year.
2. Develop the qualification as per the instruction from QCTO. This instruction was and is that we must include every energy healing modality that has not already gone ahead and been developed and whose caretakers with a organisation registered in South Africa want to join the process.

The Energy Healers Organisation was not going to give up and agreed to option 2. above.

All the associations present at the October 2013 meeting voted for the Energy Healers Organisation to be the Industry Body For Energy Healing.

Inclusivity and Having a Voice

As a “nice to have” rather than a 'necessary”, the Energy Healers Organisation would love to invite the organisations who have received this email to one or more of the options below:

- Have a authorised representative on the Energy Healers Organisation committee.
- Have a close link with two committee members (in case one is away or off sick) of the Energy Healers Organisation, where the committee member/s would ensure that your organisation's needs and concerns are addressed.

Recognized Associations

It was agreed in the meeting on 25th June 2015 in Gauteng that only recognized associations with a committee, AGMs, and all that is required for a proper body representing their modality/modalities, with premises registered in South Africa, were to be included. That is, the organisations that were represented in the room.

Full Funding Requirements of the Industry Body Function

Part of the associations who are members is to help fund and support the function of the Industry Body. This means supporting any functions and and events, promotion of the same and providing a liaison to the committee.

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

5

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 5 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

IT Development

It was pointed out that Hilary Albutt as an IT consultant, developer, and programmer, can build a specialised Learner, Assessment, and Qualified Professionals' system that can work for our industry and all the associations and organisations involved at a far reduced discount, if you have any objections to this please make it clear.

Appendix (i)

Energy Healers Organisation CODES AND ETHICS

Confidentiality:

The practitioner must adhere to client confidentiality (keeping a client's secrets), unless a child is being seriously abused (such as sexually) or someone's life is in danger (for example, if the client said they intend to kill their spouse that night).

Personal details such as phone numbers, email addresses and addresses of clients are privileged

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

6

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 6 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

information may not be sold or given out to marketing companies.

Any details of the Session/s are also confidential, and written permission from the client is required before using the information in an article or case study.

Client details need to be stored securely under lock and key. If these details are on a computer, they need to be accessed with an alphanumeric password, which must also be securely placed.

Client details need to be stored for a minimum of 7 years, in case they are needed for legal reasons. The client's doctor may only be contacted with the client's written permission.

Competence:

The practitioner must not practice in return for payment, or in a formal voluntary role (for example, working as a volunteer practitioner in a mental health or cancer charity), or in a free marketing or customer service role (for example, during a free talk) any modality in which they have not received formal training to practitioner level. If the practitioner wishes to practice without any financial or commercial reward a modality in which they have not received practitioner-level training, they must make it totally clear to their client that they do not have the appropriate training, be sure that they have permission from the client to do so, and must limit this practice to very close family and friends only. An exception to this is where the practitioner is doing a Session/s under strict supervision, and according to the instruction of their trainer, whilst doing their professional-level training (for example, performing a Reiki case study as instructed by their Reiki Master).

The Energy Healers Organisation reserves the right to approve or disapprove of professional-level training. This approval is subject to successful application from the practitioner and/or the training body.

Sessions:

Sessions should take place in a safe and comfortable place.

A client needs to be given session/s with the utmost respect and non-judgment: even if what they are saying goes contrary to the practitioner's way of thinking. The issues need to be worked through without prejudice.

A Practitioner is in a position of trust and must never cross inappropriate boundaries. This includes the touching of private parts and requests to disrobe (unless it is part of, for example, an additional massage Session/s the practitioner is additionally qualified to practice and the client has already requested and agreed to).

Children may be seen with the parent's written permission. If the parents leave the child alone with the practitioner, it is recommended that the practitioner get an indemnity signed to cover for personal injury in cases where the child is a self-harming patient.

Practitioners must never promise a cure for any problem.

The doctor's care takes precedence over the complementary practitioners' care and it must never be recommended that they leave this care.

With energy healing, you are addressing the underlying energetic patterns with the goal of bringing balance and harmony within the energetic field of the person, when the body's energy field is balanced and flowing without disruption, the body can naturally heal itself. This does not replace medical or psychological care.

There are instances where energy healing is not the most appropriate immediate or other action, particularly where the client is needing urgent hospitalization (medical emergency, such as heart

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org 7

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 7 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

attack), a danger to themselves (about to commit suicide), others (some extreme psychiatric cases). Here the nearest emergency room may be contacted or a crisis line may be phoned. Unless the practitioner is also a qualified nutritionist, dietician, or other suitably qualified medical practitioner, they may not prescribe supplements or advise on nutrition. They may, however, recommend one of these professionals in appropriate circumstances e.g. anorexia.

Pre-Session/s agreement between the practitioner and client:

It is important to fully inform the client. They need to know about the possibility of the risk of an abreaction and allow them to have the opportunity to exit at this point and not have the Session/s if that is their wish. At no point must you bully or force the client to continue.

Upholding the Energy Healers Organisation:

There also needs to be the following agreement regarding the Energy Healers Organisation herein afterwards referred to as the EHO:

- To always represent the energy healing techniques approved by the EHO and taught or trained by providers approved of by the EHO
- Not to take action that will be harmful or slanderous to the Energy Healers Organisation, any of its members or any of its approved healing methods. You should never bring the association into disrepute.
- Should there be wrong-doing by a member of the Association, the procedure is that members of the public and members of the Association report it to that associations committee, who will then decide upon appropriate action, after due process of a disciplinary committee hearing which could also include a monetary penalty and/or expulsion from the association. If further deliberations it is decided that the association can deal with it internally the EHO will not get involved, unless the complaint is escalated by the complainant for conflict of interest or impartiality, then our processes will take over and impartially decide on the merits of the case before deciding to go forward.

Protection for the Energy Healing Practitioner with regard to online, phone, and distant work:

As part of the pre-Session/s agreement, the practitioner will make the client aware of legal disclaimers. This is particularly pertinent when the session is conducted online via Skype or telephone.

The client must understand:

- the risks, benefits and alternatives to online, phone, and distant work, for example, differing laws across country or state borders.
- that every effort will be made to keep information confidential. However no internet or phone communication can be completely free from those that hack, but the practitioner undertakes to keep information secure on his/her side. The client needs to do the same.
- that the practitioner’s qualifications have been openly shared and that there is agreement to work together under this knowledge.

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org 8

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 8 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

Disciplinary Procedures

Practitioners will follow and abide by any disciplinary decisions made by the committee of the Energy Healers Organisation, which may include expulsion from the member organisation. In this case, no membership fees will be refunded.

The main concerns in the rare occurrence of disciplinary action are to protect the public and uphold the reputation of the association and all its members who abide by its Codes & Ethics.

I agree to the Codes & Ethics above,

Name:

Date:

Appendix (ii)

Energy Healers Organisation

DISCIPLINARY PROCEDURE

1. INTRODUCTION

The purpose of this document is to provide a fair procedure governing the investigation and hearing

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

9

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 9 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

of alleged breaches of the code of professional ethics and conduct for members of the Energy Healers Organisation. (from here on referred to by the abbreviation” EHO”)

The Board of the EHO commits itself, through these procedures, to the development of a high standard of ethics governing the practice of Energy Healing.

These procedures are intended to be corrective and not punitive, where this is possible and desirable, taking into account the interests and protection of the public.

2. DISCIPLINARY COMMITTEE

A Disciplinary Committee shall be made up of at least three persons. The disciplinary committee must:

- 2.1. Conduct disciplinary hearings into alleged breaches of the code;
- 2.2. Ensure that disciplinary hearings are fair and comply with the procedures set out in this document;
- 2.3. On the basis of their findings recommend to the CEO appropriate sanctions in respect of breaches of the code.

3. INITIAL INVESTIGATION OF ALLEGED BREACHES OF THE CODE

3.1 Any person who believes that a practitioner has breached the code may lodge a complaint with the Association.

3.1.1. The complaint should be in writing; and

3.1.2. clearly disclose the alleged breach of the code.

3.2. The chief executive officer must, as soon as practicable after receiving a complaint, conduct an initial

investigation to determine if a “prima facie” case exists for a disciplinary hearing.

3.3. The CEO must inform the complainant that the complaint has been received and is receiving attention.

3.4. The CEO may, in it’s initial investigation:

3.5. interview complainants and other possible witnesses;

3.5.1. subject to clause 3.6, interview the practitioner who is alleged to have breached the code;

3.5.2. notify the practitioner of the alleged breach and, subject to clause 3.6, give the practitioner an

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

10

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 10 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

opportunity to respond within the period specified in that notice;

3.5.4. gather evidence relevant to the alleged breach.

3.6. Before interviewing a practitioner as contemplated in clause 3.5.1, and in any notice contemplated in clause 3.5.2. the CEO must warn the practitioner :

3.6.1 of the practitioner’s right against self-incrimination; and

3.6.2 that any admission or explanation given by the practitioner may be used as evidence against the practitioner at a disciplinary hearing.

3.7. The CEO must keep a written record of the initial investigation.

3.7.1. The record may also be in video or audio visual format and must be accessible on request for a period of seven (7) years.

3.8. If the CEO is satisfied that there is sufficient evidence of a breach of the code by a practitioner, the CEO may refer the matter to the disciplinary committee for a hearing.

3.9 If the CEO is satisfied that: there is no case to answer the CEO will inform both the complainant and the practitioner of the finding and the reasons thereof.

4. NOTICE OF A DISCIPLINARY HEARING

4.1 Once a matter has been referred for hearing by a disciplinary committee, the chief executive officer or the chairperson of the disciplinary committee must issue a notice to the practitioner who has allegedly breached the code.

4.2 The notice must include:

4.2.1. the nature of the alleged breach;

4.2.2. the date, time and venue of the disciplinary hearing;

4.2.3. the practitioner ’s right to be represented at the disciplinary hearing, including the right to legal representation;

4.2.4. the practitioner ’s right to call witnesses to give evidence and to produce books, documents and other items in support of the practitioner ’s case; and

4.2.5. the practitioner ’s right to appeal against any recommendation of the disciplinary committee.

4.3 The notice must be served to the relevant postal, employment and/or residential address appearing on the MIS register by way of:

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

11

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 11 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

4.3.1 delivery by hand;

4.3.2. e-mail:

4.3.3. registered post.

4.4. The date on which the notice is served is regarded as, in the case of:

4.4.1. service by hand, the date of delivery;

4.4.2. service by e-mail, the date sent as reflected on the e-mail:

4.4.3. service by registered post, the date on which the letter was signed for in the absence of proof to the contrary.

4.5. The notice must be served on the accused at least fourteen(14) days before the date of the disciplinary hearing.

4.6 .If in the opinion of the committee, the offense committed is of such a nature that the accused could commit said similar offense or worse, the committee may decide to proceed with the matter in the absence of proof of delivery of the notice.

4.7 The chairperson of the disciplinary committee may issue a summons to any other person to attend the disciplinary hearing in order to give evidence or to produce any books, documents or other items.

4.8 If the practitioner fails to attend a disciplinary hearing, the disciplinary committee may deal with the matter in the absence of the practitioner .

5. THE DISCIPLINARY HEARING PROCEDURE

5.1 The disciplinary committee may postpone or adjourn a disciplinary hearing:

5.1.1. at its discretion; or

5.1.2. on the request of any party to the hearing, prior to the date set for hearing;

5.2 A postponement will not be granted where a particular practitioner's representative is otherwise engaged on the hearing date.

5.3 The disciplinary committee may appoint one or more suitably qualified assessors to be present at a disciplinary hearing, and to advise the disciplinary committee on matters of law, procedure and evidence, or other matters requiring specific expertise.

5.4 The practitioner charged with an alleged breach of the code is entitled to representation, including legal representation at any disciplinary hearing.

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 12 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

5.5. The disciplinary committee must:

5.5.1. record the evidence at a hearing; and

5.5.2. put the charge to the practitioner and ask the practitioner to plead to the charge;

5.5.3. inform the practitioner of the practitioner's rights:

(a) to representation, including legal representation;

(b) against self-incrimination;

(c) to an interpreter; and

(d) to adduce evidence and challenge evidence at the hearing.

5.6. If the practitioner :

5.6.1. pleads guilty to the charge, the disciplinary committee must decide whether or not to hear evidence regarding the charge and record the reasons therefor.

5.6.2. pleads not guilty, the disciplinary committee must hear the evidence regarding the charge;

5.6.3. refuses or fails to plead, the disciplinary committee must enter a plea of not guilty and must hear evidence regarding the charge.

5.7 If the practitioner charged with a breach of the code fails to attend the disciplinary hearing, and the disciplinary committee decides to proceed with the matter in the absence of the practitioner, it must enter a plea of not guilty and hear evidence regarding the charge.

5.8 If the disciplinary committee decides to hear evidence pertaining to the charge, every party to a hearing or the party's representative is entitled to:

5.8.1. lead evidence in support of their case;

5.8.2. cross-examine any witness of an opposing party; and

5.8.3. re-examine any witness led by that party.

5.9. Members of the disciplinary committee may question any witness at the hearing.

6. RECOMMENDATION OF THE DISCIPLINARY COMMITTEE

6.1 The disciplinary committee must make its recommendation on whether or not there has been a breach of the code of practice and ethics only after:

6.1.1. evidence has been completed; and

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

13

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 13 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

6.1.2. every party to an inquiry has been given a fair opportunity to be heard.

6.1.3. ample time has been given for the committee to apply their minds to the process.

6.2 If the disciplinary committee finds that the practitioner has breached the code, the committee must request the parties to make representations on an appropriate sanction. This may include the leading of further evidence, including evidence on any previous convictions of the practitioner for breaches of the code previously recorded through due procedures . A certificate issued by the chief executive officer containing details of any previous convictions constitutes prima facie evidence of such previous convictions.

6.2.1. The committee is not bound by any representations presented in terms of clause 6.2.

6.3 If the disciplinary committee finds that the practitioner has breached the code and recommends a sanction it must:

6.3.1. record its recommendations;

6.3.2. inform the practitioner in writing of its recommendations; and

6.3.3. submit the record of the hearing and its recommendations.

7. WRITTEN SUBMISSIONS TO THE CEO

7.1 On the basis of the recommendation of the disciplinary committee the CEO must recommend a finding and appropriate sanction, if any, and inform the practitioner concerned accordingly.

7.2 A practitioner who is dissatisfied with a recommendation of the disciplinary committee, may make written submissions to the CEO within fourteen (14) days of his or her knowledge of the recommendation of the disciplinary committee.

7.3 The written submissions must set out the grounds on which the practitioner believes the recommendation to be wrong.

8 DECISIONS OF THE CEO

8.1 The CEO, after considering the recommendation by the disciplinary committee and submissions by the practitioner concerned, if any, may:

8.1.1. accept, reject or substitute the recommendation of the disciplinary committee wholly or in part; or 8.1.2. refer the matter to the appeals committee for review.

8.2 The CEO may impose the following sanctions on a practitioner who is found guilty of a breach of the code:

8.2.1. a caution or reprimand;

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 14 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

8.2.2. a written warning or final written warning

8.2.3. the expulsion of the practitioner from the EHO, or subject to specific conditions, the suspension of the practitioner's membership for a period, based upon the committee's recommendations.

8.2.4. recommend that the practitioner make reparations to the affected party or parties.

8.2.5. order the practitioner to issue a public written apology if this is considered suitable to the offense.

9 APPEAL COMMITTEE

9.1 Any practitioner who is found guilty of a breach of the EHO Code of Ethics may appeal to the CEO against the findings or sanction of the disciplinary committee or against both.

9.2 The appeal must be lodged with the Chief Executive Officer, within fourteen (14) days after the disciplinary committee has informed the accused of its recommendation.

9.3 The CEO may-

9.3.1. dismiss the appeal against the recommendation of the disciplinary committee and confirm the recommended findings or the sanction or both; or

9.3.2. uphold the appeal against the recommendation of the disciplinary committee wholly or in part and it must, in this instance refer it to the appeals committee within 30 days of its decision reaching the accused referred to in 9.1.

9.4 The CEO must appoint an appeals Committee of at least 3 persons to hear the appeal.

9.5 A person hearing an appeal must not have been a member of the disciplinary committee which dealt with the matter..

9.6 The appeal should be based on the record of the proceedings of the disciplinary committee. In exceptional cases, the Appeals Committee may hear new evidence in relation to the appeal but only where such evidence was not reasonably available at the time of the disciplinary hearing and may have had a material impact on the outcome of the disciplinary hearing or unfairly biased the outcome due to the lack thereof.

9.7 The Appeals Committee must consider the appeal within 90 days after the notice is delivered to the Chief Executive Officer.

10 THE APPEAL PROCEDURE

10.1 The appeal referred to in Section 9 above must specify the grounds upon which the accused believes the findings and sanction to be incorrect or unfairly prejudiced.

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

15

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 15 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

10.2 The appellant, the CEO and the complainant or their representatives should be given an opportunity to present argument on the appeal before the Appeal Committee reaches a decision.

10.3 The Appeals Committee will make a recommendation to the CEO based on their findings.

10.4 The CEO, after considering the finding and penalty recommended by the Disciplinary Committee or the Appeals Committee, may-

10.4.1. confirm or set aside the finding;

10.4.2. confirm or set aside the sanction; or

10.4.3. refer the matter back to the Disciplinary Committee or Appeals Committee as the case may be for further deliberations.

10.5 A disciplinary finding and sanction only takes effect on confirmation by the CEO..

Appendix (iii)

Definition of Healing

What is healing? This is a word that has many misunderstandings. We are energy healers, and it is important to be recognized as healers in the right context, that of energy healing.

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

16

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 16 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

Healing is:

- A journey, as well as a destination. Results may be immediate and lasting, or they may take time. This depends on the challenges to be solved, the healing modality used, and the physical, emotional, mental, and spiritual condition of the person seeking healing.
- Partial or complete.
- What we want to happen or what we do not expect or think should happen. For example, when healing a painful knee, we may get total relief immediately, or we may initially experience no noticeable improvement in the knee itself. We may suddenly be aware of a pain in the hip that is being helped, we may experience and improvement in our gait or posture, or we may release unexpected emotions. In other words, the healing may need to go to the level of root causes first. Another example for that knee may be that there is damage beyond repair, and so the healing helps us halt or slow down the progress of deterioration of this body part.
- Congruent with what is best for the situation. This is known as the Highest Good. It is not up to us to decide what is right for us. Energy Healing helps us to get clarity and steers us in the right direction for us and our situation.
- Holistic. When you attend a doctor appointment, your doctor will help you fix the symptom that is presenting. So a painful knee, after the appropriate tests, may be fixed with an operation on the knee. But this approach completely ignores any slight imbalance at the hips, for example, which can be the cause of the knee damage in the first place. Eventually, the knee can become damaged again, or the other knee, or the hip can become painful. So, an operation may be done on the other knee, or the hip. A holistic approach would be to help the knee and any root causes.
- Complementary to conventional medical treatment. For example, if you have an infection, it may be important to treat it with antibiotics. Energy healing helps you to be strong from inside, so you can fight off infections yourself in the future. Your practitioner can work with your doctor to ensure best results. Some doctors are also energy healing practitioners, although this is rare.

Healing is not:

- A cure in the medical sense of the word.
- Always in the direction we expect.
- Always for the preservation of life. For example, a terminally ill person can be helped to die in dignity and less discomfort by energy healing, rather than to live. It may be that a complete cure is not possible.
- Please note that the above is not always the case. It may well be that energy healing can help the person live for longer or even have a complete turnaround. However, it is best to approach healing with an open mind and a willing heart, and what will be will be.
- A substitute to appropriate medical care.
- Exclusive to any belief, creed, or religion.

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisation.org

17

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 17 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public

- Something that is done to the client. The practitioner or healer facilitates the client's own healing process for the Highest Good.
- A treatment, a cure, anything involving diagnosis or giving of medicines or herbs.

I agree to this Service Level Agreement

Organisation: _____

Address: _____

Name of Duly Authorised signatory:

Signature of person authorised to act for and on behalf of

: _____

Date: _____

I agree to this Service Level Agreement

Organisation: Energy Healers Organisation PBO

Address: 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town, 8001

Name of Duly Authorised Signatory:

Signature: _____

Date: _____

Energy Healers Organisation, 3rd Floor, Commerce House, 55 Shortmarket Street, Cape Town,
8001, NPC Registration Number – 2011/138175/08,
www.Energy-Healers-Organisations.org

18

Document Title	Associations Service Level Agreement		
Document Number	1.0	Date Compiled:	2015/06/15
Page Number	Page 18 of 18	*Last Revision Date:	16/02/05
Revision Number	Rev 3.4	Access:	public