



CPDSO MEMBER CODE OF PRACTICE

The Member Code of Practice sets out the professional behaviour and conduct expected of accredited individual and corporate members of The CPD Standards Office who undertake an agreement to abide by the Member Code of Practice.

The Code includes mandatory requirements which must be complied with to become and remain a member. It is a very important statement of what it means to be accredited by CPDSO and the levels of professionalism that are required from all our members.

The Code also makes provision for reviewing accredited member status if information is received which may call into question a member's suitability.

Members are expected to subscribe to the terms of the Code of Practice on an annual basis to establish, and maintain, high standards for the conduct of work undertaken alongside products, and services supplied by members.

The principles of the Code of Practice are as follows and CPDSO members must:

- ✓ Maintain a high standard of honesty and integrity in all working relationships whether inside the organisation in which you are employed or with clients and customers.
- ✓ Always act with respect for other individuals in all working relationships whether inside the organisation in which you are employed or with clients and customers.
- ✓ Use reasonable professional judgement when discharging your responsibilities and obligations to learners, colleagues, organisations and the wider profession.
- ✓ Act in accordance with the conditions of membership which may be subject to change from time to time.
- ✓ Raise standards of personal or corporate professional competence by taking advantage of any training that may be made available.
- ✓ Foster the highest possible competence and expertise among those for whom you may be responsible, ensuring the availability of appropriate training for any staff under your control and encourage staff to take part in such training.
- ✓ Comply with both the letter and spirit of the appropriate legislation of the country in which you work.
- ✓ Act in such a way which recognises diversity as an asset and does not discriminate unfairly.



- ✓ Reject working practices, which might reasonably be deemed improper and/or dangerous.
- ✓ Declare any personal interest that may conflict or might be deemed by others to conflict with your impartiality in commercial employment or contractual matters.
- ✓ Refrain from divulging any confidential information which may be received in the course of employment and not seek to use such information to your personal advantage.
- ✓ Take all reasonable steps to ensure that all statements, whether oral, pictorial or written, made when advertising or promoting products and services are accurate and do not transgress the appropriate advertising codes of practice.
- ✓ If accreditation or membership lapses or is cancelled, all references to CPDSO, accreditation or membership and usage of the logo on electronic or printed media must cease immediately.
- ✓ Not seek to dissuade any person from raising a concern or act unfairly towards them if they make a formal complaint.
- ✓ Comply with all reasonable requests for information from CPDSO and cooperate with any investigation instigated by CPDSO.
- ✓ Notify CPDSO within 21 days of any of the following occurring:
 - a. You are made the subject of a bar, partial bar, warning or other action by the Secretary of State or the Disclosure and Barring Service (DBS) in relation to misconduct or working with children, young people or vulnerable adults.
 - b. You are charged with, convicted of, or cautioned for a criminal offence.
 - c. A disciplinary finding is made against you by any professional or regulatory body or by any employer, in this country or abroad.
 - d. You are informed that you are under investigation by any professional or regulatory body, or that you will be the subject of a disciplinary hearing by any employer, in this country or abroad.
 - e. Notify CPDSO of any other information which may have a bearing on your suitability for membership, including anything financial or otherwise, which is likely to diminish the trust and confidence which the public places in you and in the profession.



Acceptable and Non-Acceptable behaviour towards CPDSO staff

It is expected that CPDSO staff will, at all times, treat members and others with whom they come into contact in the normal course of their work with courtesy and respect. It is also expected that they, in return, have the right to be treated in a similar way by members and others.

In the case of any member seen or reported to have breached this Code of Practice by offensive or unacceptable behaviour towards staff, CPDSO reserves the right to investigate and deal with the outcome as set out below.

The member will always be given the opportunity to clarify or explain the circumstances of any breach which may have been reported.

Consequences of Harassment

Harassment is defined as unwanted conduct which has the purpose or effect of violating a person's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. Occurrences of harassment will not, therefore, be tolerated whether by staff, clients or members. Steps will be taken to deal effectively with such behaviour.

Non-Compliance with the Code

Cases of non-compliance will be dealt with, in the first instance, by either the CPDSO Complaints Handling Policy (see Appendix A below) or, in more severe cases by the Independent Expert Advisory Board. In cases of non-compliance where the member has seriously failed to comply with their membership obligations in some way, this could result in the issuing of:

- An informal warning.
- A formal warning.
- A notice of dismissal, in writing, from CPDSO membership and accreditation.

The Code of Practice forms the backbone of the relationship between members. Developed by our Expert Advisory Board, the Code of Practice assures best practice between all stake holders within The CPD Standards Office, and the wider Professional Development Consortium.

It is regularly reviewed and updated to ensure that it remains relevant and appropriate.

All members of the CPD Standards Office pledge to adhere to the Code of Conduct.



In compliance with code section “A notice of dismissal, in writing, from CPDSO membership and accreditation” a note that no refund of fees will be due in this instance might be worth mentioning.

Appendix A - CPDSO Complaints Handling Policy

Our Complaints Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and customer service.

If you have a complaint, please contact us with details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to our Independent Expert Advisory Board.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client relations manager, who will review the matter and speak to the member of staff who acted for you.
3. Our Director of CPD Accreditation & Research will then invite you to a meeting to discuss and hopefully resolve your complaint. This will happen within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, the Director of CPD Accreditation & Research will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an appropriate alternative such as review by a local solicitor, or mediation, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the CPD Standards Expert Advisor Board about your complaint at: richard.gott@memberwise.org.uk – Richard Gott (Independent Advisory Board Chair).

The CPD Standards Office

INDEPENDENTLY ACCREDITED CPD

www.cpdstandards.com



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Normally you will need to bring a complaint to the Expert Advisory Board within six months of receiving a final written response from us about your complaint or within two years of the act or omission about which you are complaining occurring.

Please note that this Complaints Policy is set out to with the intention of resolving any issues to the fullest and continuing an effective working relationship between CPDSO and its members. No refunds or contract cancellations will be considered unless all steps are followed as outlined in this document, and no reasonable solution or resolution is found.