

Member Code of Conduct

The Learning and Performance Institute

www.learningandperformanceinstitute.com



LPI Member Code of Conduct

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LPI Members Code of Conduct

The Learning and Performance Institute is the professional body for training and support professionals at all levels and in all related disciplines.

Members of the Institute are required through their professional status that membership brings, must actively support the ideals of the Institute at all times, through:

- their commitment to the highest possible professional standards
- their total adherence to best and ethical practice
- their commitment to the following Code of Professional Conduct.

The following is The Learning and Performance Institute Members Code of Conduct.

With respect to their professional status, members shall:

- Avoid any activity or conduct which may jeopardise the good reputation of their profession.
- Demonstrate honesty, diligence and appropriate behaviours in the context of their professional situation.
- Seek continual improvements in their professional performance through the updating and refreshing of skills and knowledge to reflect changes in the technology and the services they offer.
- Not provide false or exaggerated representation of their abilities, status, qualification or any other attribute which could have relevance in a professional context.

With respect to their client/employer associations, members shall:

- Act with integrity, honesty and professionalism.
- Recognise their own limitations in skill, knowledge or ability and not undertake any assignment for which they are not suited without first disclosing any unsuitability to relevant parties.
- Be proactive and supportive in the development of others and not withhold or restrict the exchange of information to eligible parties, or unreasonably exploit the lack of knowledge or experience of others.
- Demonstrate fairness, sympathy and integrity in their handling of other people whether in a management, peer or subordinate capacity.
- Take all appropriate actions and precautions to secure the timeliness, correctness and quality of their professional services at all times.
- Take all appropriate actions to accommodate and adhere to budgetary requirements.
- Not make any public statements, in a professional capacity, unless appropriately qualified and suitably authorized to do so.

- Seek to adopt the most relevant methods and provide the best advice regardless of commercial benefit to themselves or any other party/organisation which may assume a vested interest.
- At all times declare any interest in any commercial or professional situation where this interest may have a bearing on any outcome and be detrimental to the business of their employer or client.

With respect to legal and legislative constraints, the member shall:

- At all times act within the law and not knowingly support, encourage or collude with any other party (person, persons or organisation) which may be acting unlawfully, unprofessionally or unethically.
- Maintain a stance of total non-discrimination in situation including but not restricted to sex, age, race, religion or disability.
- Maintain absolute levels of commercial integrity and confidentiality not restricted to, or constrained by the terms of any other agreements which may be in-force at any time.
- In their professional capacity have regard for the protection of the environment and the health, safety and well-being of others.
- Have regard to basic human rights and not jeopardise the rights of others.
- Have knowledge of, and adhere to any legislation, standards or regulations which may be pertinent at any time.

Complaints and Appeal

- Any complaint against a member of the Institute must be made in writing to the Membership Secretary, Learning and Performance Institute, Westwood House, Westwood Business Park, Coventry CV4 8HS.
- The complaint must be set out in full, describing all factors which may be significant, as well as how the member is allegedly in breach of the Membership Code of Conduct.
- Complaints must be marked 'Strictly Confidential to be opened by addressee only'.
- The Secretary will take any actions deemed to be appropriate, and consult with any parties felt to be relevant, in order to identify whether further action should be taken. If no further action is to be taken, it will remain at the discretion of the Secretary whether the member will be notified of the complaint. If further actions are to be taken, the member will be notified in writing and a written response from the member will be required within 14 days.
- The Membership Review Panel will endeavour to meet within 28 days of the member's notification and will review the initial complaint, the member's reply and any other information which has been provided in support/mitigation of the complaint.
- The Membership Review Panel reserve the right to delay their decision in order to carry out further investigation and/or review further information.

- Any of the following outcomes may be the result of the findings of the Membership Review Panel:
 - Dismiss the complaint
 - A warning to the member
 - A warning to the member with a call for written undertaking from the member
 - Reassign the member's membership grade
 - Call for the resignation of the member
 - Expel the member

- The decision of the Membership Review Panel shall be final, however it will be possible for a member against whom a complaint has been substantiated to lodge an appeal. Such an appeal must be in writing to the Membership Secretary, and be received within 28 days of notification of the decision.
- The Secretary will fix a date for the appeal to be heard giving at least 14 days notice to the Member.
- The appeal procedures will follow the same lines as the complaints procedure except the member concerned (or nominated representative) must be present.
- The outcome of the appeal may be to vary, uphold or dismiss the original decision.

Further Information

For further information, please contact the Standards Secretary on +44 (0) 845 006 8858 or email info@learningandperformanceinstitute.com