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#### Overview

Professional bodies develop codes of practice and ethics that define the standards expected from members of their professions which impact on occupational activity. To find out which professional body covers your sector try a web search.

Even though many individuals in the workforce are not members of a professional body users of those services will still expect common standards to be met.

This standard is about identifying and understanding how professional codes of conduct influence the development and delivery of services.

The standard is applicable to people in management, practitioner and operational roles.

## SFJ LG5

### Apply professional codes of conduct and ethics

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#### Performance criteria

*You must be able to:*

- P1 maintain your current knowledge of relevant professional codes of practice with regular updates as agreed with your employer
- P2 explain to others succinctly where and why professional codes and ethics impact on your work
- P3 defend decisions taken for professional or ethical reasons in line with legal and organisational requirements
- P4 provide comprehensive guidance on codes of conduct and ethics applicable to your services to colleagues, customers and stakeholders
- P5 use appropriate channels for raising concerns about misconduct or unethical behaviour
- P6 apply professional codes of conduct in line with organisational requirements

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the importance of an ethical and value-based approach to your services and how to put this into practice
- K2 the principles of the relevant professional codes of practice
- K3 the ways in which these frameworks apply to the management and development of services and systems
- K4 how to write guidance materials for different audiences
- K5 the proper relationship between information providers and their customers, both inside and outside the organisation
- K6 the legal requirements of your role including Data Protection and libel laws
- K7 how to differentiate between personal and professional codes of conduct and when to apply these
- K8 identify where an organisation may be operating in ways that contravene relevant professional codes of conduct or ethics
- K9 different methods of defending decisions and representing these decisions to other
- K10 how to hold others to account and challenge decisions on the basis of codes of conduct and ethics

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#### Additional Information

#### External links

Codes of conduct and ethics can include:

- 1 SRA (Social Research Association) - <http://the-sra.org.uk/>
- 2 MRS (Market Research Society) - <http://www.mrs.org.uk/>
- 3 Data Protection Act - <http://www.legislation.gov.uk>
- 4 IED (Institute of Economic Development) Code of Ethics and Guide to Professional Conduct - <http://www.ied.co.uk/>
- 5 Chartered Institute of Public Relations Code of Ethics - <http://www.cipr.co.uk/>

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<b>Relevant occupations</b>	Information and Communication Technology Officer; Researcher; Economic Development Officer; Marketing Officer; Communications Officer; Public Service Professional; Public Health worker; Trading Standards Officer; Environmental Health Professional; Social Services Manager; Social Services Officer; Housing Officer; Leisure & Tourism Officer; Customer Service Officer; Customer Service Manager; Occupational Therapist; Contracts Officer; Building Control Officer; Enforcement Officer; Engineer; Teaching Professional; Finance Manager; Librarian; HR Officer; Recreation Officer; Fleet Manager; Youth Worker
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