



## **Code of Conduct for Individual Members of the BILD**

### **Why we have a Code**

The Code of Conduct indicates the standards of professionalism expected of a member of the British Institute for Learning & Development. It sets out, in general terms, the standards and duties, which it is reasonable to expect a member to adopt.

The adoption of this Code is an integral part of membership and provides the basis through which the Institute promotes the status of its members and their commitment to quality and good practice.

### **Members of the British Institute for Learning & Development have a responsibility to:**

1. maintain a professional and personal integrity in their work and competence in their professional activities
2. give their own continuing professional development a high priority, regularly updating their professional knowledge and skills
3. support the overall mission and values of the Institute and promote this actively when the opportunity arises
4. conduct themselves in such a way that their conduct would not be reasonably regarded by other members of the Institute, as serious professional misconduct
5. respect confidentiality where this is appropriate and legitimate.

### **For those members working with external clients, the following also applies.**

#### **Members shall:**

6. do their best to evaluate client needs and deliver appropriate and effective services.
7. ensure that their clients and all those participating in any process know what will be involved
8. represent their own competence and experience objectively and avoid the use of inaccurate or deceptive language in describing themselves or their services
9. recognise the extent of, and work from a base of, their own competence and experience
10. decline work and refer their clients to other competent practitioners, if they cannot meet the clients' needs
11. respond to any complaints in a prompt, courteous and substantive manner
12. use the individual membership logo only to show that the individual is a member of The British Institute for Learning and Development, committed to the principles of the Institute's Code of Conduct
13. Where the logo is used on a website, it should be hyperlinked to [http://www.thebild.org/about\\_us/code\\_of\\_conduct](http://www.thebild.org/about_us/code_of_conduct)

## **Important points**

14. At the point of membership subscription renewal, the Institute reserves the right to ask that the member re-applies for their membership; providing references and copies of qualifications accordingly.
15. BILD actively encourages members to engage in professional networking via Linked In, via email, phone or through the website [www.thebild.org](http://www.thebild.org) provided this is done in a reasonable manner, with respect for others, and in accordance with the BILD Professional Networking Code of Practice. Members found to have breached the BILD Professional Networking Code of Practice, or to have colluded in a breach by passing data to third parties will be subject to disciplinary action which may result in expulsion from the Institute.

If you have any queries concerning the Code of Conduct, please contact Sarah Wills, Business Manager of the BILD on [swills@thebild.org](mailto:swills@thebild.org).

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