

Code of Ethics SAPTCO Singapore

SAPTCO Singapore is established by a group of skills training organisations and professionals in the training and adult education and consulting industry that are passionate and believe to learn, share and grow their organizations together. It is an association for accredited training organisations (ATOs), learning service providers (LSP), in-house training organizations and training-consulting providers in Singapore. The Association and all members subscribe to the following SAPTCO's code of ethics to enhance the good reputation and image of its members as a whole.

1. Continuous Improvement

- 1.1 Commit to continuous improvement and support the Association in developing initiatives that will enhance the continuous improvement and development of all Members.

2. Integrity

- 2.1 Adhere to the highest level of integrity when dealing with all stakeholders in the professional and skills training industries such as ATOs & LSPs, training consulting providers, government agencies, suppliers, enterprises, learners, etc.
- 2.2 Account for all services rendered to the clients, and funds collected from the clients, government agencies and other stakeholders.

3. Professionalism

- 3.1 Conduct all business operations and services at a high level of professional standards by safeguarding the trust and best interests of the learners, clients and Association.
- 3.2 Associate business dealings with the Association only with approval, and for the collective benefits of the Association and Members.

4. Comply with all Laws and Regulations

- 4.1 Adhere strictly to all relevant laws and regulations governing the adult education, training and consulting industry as stipulated WDA and other relevant government agencies.

5. Embrace Diversity

- 5.1 Treat all genders, cultures, races, religions and nationalities with respect and sensitivity in the provision of services.

6. Partnership & Collaboration

- 6.1 Work together with fellow Members in achieving mutual win-win business arrangements and collaborations.

7. Confidentiality

- 7.1 Ensure the confidentiality of all personal information received in the course of providing the training and consulting services.

8. Enforcement

- 8.1 The Association Board shall remove an institution from their membership if there is a complaint about the conduct of a Member that, when reviewed, breaches this Code.

Review of Code of Ethics

This Code will be reviewed on an annual basis or whenever necessary. Any amendments and/or additions to the Code must be approved by the Management Committee of the Association.