

For the purposes of this code “members” refers to all individuals whose competence is recognised formally by The Chartered Quality Institute (The CQI). This includes but is not restricted to CQI members, IRCA registered auditors and individuals on other CQI registers, as well as all members of the Board of Trustees, Advisory Council and other governance bodies.

Statement of Personal Responsibility

It is the ethical and professional responsibility of all members to demonstrate the required professional competence and behaviours in discharging the responsibilities of their role. Members must uphold the highest ethical standards and integrity in exercising their professional duties or other activities which might impact on the reputation of the profession and of the CQI. In support of these aims all members are expected to understand and comply with this code of conduct. Furthermore, the CQI reserves the right to suspend or withdraw membership and all associated benefits from members who fail to comply with this code of conduct, in accordance with the Enforcement Processes detailed below.

Professional Competence and Behaviour

In recognising the values and requirements of this code of conduct members shall:

- 1.1. Maintain professional knowledge and competence in order to successfully undertake their role
- 1.2. Act with due skill, care and diligence and with proper regard for professional standards
- 1.3. Undertake appropriate continuing professional development and record it in an appropriate manner
- 1.4. Ensure that clients, employers and others who may be affected by their activities are not misled or ill-informed with regard to their level of competence and capability to successfully discharge their responsibilities
- 1.5. Seek appropriate support whenever they are aware that their level of competency (knowledge, skills, behaviours and experience) might be lacking with respect to the responsibilities they are assigned
- 1.6. Accept responsibility and accountability for their own professional actions and decisions
- 1.7. Always act in a way which supports and upholds the reputation of the Quality profession
- 1.8. Work to ensure that the credibility and reputation of the CQI and all of its stakeholders is protected
- 1.9. Be mindful of the distinction between acting in a personal and in a professional capacity
- 1.10. When managing a team, ensure that those working for them have the appropriate level of competence, supervision and support
- 1.11. Co-operate fully with the Institute in assuring the effective implementation of this Code of Conduct (including investigation and resolution of any alleged or actual breaches)

Ethical Standards and Integrity

In recognising the values and requirements of this code of conduct members shall:

- 2.1 Seek to establish, maintain and develop business relationships based on confidence, trust and respect
- 2.2 Always act honestly in all matters relating to the Institute
- 2.3 Demonstrate sensitivity for the customs, working practices, culture and personal beliefs of others
- 2.4 Safeguard all confidential, commercially-sensitive and personal data acquired as a result of business relationships and not use it for personal advantage or for the benefit or detriment of third parties
- 2.5 Comply with prevailing laws
- 2.6 Advise the CQI Executive in writing whenever there is a suspicion that this code of conduct has been breached
- 2.7 Be mindful of their responsibilities as professional people towards the wider community
- 2.8 Ensure potential or known conflicts of interest are declared at the earliest opportunity to ensure professional judgement is not compromised or perceived to be compromised

Processes for Enforcement of this Code

All members, by virtue of their association with the Institute, have agreed to abide by the following enforcement processes.

1. CQI0070 details the Misconduct Handling process for:
 - a. Reporting breaches of misconduct to the CQI
 - b. Undertaking a Preliminary Investigation
 - c. Conducting a Disciplinary Hearing
 - d. Establish and acting on the Board's decision
 - e. Grounds for appeal
2. CQI0058 details the Disciplinary Appeals process for:
 - a. Submitting an appeal to the Advisory Council
 - b. Preliminary review of the appeal
 - c. Convening an appeal panel
 - d. Reviewing the appeal submission
 - e. Holding an appeal hearing
 - f. Making an appeal recommendation to the Advisory Council
 - g. Communicating the outcomes of the Appeal Panel (Preliminary Recommendation)
 - h. Council review of recommendation
 - i. Appeal decision announced and actioned