

CODE OF PROFESSIONAL CONDUCT



itOL INSTITUTE OF
TRAINING &
OCCUPATIONAL
LEARNING

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The Institute of Training and Occupational Learning exists to promote and support the development and professional standing of its members engaged in the fields of training, assessment and vocational learning. The Institute encourages the highest standards of performance and conduct, and requires all its members to abide by this Code of Professional Conduct.

The Institutes Code of Professional Conduct is founded on three fundamental principles which demand the highest standards of service. Members should always be mindful of their:



- 1. Responsibilities to your Employer or Client**
- 2. Responsibilities to your Learners**
- 3. Responsibilities to your Profession**

Principle 1

Responsibilities to the Employer/Client

Members will carry out their duties diligently, competently and with due regard to the employers or clients interests. To achieve this, members will need to:

- ✚ Ensure that their training and development programmes are aligned with the employers/clients organisational objectives.
- ✚ Reflect the best practices to be obtained within operational constraints.
- ✚ Ensure the accuracy of any information or advice given through a training intervention.
- ✚ Use the most *effective method* of training intervention in any given situation.
- ✚ Continuously develop their skills and knowledge.
- ✚ Maintain the highest levels of commercial integrity and confidentiality.



Principle 2

Responsibilities to the Learner

Members will at all times treat their learners with respect and fairness. To achieve this members will need to:

- ✚ Maintain fair and reasonable standards in their treatment of individuals.
- ✚ Ensure non-discriminatory training practices.
- ✚ Provide the highest standards of development practices.
- ✚ Take all appropriate actions to ensure the timeliness, correctness and quality of their intervention.
- ✚ Do everything that is necessary to enable the learner to learn.



Principle 3

Responsibilities to the Profession

Members will at all times conduct themselves in a manner which will enhance the standing and public regard for the profession. To achieve this, members will need to:

- ✚ Seek improvements in their performance through continuous development of their skills and knowledge.
- ✚ Promote best practice at all times.
- ✚ Share information and ideas with other members for the benefit of the profession.
- ✚ Avoid any activity which may harm the reputation of their profession.
- ✚ Have knowledge of and adhere to any legislation which may impact the profession.



At all times act within the law and not engage in any pursuit that may lead to actions that are unlawful or unprofessional!