

Appendix A - CQI Professional Code of Conduct

For the purposes of this code “members” refers to all individuals recognised formally by **The Chartered Quality Institute [The CQI]**. This includes but is not restricted to CQI members, IRCA certificated auditors and individuals on other CQI registers, as well as all volunteers.

Statement of Personal Responsibility

Members and volunteers 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 and volunteers 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 CQI code of conduct complaints process. The CQI also reserves the right to withdraw or suspend the volunteering arrangements as appropriate.

Professional Behaviour

To demonstrate adherence to this code members and volunteers shall:

- 1.1. Act ethically with due skill and diligence and with proper regard for professional standards
- 1.2. Undertake appropriate continuing professional development and record it in an appropriate manner
- 1.3. Ensure that any stakeholders who may be affected by their activities are not misled or ill-informed regarding their level of competence to successfully discharge their responsibilities
- 1.4. Accept responsibility and accountability for their own professional actions and decisions
- 1.5. Always act in a way which supports and upholds the reputation of the Quality profession
- 1.6. Work to ensure that the credibility and reputation of the CQI and all its stakeholders is protected
- 1.7. Always act honestly in all matters relating to the Institute
- 1.8. Always co-operate fully with CQI’s rules, policies and processes (including investigation and resolution of any alleged or actual breaches) of this code of conduct
- 1.9. Demonstrate sensitivity for the customs, working practices, culture and personal beliefs of others
- 1.10. Inform the CQI if you have grounds for believing that another member or volunteer is in breach of this code of conduct.