



Membership & Association Professionals (MAP) Code of Conduct

For any group of individuals to describe themselves as a profession they must have a set of common principles and standards guiding how they work and the benefits they strive to effect. Each profession has an obligation to set and maintain the highest standards of professionalism and to ensure that its members are given clear guidance on what is expected of them and, in doing so, promote expectations about those standards to internal and external stakeholder groups. The Code of Conduct should be an expression of the group's principles and how all individuals within the group should behave as professionals.

WHO IS THE CODE FOR?

The term 'Membership & Association Professionals' describes those who work to provide services at all levels to members of the membership organisations, professional associations and institutes within which they are employed or with which they are affiliated and who can demonstrate best practice and competence in the role as an individual and as part of an effective team. Membership & Association Professionals always work with the best interests of their organisation's members at the heart of what they do.

PURPOSE OF THE CODE

The purpose and scope of this voluntary *Code of Conduct* is to:

- a. offer guidance on the standard of professional conduct required in order to demonstrate good practice and professional accountability;
- b. demonstrate to employers and staff, other professions and the wider public the standards of professional conduct expected of Membership & Association Professionals;
- c. offer the opportunity for both individual Membership & Association Professionals and their employing organisations to enhance the effectiveness of services to their members

In constructing this code, consideration has been given to the wide range of contexts within which Membership & Association Professionals work. The aim of the Code is that it should apply to all and should sit alongside the legal and regulatory frameworks with which Membership & Association Professionals already work.

POSITIONING THE CODE

The code is also designed to be the first of several guidance documents which will assist Membership & Association Professionals and their employing organisations to demonstrate best practice within the sector (for guidance see also the *Membership & Association Professional Framework* and the *Membership & Association Professional Peer Review*).

At the heart of any code of conduct is the principle that the individual bears personal responsibility for their actions. As this is currently a voluntary code of conduct it is not underpinned by any related disciplinary arrangements. However, it is hoped that those who describe themselves as a member of this profession will comply with all elements of the code at all times. In this way, each is an advocate for the profession by demonstrating their professionalism through their behaviours and attitudes.



The code therefore ascribes attributes of integrity, competence, responsibility and relationships for a membership professional in three areas:

- 1 Personal conduct: Each has an individual responsibility in our delivery of services
- 2 Professional conduct: Each has a responsibility to our employer or service user in delivering those services
- 3 Professional responsibility: Each has a responsibility to the profession and society as a whole as a result of delivery of those services

1 Personal conduct

As Membership & Association Professionals we will:

- Act with integrity at all times, being open, honest and fair in our interactions with all, avoiding any conflicts of interest
- Deliver prompt and accurate service, acting with due care and diligence in the best interests of employer and service users
- Exercise impartial and independent professional judgment to the best of our ability and understanding
- Respect the confidentiality of all information and data acquired during delivery of services
- Ensure that we maintain and continually develop our professional knowledge and competence, identifying relevant required skills and competences and ensure they are kept up to date through continuing professional development
- Accept responsibility for our actions.

2 Professional conduct

As Membership & Association Professionals we will:

- Observe the various requirements of this code at all times
- Adhere to high standards of professionalism in practice at all times
- Work within the law and have knowledge and understanding of relevant legislation, regulations and standards and comply with such requirements
- Act ethically, promoting equality of opportunity for all
- Provide our employers with the benefit of our professional competence and understanding.

3 Professional responsibility

As Membership & Association Professionals we will:

- act in a way that justifies the trust and confidence placed in us by our employer and the public
- act with integrity in relationships with other professionals, both within and outside the employing organisation, as well as with non-professionals and the wider public
- Assist the professional development of staff and colleagues
- Conduct ourselves in a manner which promotes and upholds the good reputation of the profession at all times.

Organisations which adopt this code demonstrate their responsibility to their staff in all these areas, as well as to those to whom they deliver their products and services.

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