



CIBSE Certification Code of Conduct

CIBSE Certification requires high standards of all persons certified under any of its personnel certification schemes. All such certified individuals are required to observe the following Code of Professional Conduct.

Scope of application:

- All CIBSE Certification personnel schemes

Certified individuals shall:

At all times ensure their conduct upholds the reputation of the CIBSE Certification schemes and safeguard the public interest in matters relevant to the provision of their services for which they are certified by complying with the Department for Communities and Local Government (DCLG), Department for Energy and Climate Change (DECC) and the Building Standards Division of the Scottish Government (BSD) requirements upon which this Code of Conduct is based.

Exercise professional skill and judgement to the best of their ability, discharge their duties and responsibilities with fidelity.

Actively maintain, and where possible, encourage others to maintain their professional competence in energy assessment through systematic improvement and broadening of their knowledge and skill in accordance with CIBSE Certification guidelines on Continuing Professional Development as published from time to time.

Ensure at all times that they conduct their activities in a manner that ensures no conflict of interest can arise. Where a conflict of interest or potential conflict of interest is identified you must inform your employer and/or their client and take appropriate actions to mitigate such conflict of interest. Records shall be kept of such actions for examination by CIBSE Certification during audits.

Additionally, you must disclose to their employer or client any significant interest in another company, firm or person carrying on any business that is connected with their activity as an energy assessor, and declare such interests in accordance with the Scheme Rules and the provisions of the relevant legislation.

Declare all complaints received from clients and others and where possible their resolution to CIBSE Certification. All assessors must refer the clients to CIBSE Certification complaints procedure which is available from the CIBSE Certification website.

Maintain adequate levels of professional indemnity insurance and public liability insurance to cover their energy assessment activities set in the relevant scheme information.

Have due regard to the safety, health and welfare of themselves, colleagues and the general public.

Have due regard to environmental issues in carrying out their professional duties.

Seek to promote equal opportunities.

No Certified individual shall transgress this Code of Conduct by:

- Improperly offer or accept either directly or indirectly payment or other inducement to secure work or employment.
- Undertake work for which they knowingly lack sufficient professional or technical competence or adequate resources to meet their obligations.
- Knowingly misrepresent the views of CIBSE Certification.
- Serve their own interests or those of their employer or client when acting as an official representative of CIBSE Certification.

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Transgression

Transgression of this Code of Conduct will be dealt with in a manner proportionate to the impact of the transgression, taking into account whether there has been any previous transgression of this Code of Conduct or any other information that might also be relevant.

In terms of seriousness of transgression the following is provided as guidance:

Minor transgression. No significant impact on clients or other stakeholders associated with the transgression. Assessors will be informed of the transgression and CIBSE Certification will check that there are no further occurrences.

Significant transgression. A transgression that has a significant impact on the client or other stakeholder. The assessor will be asked to undertake additional training to modify their behaviour whilst being allowed to continue to lodge certificates, but could be subject to suspension until a period of training has been completed. An example of significant transgression would be via the customer feedback process where a customer is discontented with the assessor behaviour, but no official complaint has been raised.

Major transgression. Unquestionable evidence that an assessor has failed to meet the Code of Conduct in a way which has had a major impact on the client or other stakeholders. An energy assessor can be expected to be suspended pending a disciplinary hearing. An example of major transgression is where an assessor has provided specific advice to the client outside his remit, or there has been a failure to disclose the scheme's complaints mechanism to the client or other stakeholder.

CIBSE Certification will monitor compliance with this Code of Conduct via audits of records, of the various types of reports or other documentation produced in part, or in full, as part of, an individual's certified activity. This includes contacting individual's clients and using the standard customer satisfaction questionnaire. We will also follow up any complaints individuals may have received or which have been received at CIBSE Certification regarding their behaviour or performance.

An individual can lodge an appeal against a decision made by CIBSE Certification, the appeals procedure is available on the CIBSE Certification website.

By signing this Code of Conduct you are consenting to CIBSE Certification communicating your details to all other scheme providers on refusal, suspension and withdrawal from any certification scheme, as may be required by DCLG, DECC or BSD.

I hereby commit to abide by the above CIBSE Certification Code of Conduct:

Signature: _____ Date: _____
Print Name: _____ Registration number: _____

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