

CODE OF PROFESSIONAL ETHICS AND PRACTICES

National Association of
Workforce Development
Professionals

Revised March 3, 2002

Approved by the NAWDP Board of Directors, March 3, 2002

NAWDP Code of Professional Ethics and Practices

- General Principles -

As a member of the National Association of Workforce Development Professionals, I pledge to:

- Exhibit and uphold the highest standards of professional and ethical conduct in order to ensure the integrity and advancement of the workforce development profession.
- Advance programs and services that are consistent with the public trust and responsive to the public interest.
- Demonstrate commitment to maintaining professional competencies through ongoing professional development.
- Exercise maximum effort in the workplace to ensure optimal benefit to my customers - employers, job seekers and trainees - and to my organization and community.
- Promote cooperation and collaboration with partner organizations in order to maximize our customers' opportunities for success.
- Respect the integrity, promote the welfare and maximize the freedom of choice and informed consent of my customers.
- Respect and protect the privacy of my customers when gathering, recording, storing and sharing confidential information.
- Recognize and respect the unique challenges faced by culturally or ethnically diverse and physically or mentally challenged individuals.
- Abstain from using my official position to secure personal or political privilege, advantage, gain or benefit.

This Code of Professional Ethics and Practices for members of the National Association of Workforce Development Professionals has been adopted to establish and advance the highest standards of professional and ethical conduct among its members. By joining the Association, a member espouses this Code thereby assuring public confidence in the principles and integrity of workforce development professionals.

NAWDP Code of Professional Ethics and Practices

- Standards of Practice -

The standards of practice articulate specific areas of application for professional and ethical behavior and decision-making for members of the profession. These standards for practice are intended to provide detailed guidance to members regarding their responsibilities to customers, their employer, colleagues, partner organizations and the profession in general.

1. Responsibilities to Customers

- 1.1 Customer Commitment - Members respect the dignity and well being of the customer by providing information and services designed to advance the economic interests and welfare of the customer.
- 1.2 Customer Self-determination - Members respect and promote customer freedom of choice and informed consent.
- 1.3 Confidentiality - Members respect and safeguard the customer's right to privacy by promoting confidentiality in gathering, recording, storing and sharing personal and sensitive customer information.
- 1.4 Conflicts of Interest - Members avoid situations where real or potential conflicts of interest may arise. If members find themselves in a conflict of interest situation; they report the situation to their employer at the earliest possible time.
 - 1.4a. Dual Relationships - Members, who in their official capacity are in a position of power, decision-making and/or influence over a customer, do not engage in extra-organizational interpersonal relationships with customers so as to avoid any real or potential harm or exploitation of the customer. If such a relationship is unavoidable for legitimate reasons, the member is required to

disclose the situation to management so appropriate oversight may be provided.

- 1.4b Unfair Influence - Members do not use their official capacity to unfairly influence customers to further their personal, political, religious, business or financial interests.
- 1.4c Acceptance of Gifts - Members do not solicit or accept gifts or services from customers that provide personal gain, benefit or advantage. When in doubt regarding a situation, members are to consult with their employer.
- 1.5 Professional Relationships - Members develop and maintain professional and ethical working relationships with customers.
 - 1.5a Member to Customer Interactions - In all interactions with customers, members act respectfully and professionally. Members refrain from using disrespectful and/or derogatory language. Members take reasonable steps to ensure customers fully understand complex information and are properly prepared to make important decisions.
 - 1.5b Professional Competence - Members do not engage in activities with customers for which they are not competent by means of academic preparation, in-service training, prior experience and/or supervised on-site training.
 - 1.5c Physical Contact - Members avoid inappropriate physical contact and/or comments that might be perceived as unwelcome or harassing.
- 1.6 Standardized Assessment Instruments - Members promote the professional and ethical use of standardized assessment instruments. Members understand that standardized instruments are a valuable part of an assessment process but may require substantial expertise to use properly. Members attempt to prevent and/or correct situations in which standardized instruments are used improperly.

- 1.6a Appropriate Use of Standardized Instruments - Members ensure that standardized instruments will be used only for the purposes identified by the publisher/developer.
- 1.6b Instrument Selection - Members use standardized instruments only with individuals identified as appropriate by the test developer/ publisher. When instruments are used with individuals not identified as appropriate (i.e. not part of a normed group), the member recognizes the results of the testing process may not be valid and uses such results with significant caution.
- 1.6c. Staff Preparation - Members involved in standardized instrument selection, administration, scoring and interpretation must be competent to perform their role in the assessment process by virtue of academic preparation, in-service training, prior experience or supervised on-site training.
- 1.6d Customer Orientation - Members orient customers properly to the purpose and process of any standardized assessment activity in order to ensure the results of the process provide a fair and accurate representation of the customer.
- 1.6e Administration and Scoring - Members follow administration and scoring standards required by the developer/publisher and ensure that the environment during the assessment process provides the most favorable conditions possible for the customer.
- 1.6f Interpretation of Results - Members ensure that customers receive a full and complete interpretation of the instruments' results in a format they can both understand and integrate with other applicable assessment information.
- 1.6g Limitations of Standardized Instruments - Members recognize the proper role of standardized instruments and

take into account such limitations of customers age, physical or learning disability, culture, education, literacy and other related factors.

- 1.7 Use of Technology - Members whose organizations leverage technology in their services matrix must ensure the technology is used to benefit the customer and that adequate safeguards protect the customer's right to confidentiality.
 - 1.7a Self-directed Services - Members ensure that customers accessing information via technology receive proper guidance and oversight in order to maximize their benefit. Members also ensure that the organization's technology is utilized by customers only for authorized activities.
 - 1.7b Confidentiality - Where customers are provided with storage of personal files on internal networks, members ensure adequate safeguards are constructed to protect the customer's confidential information and prevent unauthorized access.

2. Responsibilities to Employer

- 2.1 Commitment to Employer - Members recognize and accept their ethical responsibilities to their employer by performing their job duties with integrity, competence and professionalism. When representing their employer in the public arena, members demonstrate appropriate ethical and professional behavior.
- 2.2 Professional Accountability - Members demonstrate maximum effort in the workplace and promote and support the vision, goals and objectives of the organization. Members adhere to the policies and procedures established by the organization. If members experience conflicts or situations where either the welfare of the customer or the organization is threatened, the member discloses the conflict or situation to the organization at the earliest possible time.
- 2.3 Professional Development - Members demonstrate a positive commitment to professional development in order to increase or

enhance their knowledge, skills and/or competencies. Members participate in performance appraisal processes in a positive manner.

- 2.4 Use of Technology - Members utilize their organizations' technology only for authorized activities. Members do not use the internet, e-mail and/or other electronic systems for personal use unless expressly approved by management. Members do not copy, borrow or in any other way violate the copyright restrictions of software registered to the organization.

- 2.5 Management Responsibilities - Members in supervisory and/or management positions recognize and accept their ethical responsibilities to deal fairly and professionally with coworkers and subordinates.
 - 2.5a Performance Feedback - Members in management positions provide fair, accurate and timely feedback to subordinates in order to facilitate increased performance at the individual, unit and/or department level.

 - 2.5b Staff Preparation and Training - Members in management positions do not require or encourage staff to take on work assignments for which they are not prepared or competent unless training and/or direct supervision is provided. Members in management positions provide ongoing training to subordinates to ensure competence to deal with expanding roles and responsibilities.

 - 2.5c Productive Work Environment - Members in management positions create and maintain productive work environments where colleagues and subordinates are encouraged to perform at optimal levels under positive, non-threatening conditions. Members in management positions encourage colleagues and subordinates to play an active role in continuous improvement processes designed to increase the performance of the organization.

3. Responsibilities to Colleagues

- 3.1 Commitment to Colleagues - Members recognize and accept their ethical responsibilities to colleagues by demonstrating interpersonal respect and cooperation. Members refrain from unwarranted criticism of colleagues, demeaning comments and do not engage colleagues in personal conflicts or disputes. If a member becomes involved in a personal conflict or dispute with a colleague, the member must make a good faith effort to resolve the situation. If unable to resolve the situation, the member should consult with management.
- 3.2 Impairment, Incompetence or Unethical Behavior of Colleagues - Members who observe impairment, incompetence or unethical behavior on the part of a colleague should make a good faith effort to consult with the colleague to make him aware of his behavior and what might be done to prevent and/or correct the situation. If the impairment, incompetence or unethical behavior continues and is of a serious nature, the member must report the impairment, incompetence or unethical behavior to management.
- 3.3 Illegal or Threatening Behavior of Colleagues - Members who observe or who have a serious suspicion of illegal or threatening behavior of a colleague should contact management at the earliest possible time.

4. Responsibilities to Partner Organizations

- 4.1 Commitment to Partner Organizations - Members recognize and accept their professional and ethical responsibilities to partner organizations by demonstrating interpersonal respect, cooperation, collaboration and teamwork. Members refrain from unwarranted criticism of partner organizations and demeaning comments, and do not engage in personal conflicts or disputes with colleagues in partner organizations. If a member becomes involved in a personal conflict or dispute with a colleague of a partner organization, the member must make a good faith effort to resolve the situation. If unable to resolve the situation, the member should consult with his or her employer.

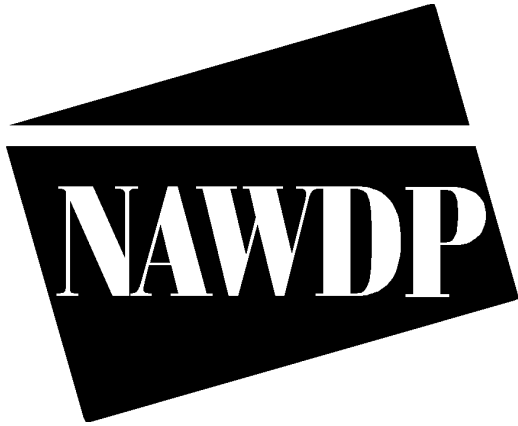
- 4.2 Impairment, Incompetence or Unethical Behavior of Partner Organization Colleagues - Members who observe impairment, incompetence or unethical behavior on the part of a partner organization colleague should make a good faith effort to consult with the colleague to make him aware of his behavior and what might be done to prevent and/or correct the situation. If the impairment, incompetence or unethical behavior continues and is of a serious nature, the member must report the impairment, incompetence or unethical behavior to his or her employer.
- 4.3 Illegal or Threatening Behavior of Colleagues - Members who observe or who have a serious suspicion of illegal or threatening behavior of a partner organization colleague should contact management at the earliest possible time.

5. Responsibilities to the Profession

- 5.1 Commitment to the Profession - Members demonstrate the highest standards of professional and ethical conduct in order to promote the integrity of the workforce development profession and to enhance the identity of the profession in the eyes of the public and other stakeholders.
- 5.2 Advancement of the Profession - Members participate in local, state, regional and national forums and activities intended to further the vision, goals and objectives of the profession.
- 5.3 Program Evaluation and Research - Members contribute to the knowledge base of the workforce development profession by participating in and supporting research and other activities that identify successful strategies and programs.

NOTE #1: Sections of this document were developed by using the following codes as models: *Code of Ethics* of the National Association of Social Workers and the *Code of Ethics and Standards of Practice* of the American Counseling Association.

NOTE #2: Members of NAWDP are encouraged provide whatever feedback or input they feel is necessary. Members are also encouraged to disseminate and discuss these ethical guidelines with colleagues.



National Association
of Workforce Development
Professionals

810 First Street, NE, Suite 525
Washington, DC 20002-4227

Phone: (202) 589-1790
Fax: (202) 589-1799
Email: NAWDP@aol.com
Website: www.nawdp.org