

# CFAMBCD1

## Work to professional, ethical and quality standards



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### Overview

It is essential that consultants observe professional and ethical standards and work to agreed quality standards at all times. This standard focuses on being clear about these professional and ethical standards and identifying and resolving any issues which may prevent these standards being rigorously met. It is also about establishing measurable quality standards for your work and evaluating, with the client if appropriate, whether you are meeting these fully. Professional and ethical standards govern the way in which consultants interact with clients and others with whom they work. This standard, therefore, also covers these relationships, including observing professional boundaries and confidentiality and handling conflicts between yourself and others with whom you work.

It is a fundamental standard for all consultants.

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### Performance criteria

- You must be able to:*
- P1 identify and comply with the professional and ethical standards, codes of practice and legal requirements that apply to your role
  - P2 identify any actual or potential conflicts between the requirements of your work and relevant professional and ethical standards/codes of practice and resolve these, with the support of a manager, supervisor, advisor or client, if required
  - P3 establish measurable quality standards for your work and evaluate – with the support of the client, if appropriate – the extent to which you are meeting/have met these
  - P4 resolve any disagreements with the client about the quality of your work in a professional manner, engaging the support of a third party, if required
  - P5 establish your role and the roles of others with whom you work and maintain clear professional boundaries
  - P6 encourage those with whom you work to work in a professional and mutually supportive manner, including modelling the behaviour you are seeking to encourage
  - P7 treat information with the required level of confidentiality
  - P8 communicate appropriately with those with whom you work, ensuring that they have the information they require in order to work effectively
  - P9 identify any conflicts between yourself and those with whom you work and resolve these in a professional manner, with the support of a manager, supervisor, advisor or client, if required
  - P10 provide feedback to those with whom you work designed to help them comply with professional and ethical standards and develop their performance to meet quality standards

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### Knowledge and understanding

*You need to know and understand:*

#### **Principles, methods, tools and techniques relating to**

- K1 communication
- K2 conflict management
- K3 defining and agreeing roles and responsibilities
- K4 developing an atmosphere of professionalism and mutual respect
- K5 establishing, developing and sustaining working relationships
- K6 information management and confidentiality
- K7 providing feedback
- K8 quality assurance and continuous improvement

#### **Industry/sector specific knowledge and understanding**

- K9 relevant industry/sector specific legal, regulatory, professional and ethical requirements

#### **Context specific knowledge and understanding**

- K10 relevant policies, procedures and requirements of your organisation
- K11 sources of advice, guidance and support

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### Additional Information

#### Behaviours

1. Present information clearly, concisely, accurately and in ways that promote understanding
2. Show respect for the views and actions of others.
3. Give feedback to others to help them improve their performance.
4. Comply with legal requirements, industry regulations, organisational policies and professional codes.
5. Acknowledge when own interests are in conflict with common goals.
6. Identify and raise ethical concerns.
7. Keep confidential information secure.
8. Make appropriate information and knowledge available promptly to those who have a right to it.
9. Work to develop an atmosphere of professionalism, mutual support and respect.
10. Clarify own and others' expectations of relationships and develop shared understanding.
11. Model behaviour that shows respect, helpfulness and co-operation.
12. Take timely action to resolve disagreements.
13. Recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people's energy towards a common goal.
14. Set achievable objectives for self and give a consistent and stable performance.

#### Links to other NOS

This standard is transversal and underpins all the other standards in the National Occupational Standards for Management and Business Consultancy

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**Relevant occupations** Business, Administration and Law; Information and Communication Technology; Arts, Media and Publishing; Health, Public Services and Care; Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Engineering Professionals; Science Professionals; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Social sciences; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Functional Managers; Financial Institution and Office Manager; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Communications; General

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**Suite** Management and Business Consultancy NOS 2009; NOS Suite for Management and Business Consultancy;

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