



## Professional Standards Committee Meeting, Thursday 10<sup>th</sup> July 2014, NCVO, London.

### Action Notes

**Present:** Tom Evans (Chair), Ruth Winden (Secretary), Sian Chaloner, Sue Holden, Pat Pugh, Liane Hambly, Janet Moffett, Jennie Rush and Stacey Powell.

**Apologies:** Siobhan Neary

**In Attendance:** Jan Ellis (CDI Chief Executive) and Claire Johnson (CDI Professional Development Manager).

#### 1. Welcome and Introductions

Tom welcomed Liane and Sian to their first Professional Standards Committee meeting.

#### 2. Action Notes from the meeting on 9<sup>th</sup> April

Sue Holden advised that she had sent her apologies for the meeting held on 9<sup>th</sup> April and the PDM apologised for this omission.

Members of PSC agreed that it is part of their role to be an advisory/steering group for the Professional Development Manager regarding professional development issues, activities and proposed developments and to then offer relevant advice to the CDI Board. As many of the actions that arise from PSC Meetings are of direct relevance for the PDM it was agreed that she would take the Action Notes for these meetings, that Tom as Chair would approve them and the PDM would then circulate to all members.

#### 3. Items not covered elsewhere on the agenda

**PSC Representative:** Tom reported that he had not been able to speak to Sarah Finnegan-Dehn about a PSC representative for Wales. However Sian Chaloner has now been co-opted.

**AGM and Voting:** Tom also reported that he had not been able to speak to Laura Bell about the issues regarding the AGM and voting but that he will be speaking to Karen O' Donoghue and Jan Ellis about succession planning for PSC.

**Removal of the Certificate in Professional Practice from the CDI offer and the removal of the requirement for 20 hours of CPD for CDI members:** Claire reported that these had been completed and that members had been notified and the website amended accordingly.

**Ethical Considerations:** It was agreed that the development of case studies to address each of the principles in the updated Code of Ethics would be useful to do and that this would be considered at a future PSC Meeting once the updated Code has been approved by the CDI Board.

**PSC member Profiles to promote the Register:** Claire agreed to resend the proforma to Tom, Ruth and Jennie and to issue it to Liane and Sian as new members.

**Useful CDI Contact:** Tom mentioned that he had recently met John Taylor who is the former Chief Executive of ACAS. John is also the Chair of Career Wales.

**Actions:**

- Tom to speak to Karen and Jan about the length of term for PSC Members and if this can be for a minimum of two years and a maximum of three years if desired.
- Ruth/Claire to put Ethical Case Studies on the agenda for the next meeting.
- Tom, Ruth, Jennie, Liane and Sian to send their completed Register Profiles to Claire by 30<sup>th</sup> July. (Proformas sent by Claire on 13<sup>th</sup> July).

**4. Register qualifications**

Claire outlined the paper which had previously been circulated to PSC members. All members agreed that it is more appropriate to use the level of a career development qualification (QCF Level 6/SCQF level 11 and above) rather than its breadth of coverage against the National Occupational Standards: Career Development as the criterion for acceptance on to the list of approved qualifications for the Register.

Discussion on the smaller qualifications sometimes held by Careers Educators led to the agreement that only qualifications of 60 credits and above would be accepted. Those people holding qualifications of less than 60 credits can be encouraged to look at the Fast Track route and in the meantime can be a CDI member.

Ruth raised the issue of ICCI Competences in relation to acceptability for the Register. Claire replied that she is looking into this and once a decision has been reached by the Board on increasing the qualifications list she will then look at the ICCI Competences and bring her findings to a future PSC Meeting.

Jan explained that we need more people on the Register and that at least two thirds of members need to be on the Register if we wish to achieve Chartered Status in the future.

**Actions:**

- Claire to add the views of PSC to the CDI Board Paper for discussion on 28<sup>th</sup> July 2014.

The views are:

- PSC agreed that this is the approach to take and that there should be flexibility to add to the career development qualifications list using the criteria of QCF Level 6/SCQF level 11 and above and minimum of 60 credits in size.
- If Board approval is gained Claire will ensure that these qualifications are added to the list plus a note to say that the list may not be exhaustive and to contact her if people hold a qualification that is not on the list. She can then add the qualification if it meets the criteria or refer to PSC for further advice.
- Claire to look at ICCI competences and processes and make recommendation to a PSC meeting before the end of 2014.
- Claire to add information to the Register pages on the website for those people holding qualifications at 60 credits and below and the availability of the fast track route.

**5. Revising the Code of Ethics**

Claire outlined the process she had undertaken to arrive at the draft Code of Ethics previously circulated to PSC members. Everyone agreed that the updated Code was an improvement and that the format and use of the verb “must” made this code easier to understand and remember than the

existing one. Suggestions were made for various amendments and these are covered in the actions below.

Jan asked about the issue of whether or not the CDI should expect members to hold professional indemnity insurance. All agreed that this should not form part of the Code of Ethics but that CDI would recommend that members who are not covered by an employer's insurance should hold professional indemnity insurance and that it is up to the individual to do this and decide on the appropriate level of cover.

### Actions:

Claire to:

- add "and data sharing" to the principle on confidentiality.
- amend the principle on duty of care to include "and their capacity to practice in order to provide an effective service to clients".
- add a new principle on Autonomy and agree the wording with Tom Evans.
- put the principles in alphabetical order.
- present the paper on the Updated Code of Ethics to the Board on 28<sup>th</sup> July 2014.
- add information about CDI advice on professional indemnity insurance to the appropriate part of the CDI website.

*The Updated Code of Ethics amended as stated above appears at the end of this document.*

## 6. UKCDA

Jan outlined the Awards as detailed in the paper previously circulated to PSC members. She explained that there were some changes to the Awards from last year and that these have been agreed by the Board. There will also be an Award in memory of Rodney Cox which will be judged by the Board.

It was agreed that it is important to look at the sustainability of the products for the Best Practice awards and that this should be added to the judging criteria for these awards.

It was also agreed that the maximum length of entries must be a maximum of five sides of A4 and that this must be strictly adhered to.

It was agreed that those people/organisations who are Finalists will be given an unframed certificate after the Awards Ceremony (for ease of transport).

Identified the following PSC members to chair the judging panels.

- Janet Moffatt    Careers Adviser/Coach of the Year
- Pat Pugh        Careers Educator of the Year
- Sue Holden     Best Practice in Career Development Services by an Employer
- Liane Hambly   Best Practice in Delivering Career Development Services by a large employer
- Stacey Powell   Best Practice in Delivering Career Development Services by a small employer
- Ruth Winden    Best practice in the use of Technology in Career Development

### Actions

- Jan will organise for members of Council to join each judging panel, will notify the Chairs and will organise for the relevant information and applications to be sent to the panel members.

## **7. Career Progression Pathway Update – Board Paper**

Claire outlined the ideas for the presentation of the Career Progression Pathway (CPP) and its content as detailed in the previously circulated paper.

All agreed with the proposal and that the CPP needs to be produced as web pages rather than hard copy. Claire explained that the CPP can work both horizontally as well as vertically as regards the hierarchy diagram and that producing this as a web page is easier to do.

Claire explained the issue of the Competency Route, whether or not such a route is still needed and the cost implication in relation to any potential demand.

It was suggested that there may still be a demand from Talent Managers and Career Educators as even though the qualifications list for the Register may be expanded these people may prefer to have a competency route rather than use the Fast Track route.

It was agreed that the Competency Route would be revisited by PSC after Christmas by which time Claire will have looked at the ICCI Competences as this will inform this particular issue.

### **Action:**

- Claire to amend the Board paper to say that PSC approves of both the processes to be adopted and methods for consultation which will be via the Expert Reference Group previously used for the NOS: CD and via Symposia at Annual conference in November 2014.
- Ruth/Claire to add Competency Route as an agenda item for PSC early in 2015.

## **8. QCG/D Course Tutor Rep on PSC**

It had been suggested by Janet Moffett that it could be useful to have a QCG/D Course Tutor as a co-opted member of PSC. This would help Course Tutors to know more about CDI developments and issues. Claire replied that this was now being addressed by the Professional Development Manager attending QCG/D Tutor meetings held twice a year.

Discussion amongst PSC members included the need to have representation from all course centres offering qualifications on the Register list and the potential to involve students.

### **Actions:**

- Claire to continue to attend QCG/D Tutor meetings.
- Jan and Tom to discuss having a session at the Annual Conference at which course centre representatives and students can meet members of PSC.
- Jan and Claire to promote to students the fact that they can be involved in Regional Branch meetings
- PSC to consider involving tutors in producing information for the ethical dilemmas in relation to the updated Code of Ethics.
- Ruth/Claire to put PSC communication and consultation with members on a future PSC agenda and for this to include inviting course representatives and students to attend for part of the meeting.

## **9. Job Advert Analysis – iCeGs report**

The report produced by iCeGS had been previously circulated to members and Claire invited comments on its content and future use.

It was agreed that the report helps readers to understand more about the sector and issues around vacancies and turnover.

It was suggested that in future the CDI could make more of this type of paper and if a similar exercises were repeated then reports could be produced on trends across the sector. Tom has a contact at the Recruitment Employers' Confederation who could be useful in this regard.

It was also suggested that a suite of questions to ask on a quarterly/six monthly basis could be developed as a survey instrument similar to those used by ONS and CIPD.

It was further suggested that a CDI document called "Labour Force Trends" would be a useful addition to the CDI offer and could accompany the Employer Guide to Qualifications currently being written by Claire. The two documents together would be useful in explaining to employers the diversity of roles within the sector and the qualifications available.

**Action:**

- Jan and Claire to have further discussion about producing "Labour Force Trends".
- Ruth/Claire to put discussion of the survey instrument as an agenda item for the next meeting.

**10. Update on Disciplinary and Complaints Process and Duty of Care**

Jan reported that the above is currently with the solicitors for legal advice.

**Action:**

- Claire to revise the draft discipline process in the light of the legal view and bring it to a future PSC meeting.

**11. NOS: CD Update**

Pat reported that very good progress has been made and thanked the members of PSC who had been involved in the Expert Reference Group, Working Group and at the Consultation events held in the four nations. A total of 72 people attended the consultation events and there was an excellent level of interest, commitment and thought given at these four events.

Pat explained that two new NOS had been added by the Expert Reference Group on Leading and managing career development work in an organisation and Plan and design service offer.

Pat mentioned that staff from SQA Accreditation have been very helpful and suggested that the NOS on Ethical Practice be integrated throughout all other relevant NOS and that this has now been done as part of the draft NOS. The NOS are currently with the ERG for quality assurance purposes prior to being uploaded by Pat as draft NOS onto the database in late July/early August.

The on-line consultation will take place over late Summer/early Autumn. This will use the comprehensive invitation list that has been developed by Pat and there will also be open consultation via a link on the CDI website.

In response to a question from Tom about future uses of the NOS Claire replied that she has written a paper for the Board meeting on 28<sup>th</sup> July and that this covers using the NOS for CDI CPD purposes, for the CDI Resources area and also the role that the CDI can have in promoting the use of NOS by employers, e.g. recruitment, benchmarking, assessing contractor delivery/skills sets etc.

### **Actions**

- Pat to discuss with Jan how to showcase the NOS: CD at the Annual Conference. (Post meeting it has been agreed by Jan, Pat and Claire that the two Symposia will be of the Future Use of NOS: CD and will include consultation on the Career Progression Pathway and the use of NOS: CD within this.
- Claire to present her paper on the Future Uses of NOS: CD at the next PSC meeting.

### **12. Feedback on the June edition of Career Matters (Professional Development issue)**

Claire invited comments on the recent edition of Career Matters.

Tom replied that his wife Marie who is a Careers Teacher was very impressed by it and is keen to encourage other career teachers in Northern Ireland to become members of the CDI. Jan mentioned her recent contact with Cathy Moore from NISCA and the possibility of bulk membership and CDI attendance at the NISCA Conference in November.

### **Action**

- There will be a Professional Development edition of Career Matters each year. Contact Jan or Claire with any ideas for articles.

### **12. Next meeting**

This could either be the Sunday before Annual Conference (15<sup>th</sup> November) or the Wednesday after (19<sup>th</sup> November) in Glasgow. Jan will contact the hotel about accommodation discount.

Claire Johnson  
Professional Development Manager  
14<sup>th</sup> July 2014.

## Career Development Institute - Draft Code of Ethics

### Purpose

- To cover the professional behaviour and practice required of all CDI members.
- To inform the public of the ethical principles to which all CDI Members adhere.

The CDI, whilst recognising the diversity of backgrounds and work settings of its members, requires all members to adhere to the highest standards of professional behaviour as set out in the twelve principles below:

### 1. ACCESSIBILITY

Members must promote access to career development activities and services in a range of ways that are appropriate and ensure inclusion.

### 2. ACCOUNTABILITY

Members are accountable for their career development activities and services and must submit themselves to whatever scrutiny is appropriate to their role, including the CDI Discipline and Complaints Process.

Members must act in the interest of society and at all times exercise integrity, honesty and diligence.

Members must in all circumstances endeavour to enhance the standing and good name of the career development profession and the Career Development Institute.

### 3. AUTONOMY

Members must encourage individual autonomy in making decisions and always act in the individual's best interests.

### 4. COMPETENCE

Members must represent their professional competencies, training and experience accurately and function within the boundaries of their training and experience.

### 5. CONFIDENTIALITY

Members must respect the privacy of individuals, disclosing confidential information only with informed consent, except where there is clear evidence of serious risk to the client or welfare of others.

Members must inform clients of the limits of confidentiality and data sharing at the outset.

### 6. CONTINUOUS PROFESSIONAL DEVELOPMENT

Members *must* maintain their professional competence, knowledge and skills through participation in continuous professional development informed by reflective practice and the National Occupational Standards: Career Development.

## **7. DUTY OF CARE – TO CLIENTS, COLLEAGUES, ORGANISATIONS AND SELF**

Members have a duty of care and are expected always to act in the best interests of their clients.

Members must develop and maintain professional and supportive working relationships with colleagues both inside and external to their own organisation and respect the contributions of other career development professionals to the activities and services on offer.

Members must fulfil their obligations and duties to their employer (where applicable), except where to do so would compromise the best interests of clients.

Members have a duty of care to themselves, both in terms of their personal integrity, personal safety and their capacity to practice in order to provide an effective service to clients.

## **8. EQUALITY**

Members must actively promote equality and *diversity* and work towards the removal of barriers to personal achievement resulting from prejudice, stereotyping and discrimination.

Members *must* treat clients equally regardless of their gender, age, race, disability, religious beliefs or sexual orientation.

## **9. IMPARTIALITY**

Members must ensure that professional judgement is objective and takes precedence over any external pressures or factors that may compromise the impartiality of career development activities and services. In doing so, members must ensure that advice is based solely on the best interests of and potential benefits to the client.

Where impartiality is not possible this must be declared to the client at the outset.

## **10. JUSTICE**

Members must be just and fair to all clients, respect their human rights and dignity and adhere to any legal requirements and obligations.

## **11. TRANSPARENCY**

Members must provide career development services and activities in an open and transparent manner.

## **12. TRUSTWORTHINESS**

Members must act in accordance with the trust placed in them, ensure that the clients' expectations are ones that have reasonable expectations of being met and honour agreements and promises.

**N.B.** Within this code of ethics references to specific job roles or services has been avoided. Instead reference is made to career development activities and services which is taken as including career information, advice, guidance, development, coaching, education and talent management.