CODE OF PROFESSIONAL ETHICS

AND PRACTICES

Northeast Tennessee

Workforce Development Board

Adopted by the Northeast Tennessee Workforce Development Board

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_**

DateCode of Professional Ethics and Practices

- General Principles -

As a board member of the Northeast Tennessee Workforce Development Board (NETWDB), 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 of the Northeast Tennessee Workforce Development Board been adopted to establish and advance the highest standards of professional and ethical conduct among its members. By being a member of the NETWDB board, this Code is hereby accepted, thereby assuring public confidence in the principles and integrity of workforce development professionals.

- 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.

**Responsibilities to Customers**

1.0 Customer Commitment – 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.

1.1 Customer Self-determination - Respect and promote customer freedom of choice and informed consent.

1.2 Confidentiality - Respect and safeguard the customer’s right to privacy by promoting confidentiality in gathering, recording, storing and sharing personal and sensitive customer information.

1.3 Conflicts of Interest - 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.

1.3a Dual Relationships – Board 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.

1.3b. Unfair Influence – Board members do not use their official capacity to unfairly influence customers to further their personal, political, religious, business or financial interests.

1.3c Acceptance of Gifts – Board 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.

**Responsibilities to Partner Organizations**

2.0 Commitment to Partner Organizations - Board members recognize and accept their professional and ethical responsibilities to partner organizations by demonstrating interpersonal respect, cooperation, collaboration and teamwork. 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 board member becomes involved in a personal conflict or dispute with a colleague of a partner organization, the board member must make a good faith effort to resolve the situation.

2.1 Impairment, Incompetence or Unethical Behavior of Partner Organization Colleagues – Board 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.

2.2 Illegal or Threatening Behavior of Colleagues – Board 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.

**I AGREE TO ABIDE BY THIS CODE OF ETHICS.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NAME DATE**