

CODE OF CONDUCT
FOR
EMPLOYMENT AND TRAINING
PROFESSIONAL

CODE OF CONDUCT
FOR
EMPLOYMENT AND TRAINING PROFESSIONALS

The use of this Code by Employment and Training Professionals is subject to the rules of their employing agency or organization. The rules of the employing agencies or organizations should always supersede code standards should a conflict arise between the two.

PREAMBLE

Employment and Training Professionals are a group of helping professionals that provide services to customers to identify, prepare for, obtain and maintain meaningful employment which also improves the quality of the workforce and economic competitiveness of local business.

Employment and Training Professionals in providing services to customers, subscribe to the following basic principles:

1. Each customer has the right to respect and dignity as a unique human being.
2. Each customer has the right to receive service in a safe secure environment.
3. Each customer has the right to choice and the responsibility for decisions reached.
4. Each customer has the right to privacy.
5. Each customer has the right to receive services from a highly skilled professional.
6. The organizations that employ professionals have the right to expect them to contribute to the goals of the legislation, the specific objective of the organization, and policies in place.

STANDARDS OF PRACTICE

The standards of practice specify the areas for professional conduct and decision-making. The standards of practice are intended to provide detailed guidance in regard to customers, employers, colleagues and partner agencies.

SECTION I – RESPONSIBILITIES TO CUSTOMERS

1. Customer Commitment
Professionals respect the dignity and well-being of the customer by providing services regardless of ethnicity/race, age, economic status, gender, special needs, religious/spiritual identity, belief, practice and appearance.
2. Customer Right to Safety
Professionals will ensure a safe working environment for the customer and staff by understanding and utilizing the model Emergency Organization Guide for Workforce Centers by the Oklahoma Employment Security Commission.
3. Customer Right to Self Direction and Choice
Professionals promote the customers right to choose by providing workforce services after alternatives and consequences of decisions are discussed collaboratively with the customer. Any services excluded or limited by the Act or State and local policy should be included in the discussions.
4. Conflicts of Interest
Members avoid situations where real or potential conflicts of interest may arise. Professionals that find themselves in a conflict of interest situation should report the situation to their supervisor at the earliest time possible.
 - a. Dual Relationships
Professionals, who 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.
 - b. Unfair Influence
Professionals do not use their official capacity to unfairly influence customers to further their personal, political, religious, business or financial interest.
 - c. Acceptance of Gifts
Professionals do not solicit or accept gifts or services from customers that provide personal gain, benefit or advantage.

5. Confidentiality

Professionals respect and safeguard the customer's right to privacy by promoting confidentiality, in gathering, recording, storing and sharing personal and sensitive customer information.

 - a. Invasion of Privacy

Professionals shall not make inquiry into persons or situations not directly associated with or affecting customers employment/training issues.
 - b. Duty to Warn

Refer to "Emergency Procedures" in OESC's Emergency Operations Guide.
6. Assessment Instruments

Professionals promote the ethical use of assessment instruments. Professionals understand that instruments are a valuable part of an assessment process and require substantial expertise to use properly.

 - a. Professionals should only use assessment instruments approved by their agency and according to the agency's procedures.
 - b. It is the professional's responsibility to use additional personal information carefully and to document any assessment results that are modified.
7. Use of Computers

Computer applications are used to provide services, the professional should ensure that:

 - a. the customer is intellectually, emotionally, and physically capable of using the computer application.
 - b. the computer application is appropriate for the needs of the customer.
 - c. the customer understands the purpose and operations of the computer applications.
 - d. a follow-up of customer use of a computer application is provided to correct possible misconceptions, discover inappropriate use and access subsequent needs.

SECTION II – RESPONSIBILITIES TO EMPLOYER

1. Commitment to Employer

Professionals have a responsibility both to the individual who is served and to the agency within which the services is performed. Professionals recognize and accept their responsibilities by performing their job duties with integrity, competence and professionalism. When representing their employer in the public arena, professionals demonstrate appropriate behavior.
2. Staff Responsibility

Professionals recognize and accept their responsibilities to colleagues by demonstrating interpersonal respect and cooperation. Professionals refrain from criticism of colleagues, demeaning comments and do not engage colleagues in personal conflicts or disputes.
3. Partner Organizations

Professionals recognize and accept their responsibilities to partner organizations by demonstrating respect, cooperation, collaboration and teamwork. Professionals refrain from criticism of partner organizations and demeaning comments. Conflicts and disputes with partner organizations should be avoided.
4. Professional Development

Professionals demonstrate a positive commitment to continuous professional development in order to increase or enhance their knowledge, skills and/or competencies. Members participate in performance appraisal process in a positive manner.