

Practice within an ethical and value framework in design service organisations

Overview

You will be able to present clear, accurate and valid technical recommendations, judgement and service ethically. You will need to make judgements and offer advice which balances the needs of the organisation, its' client, the resources available and the needs of the people in the community, which identifies ethical standards (including health, safety and welfare) and any conflicts of interest.

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Performance criteria

You must be able to:

- 1 make judgements and offer advice which balances the needs of the client, the resources available and the needs of people in the community who are directly and indirectly affected
- 2 ensure that appropriate action is taken to address or prevent unethical behaviour within your organisation
- 3 take clear and unequivocal personal responsibility for your own decisions and the decisions of others in your organisation
- 4 behave in an ethical manner and take appropriate action if unethical behaviour is brought to your attention within your organisation
- 5 establish a system of communication within your organisation to report instances of unethical behaviour which encourages responsibility and empowerment at all levels
- 6 offer judgements and advice which recognise the needs of other people
- 7 manage criteria that identify offers and contracts which are illegal and which may generate conflicts of interest and reject those that fail the criteria
- 8 define the limits of your professional expertise and set perimeters to work within them
- 9 disclose information obtained from clients only to people who have a right to receive it
- 10 enter into formal and informal contracts and agreements for advisory and problem-solving services which conform to legal requirements, ethical standards and recognised good practice
- 11 define and agree the terms of reference and the expectations of the people involved in contracts
- 12 set up systems to protect the individual and the interests of society and to indemnify clients where the advice given results in loss or damage to the client
- 13 keep all funds, including interest, held on behalf of clients, separate from personal and organisational funds
- 14 promote a culture of honesty and equity with people, identify areas of weakness and recommend or implement improvements

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Knowledge and understanding

You need to know and understand:

- 1 how and why to make judgements which balance the needs of the client, the resources available and the needs of people in the community who are directly and indirectly affected (evaluation)
- 2 how and why to offer advice which balance the needs of the client, the resources available and the needs of people in the community who are directly and indirectly affected (synthesis)
- 3 how to ensure that appropriate action is taken to address or prevent unethical behaviour within your organisation (application)
- 4 how and why to take clear and unequivocal personal responsibility for your own decisions and the decisions of others in your organisation (evaluation)
- 5 how to behave in an ethical manner (application)
- 6 how to take appropriate action within your organisation if unethical behaviour is brought to your attention (application)
- 7 how and why to establish a system of communication within your organisation to report instances of unethical behaviour which encourages responsibility and empowerment at all levels (synthesis)
- 8 how and why to offer judgements and advice which recognise the needs of other people (synthesis)
- 9 how and why to manage criteria that identify offers and contracts which are illegal and which may generate conflicts of interest (evaluation)
- 10 how and why to reject offers and contracts which are illegal and which may generate conflicts of interest that fail the criteria (evaluation)
- 11 how and why to define the limits of your professional expertise and set perimeters to work within them (evaluation)
- 12 how to disclose information obtained from clients only to people who have a right to receive it (application)
- 13 how and why to enter into formal and informal contracts and agreements for advisory and problem-solving services which conform to legal requirements, ethical standards and recognised good practice (evaluation)
- 14 how and why to define the terms of reference and the expectations of the people involved in contracts (evaluation)
- 15 how and why to agree the terms of reference and the expectations of the people involved in contracts (evaluation)
- 16 how and why to set up systems to protect the individual and the interests of society and to indemnify clients where the advice given results in loss or damage to the client (synthesis)
- 17 how to keep all funds, including interest, held on behalf of clients, separate

from personal and organisational funds (application)

18 how and why to promote a culture of honesty and equity with people, identify areas of weakness and recommend or implement improvements (synthesis)

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Scope/range

1 Conflicts of interest:

- 1.1 offers which may result in adverse conditions to other individuals or the community
- 1.2 actions which may mislead other individuals
- 1.3 actions which involve the financial interest of the practitioner
- 1.4 giving unfair advantage to the practitioner's family or friends
- 1.5 as defined by legislation

2 Ethical standards:

- 2.1 personal beliefs
- 2.2 ethical codes of practice within the occupation, discipline or organisation
- 2.3 recognised norms of consistency in matters of intention, description and action
- 2.4 mandatory ethical codes of practice within the occupation or discipline
- 2.5 statute law both national and international voluntary codes of practice
- 2.6 duty of care
- 2.7 organisational policies
- 2.8 indemnity insurance
- 2.9 guarantees
- 2.10 contract conditions
- 2.11 bonds

3 Systems:

- 3.1 organisational policies
- 3.2 indemnity insurance
- 3.3 guarantees
- 3.4 contract conditions
- 3.5 bonds

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