



Code of professional standards

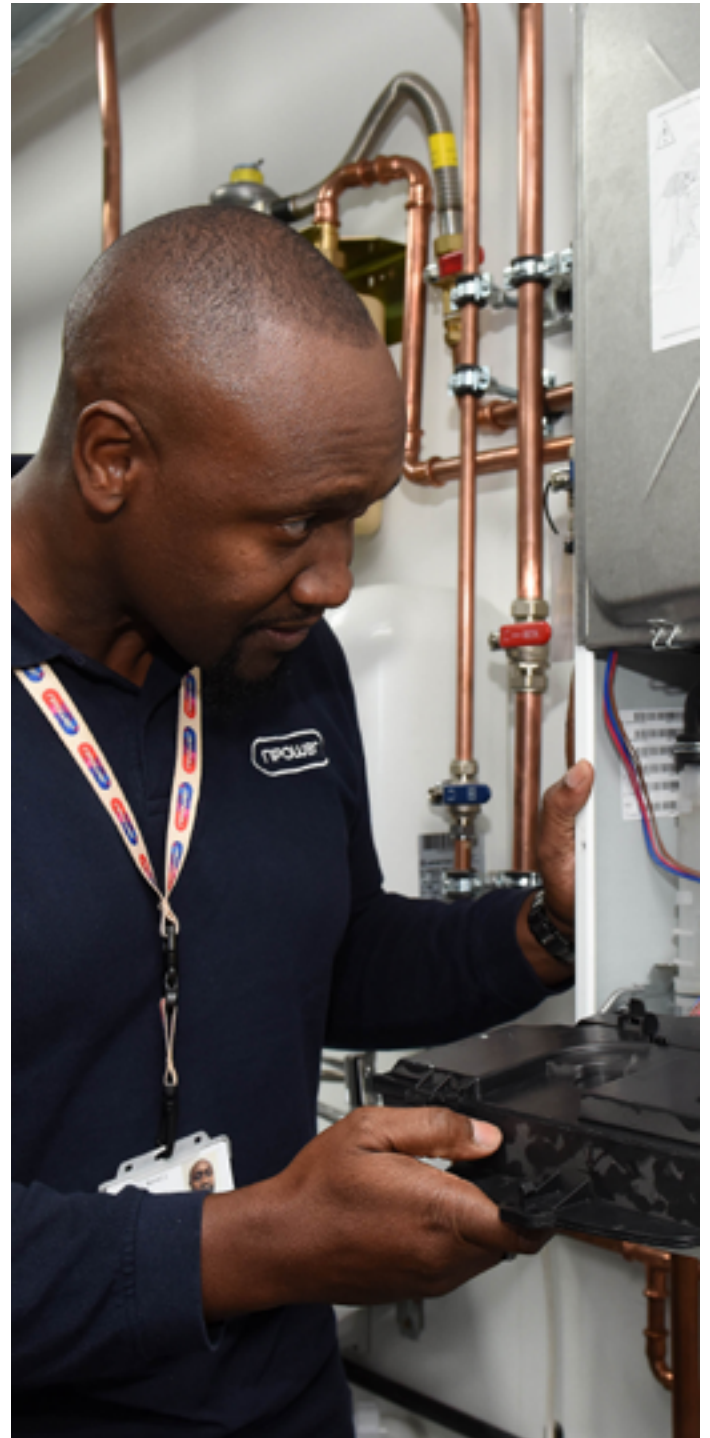
Code of professional standards

How do you know that the person you choose works to the correct quality standards and mandatory requirements?

Members of the Chartered Institute of Plumbing and Heating Engineering commit to be governed by a Code of Professional Standards. As members are vetted before being accepted into membership, you can be confident that you will be employing someone with the necessary skills and a commitment to high standards.

CIPHE membership identifies a professional who is competent, responsible and dedicated. Whilst mistakes can happen in any walk of life, if you choose a CIPHE member, you have the back-up of an independent complaints system. Should you need to make a formal complaint, the CIPHE will act independently to assess and act upon all information received.

Our Investigation Panel and Disciplinary Committee oversee adherence to the Code, examining all complaints referred to them, with the exception of contractual related matters. Outcomes can range from *'No case to answer'* to *'Removed from membership'*.



Whilst at work each individual member of the Institute must:

1 Perform professionally, competently and responsibly

Carry out their own work or supervising the work of others with due regard to technical quality, appropriate insurance cover[†] and the interests of employers and clients; communicating and performing to an acceptable standard; and with a duty of care to employers and clients

2 Safeguard the environment and public health and safety

Take all reasonable care to avoid damaging the local and wider environment and without creating any danger of death, injury or ill-health to any person, or damage to property.

3 Comply with all relevant laws, regulations, standards and codes

Work in accordance with the relevant statutory requirements and conform to the appropriate British Standards Codes of Practice. In the case of Fellows and Members registered with the Engineering Council, also conforming to the Council's Codes of Professional Practice.

Notify the Institute if they have been subjected to any of the following:

A criminal conviction, or an adverse civil court judgement, related to any aspect of the Institute's Code of Professional Standards (whether in the UK or overseas)

Been declared bankrupt or disqualified as a Company Director or Charity Trustee.

Had membership of another professional body terminated as the result of a disciplinary procedure.

4 Broaden, improve and maintain skills, knowledge and personal qualities

Keep up-to-date with developments in the plumbing mechanical engineering services industry by attending, recording and reflecting on Continuing Professional Development and other relevant training activities.

5 Uphold the dignity, standing and reputation of the Institute and the plumbing mechanical engineering services industry and the CIPHE

Act professionally and adopt a form of behaviour and appearance that will not cause offence or embarrassment to others.

6 Raise awareness of wrongdoings against others

Support a colleague or any other person to whom they have a duty of care who in good faith raises any concern about a danger, risk, malpractice or wrongdoing which affects others (blows the whistle). In addition, to notify the Institute of any significant violation of the Institute's Code of Professional Standards by another member.

[†]Where appropriate to Insure against Legal Liability for injury or disease to their employees as defined by the Employers Liability (Compulsory Insurance) Act 1969 and to protect the public by Insuring against Legal Liability by purchasing Public/Products Liability Insurance, with a minimum indemnity of £2,000,000.

About the Code

Like many professional bodies, the CIPHE has a code of conduct — *the Code of Professional Standards* — which all individual members agree to abide by on signing up to membership.

One of the primary aims of the CIPHE is to raise standards within the industry, and its Code is one of the main tools it uses to achieve this aim. It also helps give consumers peace of mind when choosing a CIPHE member to work in their home.




The Code consists of practices which good, competent, professional plumbing and heating engineers will already be applying in their work.

The Code reflects the changing world we live and work in today by reinforcing the need to act professionally, competently and responsibly.

The Code applies to all individual members. In the unlikely event of a complaint against a Trainee, Affiliate or Companion member, the Investigation Panel will take into account that those enrolled are regarded as 'non-qualified'.



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