

## DEONTOLOGICAL CODE

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## DEONTOLOGICAL CODE

### 1. Scope

This code establishes the behaviours and rules that all professionals certified, qualified or on undergoing certification / qualification by Quali Register must undertake to respect when carrying out their activities.

### 2. Code of professional conduct

All the certified/qualified professionals or in the process of being certified by Quali Register and all Organizations whose training courses have been qualified/recognized and/or in the process of qualification/recognition, engage to:

- Respect this code of conduct;
- Comply with Quali Register rules and all applicable procedures.;
- Do not carry out harmful actions of any nature against the image and reputation of people, companies, entities and customers, including potential ones, in the professional service, as well as against Quali Register;
- Fully cooperate in any formal investigation due to breaches of these rules initiated by Quali Register or by accreditation bodies to resolve specific complaint cases;
- Satisfy all the commitments taken by signing the professional assignment (if applicable);
- Do not carry out promotional activities (informative materials, advertising, etc.) that may induce the organizations subject to verification to incorrectly interpret the meaning of the certification and not induce false expectations;
- Behave in a correct and independent manner from any interest or pressure of any nature that may compromise one's work both towards Quali Register., and towards its customers
- Provide customers with a form to fill in in the event of any complaints relating to the services provided, to be forwarded both to the certified person/organization affected by the complaint, and to Quali Register
- Use the data and confidential information confidentially and in full compliance with the laws in force on the protection of privacy;
- Report any previous episode damaging to one's professional integrity

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- Do not propose to the customer situations that do not correspond to reality
- Respect the absence of conditioning deriving from commercial, economic or any other nature in the activities subject to qualification
- Do not accept fees, gifts or favours of any kind from people, companies, customers or their representatives;

In addition, the following applies specifically to *training activities* beyond that already indicated:

- not to steal and / or disclose exam material;
- Do not engage in direct or indirect competitive activity with Quali Register
- Behave loyally and independently from any kind of conditioning that may influence one's work both towards its customers and towards the collaborators in the management and courses organization;
- Carry out the training activity in accordance with the applicable current legislation
- Manage clear communications regarding the course, the methods of execution and the purposes of the course
- Do not use the course qualification as a synonym of professional certification / qualification for the participants

**The professional**

Date, \_\_\_\_/\_\_\_\_/\_\_\_\_

(Name, surname and signature)

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