

Introduction

The Institute of Consulting (IC) is the professional body for consultants and advisers. Its mission is to develop, represent and promote leading consultants whose services increase business effectiveness in the UK and worldwide. The IC is an organisation within the Chartered Management Institute (CMI). Both Institutes have a responsibility to their professions in relation to the professional conduct, levels of competence and standards of behaviour of their members.

In becoming an individual member or a practice member of the IC, you are signing up to adhere to the standards of professional conduct and competence as set out in this IC Code of Professional Conduct and Practice.

Honesty, integrity and trust, together with the display and maintenance of high standards of professional conduct and competence, lie at the heart of best practice in business advice, management consultancy and management in general, wherever practised in the world. The required high standards apply equally to personal behaviour as a professional; to working relationships with team members, other colleagues and stakeholders; to interaction with clients, customers and business partners; and to actions which have an impact on society at large.

IC practice members have a professional obligation in terms of the support they give to IC members, the IC itself and the business consulting profession as a whole. These obligations extend to all staff within the practice, not just IC members.

The IC Code works on four levels and outlines the respective responsibilities of:

- the individual
- IC members in their practice or organisation
- the IC practice member, via its designated representative
- the IC itself.

Adherence to the standards of conduct, competence and practice as set out in this Code, together with an ongoing commitment to self-development, are fundamental requirements of IC membership. The Code sets a high standard, to which all members agree to adhere when they join the IC, and to which they recommit on annual membership renewal.

Information which comes to the IC's attention, suggesting that the conduct of an individual or a practice member may not be in accordance with the provisions of this Code, will be reviewed under the complaints handling and resolution process, overseen by the Professional Standards Committee, whose membership comprises members of both the CMI and IC.

For more information

call 01536 204 222

e-mail welcome@iconsulting.org.uk

or visit www.iconsulting.org.uk

For information on the professional conduct procedures underpinning this Code, contact Valerie Hamill, Institute Secretary
tel 020 7421 2707 e-mail valerie.hamill@managers.org.uk



INSTITUTE OF
CONSULTING

Institute of Consulting

4th Floor, 2 Savoy Court, Strand, London, WC2R 0EZ

t +44 (0)1536 204 222 • f +44 (0)1536 201 651

e enquiries@iconsulting.org.uk • www.iconsulting.org.uk

The Institute of Consulting is an organisation within the Chartered Management Institute.

Part of 



Code of Professional Conduct and Practice



INSTITUTE OF
CONSULTING

Code of Professional Conduct and Practice

As a professional business consultant and a member of the Institute of Consulting, I will behave with honesty and integrity in my own actions and in my interactions with colleagues, the organisations with which I come into contact, clients, the wider community and the Institute.



In my personal management and leadership practice I will:

- Strive for excellence at all times
- Remain accountable for my actions
- Disclose any personal interest which may affect my managerial decisions
- Safeguard confidential information and not seek personal advantage from it
- Act only within my level of competence and in accordance with the highest standards of professional behaviour and performance
- Continue to develop professionally, and seek support if asked to act beyond my current level of capability
- Act reasonably and justifiably in identifying and resolving conflicts of values, including those of an ethical nature

As a consultant and adviser I will:

- Put client interests first, doing whatever it takes to serve them to the highest possible standards at all times
- Consider for each potential new engagement the possibility of it creating

a conflict of interest, or the perception of such a conflict, and, if such a conflict is identified, take all reasonable steps to protect the interests and confidentiality of each client

- Act independently and objectively, and exercise professional care to establish the facts of a situation and bring to bear an informed and experienced judgement
- Allow any action or recommendation made, if necessary, to be reviewed by my professional peers to confirm that I have acted in a proper way
- Continue to develop my business consulting competences and keep up-to-date with best practice

In my management and leadership of others I will:

- Support colleagues to fully understand their responsibilities, areas of authority and accountability
- Act consistently and fairly when addressing any shortfall in performance or standards of behaviour
- Foster a culture of openness and transparency in communications,

where issues may be addressed in a frank, timely and effective manner

- Have regard for the physical and mental health, safety and well being of colleagues, recognising their specific needs and the pressures and problems they face
- Ensure that every individual is treated fairly and that matters of faith, conscience and diversity are respected
- Encourage and assist colleagues to develop their skills and progress their careers, valuing the contribution which they may make, and recognising their achievements

For the organisation which employs me or with which I work in partnership, where it is within my power, authority or influence to do so, I will:

- Seek to reconcile personal and corporate values
- Safeguard the reputation and assets of the organisation
- Uphold lawful policies, practices and procedures and seek to enhance them in the interests of good management practice

- Act in a manner which supports the organisation's overall objectives and contributes to the achievement of targets set
- Apply all available remedies and procedures to address matters I perceive as improper or as falling below acceptable standards of professional practice

In the interests of customers, suppliers, business partners and other stakeholders I will:

- Safeguard all confidential and/or proprietary information that comes into my possession
- Ensure that I properly understand their interests and respond to them in a balanced manner
- Establish, maintain and develop business relationships based on mutual confidence and trust
- Neither offer nor accept gifts, hospitality or services which could create, or imply, an improper obligation
- Refrain from entering into any agreement or undertake any activity which is unlawful or anti-competitive
- Ensure that agreements entered into or activities undertaken are consistent with the interests of my organisation and demonstrate good management practice

For the wider community I will:

- Be honest, open and truthful in all external communications

- Respect the customs, practices and reasonable ambitions of others
- Ensure that I am aware of, and comply with, all relevant legislation and regulations in the country where I am operating
- Respect social, environmental and wider corporate responsibility concerns, assessing the impact of my actions on the environment and society around me, and seeking to conserve resources wherever possible

As a member of the Institute of Consulting I will:

- Promote its mission, vision and values
- Uphold its integrity and good standing, and refrain from conduct which detracts from its reputation
- Promote its professional image and standing as a professional body
- Observe the standards of conduct and practice as set out in this Code, noting that they may be reviewed and reissued from time to time
- Comply with all reasonable requests made by the IC for information to assist an investigation into a possible breach of the Code

As an IC member and designated representative of an IC practice member I will:

- Provide a working environment which enables IC members to comply with this Code
- Ensure non-IC members within the practice support the need for

professional standards and conduct applicable to the practice and to the profession

- Ensure all staff within the practice are aware of the practice's obligations and required behaviours relating to this Code
- Support members and non-members of the IC in undertaking continuing professional development
- Support the achievement of the mission, aims and objectives of the IC and promote its reputation and standing as a professional body

The commitment of the Institute of Consulting

The Institute is charged with supporting individuals whose collective impact is to enhance performance in small and large organisations across the private, public and voluntary sectors.

The IC undertakes to:

- Encourage and support the lifelong development of consultants and advisers
- Raise the competency level of consultancy and advisory professionals
- Provide a platform where consultants, advisers and firms can meet and network with one another and with buyers
- Collect and disseminate information, techniques and knowledge through support services and tools
- Influence employers, policy makers and opinion formers on consultancy issues