



The National Registers of Communication Professionals
working with Deaf and Deafblind People

Code of Conduct for Registrants and Regulated Trainees

PART 1: Application of the Code of Conduct

What is the purpose of the Code?

The Code of Conduct says how you should conduct yourself as a professional. It tells people and organisations who work with you, use your services, as well as fellow professionals and members of the public what they can expect of you when you are practicing or involved in practice related activities, including training, professional events, or otherwise represent yourself as a professional registered with NRCPD, including in online spaces. When you first register and on renewal you agree you will do what the Code says.

People and organisations may raise a misconduct report with NRCPD if they think you did not act how the Code of Conduct says you should act.

Interpretation

We expect you to make informed and reasonable decisions about your conduct to make sure you abide by the Code. That might include seeking advice from colleagues or a professional body.

In some cases, you might find parts of the Code come into conflict. In those cases, you will have to make a judgement about what to do. The important thing is you must be able to justify your decisions.

If you are not sure what to do, you might want to consult a colleague or [contact us](#) for advice.

Confidentiality

The Code says you must keep information you gain access to as a result of an assignment confidential.

Sometimes you might have to reveal that information because the law says you must, or the law allows you to. For example, you might need to talk to someone about it to stop someone being harmed.

The confidentiality clause doesn't prohibit you from talking to other communication and language professionals so you can improve your practice. For example, you might need to talk to a colleague about how they would have dealt with a situation.

You are also allowed to talk to people involved in assignments so you can prepare for them. For example, if you are going to interpret or take notes at a doctor's appointment, you might meet with the doctor first to make sure you know any medical words that will be used or understand a medical process.

What you must not do is reveal private information that you would not have known if you had not been working at that assignment.

Ethical principles

The Code of Conduct is based on the ethical principles that you should:

- do no harm or, in rare circumstances where causing harm is unavoidable, the least amount of harm;
- strive to do good;
- act justly and fairly;
- be honest;
- keep your word; and
- respect the personal choices of service users.