

## MEMBERS', ASSOCIATES' AND/OR LEVEL 4 or 3 REGISTERED GUIDES' CODE OF PROFESSIONAL CONDUCT

As a Badge –holder, you have already signed a 'Use of Guide Badge Code'

### I AGREE:

1. **Conduct:** to maintain the highest level of courtesy, flexibility and collaborative spirit towards clients, colleagues and site staff.
2. **Standards:** to uphold the highest standards of quality and professionalism in heritage interpretation and presentation skills along with displaying a duty of care to clients. I shall behave professionally and ethically at all times.
3. **Continuing Professional Development:** to strive at all times to improve the standard of my own work and take the opportunity to expand my range of knowledge and skills wherever possible. I will endeavour to record my CPD in an appropriate portfolio.
4. **Teaching and Training:** Should I be invited to tutor practical sessions on any Tourist Guide related training course, I should ideally be in possession of the Institute's Training Certificate and should aim to ensure that such courses comply with Institute accreditation or endorsement criteria.
5. **Environmental Concerns and Sustainable Tourism:** to create awareness with clients and tour organisers/principals alike of environmental and conservation issues in order to avoid damage to any elements of the heritage within the area of qualification.
6. **Punctuality:** to arrive in good time before the start of any guiding engagement.
7. **Dress:** to be smart and presentable at all times and dress appropriately for all engagements.
8. **Additions & Changes to Tours:** that should I be requested directly by clients to arrange additions or changes to tours as specified in the organiser's itinerary I will inform the organiser at the earliest available opportunity and not act independently by making arrangements without the organiser's consent.
9. **Invoicing and Administration:** to present invoices promptly with clear separation of fees due, expenses and disbursements. All work-related documentation shall be clear and unambiguous including any reference required.
10. **Breaches of the Institute Codes:** that, in the event of the upholding of written complaint to the Institute following due investigation as laid down in the Institute Bye-laws, one or more of the following sanctions prescribed in Institute Bye-law 15.3 should be applied:
  - a) Admonishment
  - b) Suspension for any period not exceeding one year without refund of subscription
  - c) Expulsion without refund of subscription

All categories registered, users of guiding services and sites may be informed of any of the above steps.

### Note

The Institute, whilst maintaining the Register of Members and Associates, does not act as an agency for guiding work and cannot accept responsibility for any loss or injury however sustained by a Member, Associate or a registered Level 4 or 3 guide or by their clients.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name (CAPS) \_\_\_\_\_