



## MEMBER, ASSOCIATE and AFFILIATE GUIDES' CODE OF PROFESSIONAL CONDUCT

### I AGREE:

1. **Conduct:** I shall maintain the highest level of courtesy, flexibility and collaborative spirit towards clients, colleagues and site staff.
2. **Standards:** I shall uphold the highest standards of quality and professionalism in heritage interpretation and presentation skills. I shall behave professionally and ethically at all times.
3. **Qualification:** I shall not hold myself out to be qualified to guide in areas for which I hold no accredited qualifications.
4. **Languages:** I shall not offer myself for work in languages other than my first language or those for which I have passed the Institute language test.
5. **Continuing Professional Development:** I shall 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.
6. **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. I should aim to ensure that such courses are Institute-accredited, have applied for Institute accreditation or comply with Institute endorsement criteria.
7. **Environmental Concerns and Sustainable Tourism:** I shall try to create awareness in clients and tour organisers/principals alike of environmental and conservation issues in order to avoid damage to any elements of heritage within the area of qualification.
8. **Punctuality:** I shall arrive in good time before the start of any guiding engagement.
9. **Dress:** I shall be smart and presentable at all times and dress appropriately for all engagements.
10. **Additions and Changes to Tours:** 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.
11. **Invoicing and Administration:** I shall 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.
12. **Breaches of the Institute Codes:** in the event of the upholding of a 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

Users of guiding services and sites may be informed when any of the above steps are taken.

**Note:** The Institute, whilst maintaining the Register of Members, Associates and Affiliates, does not act as an agency for guiding work and cannot accept responsibility for any loss or injury however sustained by a Member, Associate, Affiliate or by their clients.

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

Name (CAPS) \_\_\_\_\_ Institute Number \_\_\_\_\_