

EEC Professional Certification Framework (PCF) Code of Conduct

Purpose & scope

The EEC Professional Certification Framework (PCF) Code of Conduct sets out the standards of professional and ethical conduct expected of all persons participating in, administering, supporting or holding certification under the Framework. This includes applicants, certified individuals, recertification applicants, committee members, assessors, trainers, reviewers, contractors, volunteers and any other person acting on behalf of, or participating in, the Framework.

This Code establishes the behavioural and professional standards expected of participants, supports the fulfilment of their responsibilities, and provides the basis for considering complaints or allegations of misconduct. Compliance with this Code is a condition of participation in the Framework.

Standards of conduct

Individuals subject to this Code must:

Professional behaviour and integrity

- Act honestly, ethically, respectfully and professionally in all Framework and professional activities.
- Treat others fairly and without discrimination, harassment, bullying or intimidation.
- Conduct themselves in a manner that upholds the integrity and reputation of the Framework, the profession and the energy management sector.
- Avoid collusive, anti-competitive, deceptive or otherwise unethical conduct.
- Cooperate respectfully with clients, Framework personnel and other stakeholders.
- Not engage in conduct, including public communications or social media activity, that is false, misleading or likely to bring the Framework or the profession into disrepute.

Professional competence

- Perform only work that is within their competence, qualifications and experience.
- Provide accurate, evidence-based and outcome-focused advice.
- Ensure work is planned and undertaken using valid, accurate and reliable information.
- Take reasonable steps to ensure work undertaken by others under their direction is completed by appropriately qualified and competent persons.

Legal, quality and professional responsibilities

- Comply with all applicable laws, regulations and relevant standards.
- Conduct work in accordance with applicable legislation, recognised industry frameworks, Australian Standards and quality assurance and work health and safety requirements.
- Adhere to all privacy, confidentiality and intellectual property obligations.
- Promptly identify, declare and appropriately manage actual, potential or perceived conflicts of interest.

Transparency and confidentiality

- Provide clear, accurate and sufficient information to clients and other relevant stakeholders.
- Maintain accurate records appropriate to their role.
- Protect confidential information obtained through professional practice or participation in the Framework unless disclosure is authorised or required by law.
- Provide information reasonably requested by the Framework, subject to legal or contractual confidentiality obligations.

Framework participation & certification integrity

- Provide truthful, accurate and complete information in all dealings with the Framework, including certification and recertification applications.
- Comply with the Framework Rules, Professional Certification Sub-Rules and any applicable certification conditions.
- Not advertise, promote or represent services in a false, misleading or deceptive manner, or in a way that may discredit the Framework, the profession or the energy management sector.
- Maintain the confidentiality and security of examinations, assessment materials and certification processes.
- Not cheat, facilitate cheating or improperly influence certification or assessment outcomes.
- Cooperate with Framework audits, investigations and complaints processes.
- Notify the Framework of any matter that may affect the integrity of certification.

Certification responsibilities

- Complete Continuing Professional Development requirements in accordance with the Framework Rules and relevant Professional Certification Sub-Rules.
- Use certification titles, designations, logos and claims only in accordance with the Framework Rules.
- Immediately cease representing themselves as certified if certification expires, is suspended, withdrawn or revoked.

Non-compliance

Failure to comply with this Code may result in disciplinary or administrative action appropriate to the individual's role within the Framework. This may include education or corrective action, suspension or revocation of certification, removal from Framework committees or activities, termination of appointments or contracts, exclusion from future participation, or any other action considered appropriate under the Framework Rules.

Review

This Code is approved by the EEC Board and may be reviewed periodically to ensure it remains consistent with legislative requirements, ISO/IEC 17024, Framework Rules and recognised best practice.