



PROFESSIONAL CONDUCTORS
ASSOCIATION (UK)

CODE OF PRACTICE FOR CONDUCTORS

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INTRODUCTION

This document contains agreed codes of practice for conductors, describing the standards of conduct and practice within which they should work.

The Code of Practice for conductors is a list of statements that describe the standards of professional conduct and practice required of conductors as they go about their daily work. The code of practice will affect not only conductors, but also their employers and the service users.

The Code of Practice has its foundation in the ethos and philosophy of conductive education (CE), importantly:

- An understanding of CE as a pedagogy leading to an educational view of motor disorders
- A belief all humans have a capacity to adapt and change
- An understanding this change is brought about through interactions between the conductor and service user
- An optimistic and forward looking attitude

CONDUCTORS MUST:

1. Protect the rights and promote the interests of service users and carers
2. Strive to establish and maintain the trust and confidence of service users and carers
3. Promote the independence of service users while protecting them as far as possible from danger or harm.
4. Respect the rights of service users.
5. Uphold public trust and confidence in CE services
6. Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills

1. As a conductor you must protect the rights and promote the interests of service users and carers.

This includes:

- 1.1 Treating each person as an individual
- 1.2 Supporting service users' rights to control their lives and make informed choices about the services they receive
- 1.3 Respecting and maintaining the dignity and privacy of service users
- 1.4 Promoting equal opportunities for service users and carers
- 1.5 Respecting diversity and different cultures and values

2. As a conductor you must strive to establish and maintain the trust and confidence of service users and carers.

This includes:

- 2.1 Being honest and trustworthy
- 2.2 Communicating in an appropriate, open, accurate and straightforward way
- 2.3 Respecting confidential information
- 2.4 Being reliable and dependable
- 2.5 Honouring work commitments, agreements and arrangements and when it is not possible to do so, explaining why to service users and carers
- 2.6 Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice
- 2.7 Adhering to policies and procedures about accepting gifts and money from service users and carers

3. As a conductor you must promote the independence of service users while protecting them as far as possible from danger or harm.

This includes:

- 3.1 Promoting the independence of service users and assisting them to understand and exercise their rights

- 3.2 Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
- 3.3 Bringing to the attention of your employer or the appropriate authority resource or operational difficulties that might get in the way of the delivery of safe care
- 3.4 Informing your employer or an appropriate authority where the practice of colleagues may be unsafe or adversely affecting standards of care
- 3.5 Complying with employers' health and safety policies
- 3.6 Helping service users and carers to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person
- 3.7 Recognising and using responsibly the power that comes from your work with service users and carers

4. As a conductor you must respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.

This includes:

- 4.1 Recognising that service users have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others
- 4.2 Taking necessary steps to minimise the risks of service users from doing actual or potential harm to themselves or other people
- 4.3 Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

5. As a conductor you must uphold public trust and confidence in conductive education and services based upon the work

In particular you must not:

- 5.1 Abuse, neglect or harm service users, carers or colleagues
- 5.2 Exploit service users, carers or colleagues in any way
- 5.3 Abuse the trust of service users and carers or the access you have to personal information about them, or to their property, home or workplace;

- 5.4 Form inappropriate personal relationships with service users;
- 5.5 Discriminate unlawfully or unjustifiably against service users, carers or colleagues;
- 5.6 Condone any unlawful or unjustifiable discrimination by service users, carers or colleagues;
- 5.7 Put yourself or other people at unnecessary risk
- 5.8 Behave in a way, in work or outside work, which would call into question your suitability to work as a conductor

6. As a conductor you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- 6.1 Meeting relevant standards of practice, and working in a lawful, safe and effective way
- 6.2 Maintaining clear and accurate records as required by procedures established for your work
- 6.3 Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely
- 6.4 Seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work or you are not sure about how to proceed in a work matter
- 6.5 Working openly and co-operatively with colleagues and treating them with respect
- 6.6 Recognising that you remain responsible for the work that you have delegated to other workers
- 6.7 Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them
- 6.8 Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others