

## Code of Conduct & Performance for Approved CET Providers

All providers and any persons appointed by the provider to design or deliver CET provision must agree to adhere to the following principles at all times:

1. Providers must act at all times in such a manner as to support the requirements of the CET Scheme and all CET provision must be delivered in accordance with the criteria specified in the CET Principles and Requirements document. Specifically Providers must:
  - a) inform potential users that the provision has approval for a) specific user group(s); b) the number and type of CET points available and the content and standard of the event;
  - b) accurately record the name, address and GOC number (or user name for non- registrants) of all participants
  - c) verify attendance and accurately record successful completion of Enhanced CET by all users.
  - d) provide a mechanism for gathering feedback from participants on the quality of the Enhanced CET event;
  - e) issue a printable or printed certificate of completion containing the title of the CET, the reference code, date completed, competencies approved for, the type of CET point (general or specialist) and the name of the Provider to all those who successfully complete the CET.
  - f) maintain a set of Enhanced CET records for a minimum period of six years detailing those who have successfully completed Enhanced CET;
  - g) confirm to the GOC within the specified timescale (10 days or at least every 30 days for distance learning) of completion of the Enhanced CET a list of all users who have completed Enhanced CET successfully and the points awarded;
  - h) confirm to the user within the specified timescale (10 days or at least every 30 days for distance learning) their successful attendance and completion and points awarded.
2. Providers must ensure that CET provision delivered is of satisfactory quality and is fit for the purpose specified. The provision must enable participants to achieve the learning outcomes and competencies specified.
3. Promotional techniques must be ethical and transparent. Advertising must be in accordance with the CET approval granted.
4. Any claims made by the provider and its employees must be honest and truthful, and not give rise to false expectations. Information, claims and comparisons must be accurate, balanced, fair, objective and unambiguous. They must not mislead either directly or by implication.
5. Confidentiality of information obtained for the purposes of delivering CET must be respected. Such information must not be disclosed or used for purposes other than the provision of CET without the consent of the registrant concerned or a person entitled to act on their behalf, except where such disclosure is required by law.
6. Providers must aim to deliver training products and services which meet the standards expected of modern education and training practice.
7. Providers will maintain records of the specification, achievement of learning objectives, attendees and feedback for all CET delivered for a period of 6 years after the date of completion.
8. Providers must operate a system for capturing feedback and for receiving and responding to complaints from those accessing CET provision.
9. CET approval will not be given to provision which exclusively presents the features, benefits and research relating to one particular brand or product. Where promotional and marketing communication accompanies a CET-accredited learning activity, the provider will make the distinction clear to the audience.
10. CET provision must support and encourage participants to reflect upon the learning experience and apply it to practice.