



PART OF **nocn** GROUP

A large, dark blue, glossy sphere with a white highlight at the top, casting a soft shadow below it. The text is centered on the sphere.

**End Point
Assessor Code
of Conduct
Policy**



Code of Conduct

1. Purpose

1.1 The aim of this code is to assist End Point Assessors (EPA), Internal Quality Assessor (IQA) and writers to perform effectively by ensuring the rules and standards of **NOCN** are clearly communicated and should be read in conjunction with the other relevant policies and procedures.

1.2 There may be occasions and circumstances in which **NOCN** have to make decisions or take action in the best interests of an apprentice, customer, colleague which could contravene this policy, or where policy guidance exists.

1.3 EPA's, IQA's and writers are required to familiarise themselves with the contents of the Code and the documents referred to therein. It cannot cover every eventuality and if in any doubt or any additional guidance is required, employees should consult their named **NOCN** contact.

2. Standards

2.1 EPA's, IQA's and writers should always give advice in a professional and objective way and not be influenced by personal views or associations.

2.2 EPA's and IQA's are expected, without fear of recrimination, to bring to the attention of their designated **NOCN** contact any deficiency in the provision of service.

3. Disclosure of Information

3.1 All EPA's, IQA's and writers should recognise the importance of confidentiality and any information concerning an apprentice must not be supplied to any person unless the consent of the individual is first obtained, it is a requirement of your role or where such disclosure is required or sanctioned by law. In any event, information should only be provided in response to written requests.

3.2 EPA's, IQA's and writers must not disclose information which is considered to be commercially sensitive to any person and must follow any policies or rules adopted by **NOCN** in respect of such information particularly relating to any other End Point Assessment Organisation.

3.3 EPA's, IQA's and writers should not use any information obtained in the course of their employment for personal gain or benefit, nor should they pass it on to others who might use it in such a way.

4. Conflicts of Interest

4.1 All EPA's, IQA's and writers should be clear about their contractual obligations and complete a 'Conflicts of Interest' form. EPA's, IQA's and writers should discuss with their designated **NOCN** contact any potential issues.

4.2 EPA's, IQA's and writers should have regard to the ownership of intellectual property, including EPA documentation and images arising out of and during the course of their role with **NOCN**.

5. Standards of Dress and Appearance

5.1 You must ensure standards of dress and personal appearance are appropriate in relation to your duties. Business dress appropriate for a professional working environment and when conducting remote assessment. PPE is worn as required.

5.2 **NOCN** values the ethnic diversity of its EPA's, IQA's and writers and will take into account ethnic and religious dress requirements by ensuring you are free to observe them

6. Professional Qualifications, Registrations and Conduct

6.1 If your role as either an EPA, IQA or writer requires you to either be registered with a statutory and/or professional organisation e.g. Midwifery Council, hold membership of a professional body or hold any other qualification, it is your duty to ensure you are able to comply with the relevant obligation. You may be requested to provide evidence of compliance to your designated **NOCN** contact. You should also comply with any duty you may have to inform your professional body of a matter which may impact on your registration or membership. You should inform your designated **NOCN** contact of the matter too.

6.2 You must ensure that the relevant code of practice is followed during the course of your duties, this includes formal reporting to the professional body on any matter where there is a duty to do so.

7. Use of NOCN Property

7.1 The **NOCN's** property is provided for official **NOCN** business. You are responsible for taking reasonable steps to ensure the safety and security of any portable equipment provided to you. All **NOCN** owned portable equipment and devices must be returned on leaving the **NOCN** and any **NOCN** owned or supplied data must be deleted. Access to systems used for **NOCN** purposes must be terminated permanently.

8. Probity of Records and Other Documents

8.1 The deliberate falsification of documents is not acceptable. If you falsify records or other documents to improve an apprentice's results this is regarded as a serious disciplinary matter. If you falsify records or other documents to secure pay or another financial benefit for yourself or others, this is regarded as a criminal offence as well as a serious disciplinary matter.

8.2 Such falsification is dealt with in accordance with **NOCN's** Anti-Fraud and Corruption Policy. Where deliberate falsification is intended to gain advantage for an apprentice, **NOCN** will regard this as a serious disciplinary matter. Any deliberate falsification of records or other documents may lead to your dismissal.

9. Whistleblowing

9.1 **NOCN** does not tolerate any form of malpractice. You have an important part to play in reporting any concerns and are expected to co-operate with investigations. Although it is often difficult to report legitimate concerns through fear of victimisation or reprisal, please be assured that in raising concerns you will be supported. Please refer to the **EPA** Whistleblowing policy and procedure for more information.

10. Safeguarding

10.1 There is a statutory requirement for **NOCN** and its employees, EPA's, and IQA's to protect children and vulnerable adults. If you have any safeguarding related concerns, you are responsible for speaking promptly to your designated **NOCN** contact or another EPA manager about your concerns. You should seek guidance from your designated **NOCN** contact or safeguarding lead as necessary.

N.B – See 'Safeguarding Children & Vulnerable Adults' policy for further information

11. The Media

11.1 In general, all communications with the media relating to the activities of **NOCN** are handled through the NOCN Marketing team. You are not permitted to communicate with the media on matters relating to the activities of **NOCN** without authorisation from the NOCN Marketing Team. If you are contacted by journalists, you should refer them to the NOCN Marketing Team. This is not intended to prevent or deter lawful whistleblowing.

11.2 If you have ideas for positive stories about **NOCN** contact the NOCN Marketing Team. If you wish to write material for publication which does not refer to **NOCN** but relates to your profession (e.g. an article in a professional journal), advise your designated **NOCN** contact before publication. The article should also contain a disclaimer, which states that the views are those of the individual and not of **NOCN**.

12. Other EPA's, IQA's, Writers and NOCN Employees

12.1 You must treat colleagues with courtesy and respect and must not abuse them verbally or physically. You must not harass or bully or be insubordinate to colleagues and must comply with the standards set out in this Code in relation to Equalities.

13. Social Networking Website

13.1 You must always act in the best interests of NOCN and comply with your obligations of confidentiality (as set out in ICT Code of Conduct and Data Protection Policy).

13.2 You are encouraged to exercise discretion and use social media responsibly at all times.

13.3 **NOCN** must ensure relevant protection for its operations, confidential information and reputation. If using social networking websites, the following applies to you:

- You must avoid making any social media communications that could damage **NOCN's** business, operations or reputation, even indirectly.

13.4 You must not use social media to:

1. Defame or disparage **NOCN's** employees or any third party
2. Harass, bully or unlawfully discriminate against employees or third parties
3. Make false or misleading statements
4. Impersonate colleagues or third parties
5. Upload or publish photographs, videos or recordings without necessary consent.

13.5 You must not express opinions on our behalf using social media, unless expressly authorised to do so by the EPA Deployment Manager.

13.6 You must not post comments about sensitive business-related topics, such as draft documents or information belonging to any organisation (or person) with which **NOCN** works in partnership.

13.7 You must not do anything to jeopardise our confidential information and intellectual property.

13.8 You must not include our logos or other trademarks connected to **NOCN's** work in any social media posting or in your profile on any social media.

13.9 Communications for these purposes includes the use of words and images.

13.10 Breach of the above, whether at work or otherwise, may result in disciplinary action being taken. This may include dismissal.

14. Data Protection

14.1 The Data Protection Act 2018, which covers and supplements the General Data Protection Regulation 2016, deals with appropriate protection of any information in which any living person can be identified. This is personal information and it may not necessarily include a person's name. **NOCN**, all employees, EPA's, IQA's and writers are under an obligation to comply with the Data Protection Act 2018.

14.2 A breach of the Data Protection Act 2018 may result in criminal proceedings and may result in disciplinary action which could include dismissal.

15. Contract of Employment

15.1 This Code is part of your contract of employment.

16. Failure to Comply

16.1 Failure to comply with any of the provisions included in this Code may result in disciplinary action being taken under the Disciplinary policy, or legal action if necessary.

17. EPA's, IQA's and Writers Declarations

17.1 Declarations include:

- Conflicts of Interest e.g. working for an employer where NOCN assessments are taking place
- Update training records

17.2 You are responsible for ensuring you keep your designated **NOCN** contact informed of any change of circumstance that gives rise to a need to update your declarations.

18. Attendance

18.1 Assessor must attend and contribute to one standardisation meeting for each standard they will assess for.



NOCN Group Acero Building 1 Concourse Way Sheaf Street Sheffield S1 2BJ
Tel. 0300 999 1177 Email: endpointassessment@nocn.org.uk Web: www.nocn.org.uk