

code of conduct for the members of
the training providers
section of the BSIA

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Definitions and abbreviations

BSIA (British Security Industry Association Limited)

The major security trade association in the UK representing all aspects of security.

TPS (Training Providers Section)

A section of BSIA members consisting of training providers.

Member

A member of the TPS.

Complainant

This could be, for example, another member of TPS, an individual or organization purchasing the services from a TPS member, or a member of the public.

1. Introduction and principal aims

- 1.1 This Code of Conduct has been prepared in consultation with the BSIA to safeguard the interests of consumers in the United Kingdom of services provided by Members as well as to raise the level of professionalism amongst its members.
- 1.2 The Code requires all Members to adhere to the Code of Conduct, as a way of providing tangible evidence of their commitment to professionalism and probity.
- 1.3 Copies of this code are available free of charge to Members, customers, local consumer organisations and others with a legitimate interest.
- 1.4 The principal aim of the code is to set out clearly for Members of the TPS a mandatory Code of Conduct to promote and maintain a high standard of customer service and benefits to the consumer.
- 1.5 BSIA will publicise the existence and availability of the Code of Conduct and all Members are encouraged to advertise their compliance with the code and have available a copy for use on demand on their premises.
- 1.6 Members shall comply with the British Codes of Advertising and Sales Promotion.

2. Scope

This Code of Conduct covers all services supplied by Members. These include, but may not be restricted to:

- Members professional conduct in dealing with their customers, employees and other stakeholders
- Marketing and advertising of services
- Fitness for purpose in application
- Written terms and conditions of supply
- Conformance with all legal requirements
- The quality of their service provisionservices
- Guarantees and warranties
- After sales service and support
- Complaints and arbitration procedure.

3. Sales and commercial activity

- 3.1 Members service performance claims will be substantiated.
- 3.2 Members will promote their services, guarantees and warranties in a legal, decent, honest and fair manner and in accordance with the British Codes of Advertising and Sales Promotion (Tel: 020 7404 3404).
- 3.3 Members will conduct all their sales and commercial activities with a high degree of professionalism and integrity.

- 3.4 Members will provide sufficient information on the services being supplied. This will include:
- a) suitability of the service for the particular application.
 - b) advice on the proper services sold to meet the requirements of the relevant Codes of Practice (usually British Standard Codes of Practice) and Regulations.
 - c) guarantees.

4. Guarantees and warranties

- 4.1 Members service performance claims will be substantiated.
- 4.2 Members will honour all service guarantees or warranties given.

5. Complaints

Complainants may originate from a number of sources regarding a Member's product or services.

- 5.1 Complaints in the first instance should be referred to the Member. The Member will examine the matter speedily and take appropriate action in an endeavour to resolve the complaint to the mutual satisfaction of both parties. The member shall also inform the complainant of the existence of the Code of Conduct, and of the resolution process.
- 5.2 If a complaint remains unresolved the complainant shall also have the right to apply for assistance, in writing, to the Chief Executive of the BSIA. Such complaints shall be carried out in accordance with the BSIA Complaints Procedure.
- 5.3 Where a complaint is dealt with by a certification authority under their rules, their authority and judgment will be respected. The BSIA, however, reserves the right to consider a complaint that has already been ruled on by a certification authority if the complaint is subsequently referred to the Association.
- 5.4 Complaints raised by one TPS member against another TPS member will be resolved in accordance with the normal complaints procedure. Failure to observe final BSIA ruling with respect to any form of complaint may result in the expulsion of the offending member from the BSIA.
- 5.5 Unresolved complaints can, if appropriate, be referred to the local Trading Standards Officer, Consumer Advice Centre or Citizens' Advice Bureau.

6. Information and monitoring

- 6.1 In promoting this code Members of TPS will monitor its operation.
- 6.2 The information collected will be made available to the Office of Fair Trading and will be made available annually by the Association. Details of complaints against individual companies will not be published.

7. Conduct of Members

A Member of the Section of the BSIA shall:

- 7.1 Exercise responsibilities to employees, customers, suppliers and other relevant stakeholders, including the wider community.
- 7.2 Comply with relevant laws, regulations and BSIA rules, regulations and codes of practice, refrain from anti-competitive practices.
- 7.3 At all times have a duty to respect the truth and act honestly in their business dealings and in their capacity as a member.
- 7.4 Avoid conflict between their personal interests, or the interests of any related body, as well as their duties to their company.
- 7.5 Not make improper use of information acquired as a member of the BSIA or disclose, or allow to be disclosed, information confidential to the BSIA or its members.
- 7.6 Not recklessly or maliciously injure the professional reputation of another member of the BSIA and not engage in any practice detrimental to the reputation and interests of the BSIA.
- 7.7 Keep abreast of current good practice, regulation or applicable laws.
Set high personal standards by keeping aware of and adhering to this Code.