



CH-Q model for competence management

Ethical starting points for training and advice

Approved by the membership meeting of the CH-Q association on 4 April 2003



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1 Introduction

The ethical starting points for training and advice in the area of CH-Q competence management are based on the conviction that people sometimes dispose of talents that they are not sufficiently aware of or that they barely make use of. The competence management supports the process of awareness of the personal potential and opens doors to a suitable and sustainable career formation.

Working with the competence management brings about a considerable responsibility: certified CH-Q experts, i.e. course leaders, advisers or course and process supervisors, can sometimes influence the career route of the people that are entrusted to them. This requires excellent moral-ethical awareness on their part.

The ethical starting points serve as a guideline for the behaviour and conduct of the certified CH-Q experts and their institutions. A person who acquires a CH-Q certificate 2, 3 or 4 declares to work on the basis of these starting points. The regulations expressly refer to them as one of the foundations on which they are based.



2 Ethical starting points

1. Responsibility

Certified CH-Q experts....

- 1.1 ... are, when working with the competence management, responsible for being aware of personal and social effects. They create the conditions that contribute to avoidance of possible and foreseeable crisis situations.
- 1.2 ... provide for transparency about the roles of the concerned people and are responsible for the same.
- 1.3 ... take the necessary precautionary measures to prevent third parties (e.g. clients, supervisors) from making use of their services in a way that compromises these starting points.
- 1.4 ... reject assignments that cannot be carried out in accordance with the rules of their profession or that are at odds with these starting points.

2. Professional competences

Certified CH-Q experts...

- 2.1 ... comply with the binding starting points of the CH-Q association during their activities (among other things model for competence management, quality criteria).
- 2.2 ... guarantee the quality of their performance through constant further training or other suitable measures.
- 2.3 ... contact, where necessary, other experts or refer to other expert institutions for further advice.
- 2.4 ... acknowledge that advice and training on the one hand and assessment or validation on the other hand are acts that mutually exclude each other.
- 2.5 ... take the correct precautionary measures when their ability to act threatens to be compromised due to a conflict of roles.

3. Duty of confidentiality and data protection

Certified CH-Q experts...

- 3.1 ... commit to handle the information about people and institutions entrusted to them confidentially and to actively protect the same.
- 3.2 ... only forward information when the concerned party has given express consent for this.



3.3 ... inform the concerned parties when they are held to forward information in pursuance of statutory provisions or when they are ordered to do so by the authorities, stating the reason and the content of the information to be forwarded.

3.4 ... see to it that documents with a confidential content are protected against unauthorised access and that the data are fully rendered anonymous.

4. Shared responsibility

Certified CH-Q experts...

4.1 ... commit to observe and comply with these starting points.

4.2 ... commit to support the competent authorities in case of a breach of these starting points and to supply all required information that can contribute to clarifying the situation. In this context the starting points in respect of the duty of confidentiality and data protection must be observed (article 3).

5. Sanctions

As issuing authority of the CH-Q certificates the CH-Q association...

5.1 ... can expel members in case of a serious breach of these starting points, and in particularly serious instances revoke the certificate.

5.2 ... issue simple regulations in which the procedure in case of sanctions in conformity with article 5.1 is established.

6. Entry into force

These ethical starting points have been approved by the membership meeting of the CH-Q association on 4 April 2003. They take effect on this date.