

The logo for the Code of Professional Conduct for Private Employment Services is a circular emblem with a red outer ring and a black inner ring, similar to the CAPES logo. To the right of the emblem, the title 'Code of Professional Conduct for Private Employment Services' is written in a red, sans-serif font.

# Code of Professional Conduct for Private Employment Services

Professionals practising in the Private Employment Services industry are required to be members of and are required to subscribe to the Code of Ethics for one or more of the following associations:

- The Federation of African Professional Staffing Organisations (**APSO**)(est. 1977);
- The Constructional Engineering Association, Labour Broking Division (**CEA-LBD**)(est. 1936);
- Allied Nursing Association of South Africa (**ANASA**)(est. 1994);
- The Information Technology Association (**ITA**) (est. 1934); and
- Confederation of Associations in the Private Employment Sector (**CAPES**) (est. 2004).

This document does not override the requirements of the codes of the above-mentioned associations. Rather, it aims to enhance the holistic behavioural requirements of professionals who have met the national professional recognition requirement

## Background

Practitioners within Private Employment Services are expected to align all recruitment, selection, employment activities and marketing practices to the legislation applicable to and regulating the industry.

This code of conduct is aimed at setting the principles underpinning their professional conduct whilst practising in a professional and skilled manner, using the knowledge and skills gained through their education, training and workplace experience.

## Objectives of Industry

The industry aims to set a minimum standard for practice, for individuals wanting to enter the Private Employment Services sector.

Qualified practitioners and professionals must be trained to always act with the clients' as well as the candidates' and assignees' best interest at heart in compliance with all statutory requirements.

The industry as a recognised profession regulated by the South African Qualifications Authority (SAQA) ensures ongoing education of practitioners and professionals through three professional designations and the associated structured and self-regulated continuing professional development programme.

The industry ensures regular revision of this code of conduct in alignment with national and international good practice and standards.

Organisations representing the industry will strive to create an enabling environment for the professional conduct of practitioners, to ensure promotion of fair practice and protection of workers.

## Commitment to Best Practice Standards

The industry through its membership of the International Confederation of Private Employment Agencies (CIETT) commits to setting and maintaining local best practice standards that are on par with the industry globally but that also take into account the unique requirements of the South African environment.

Alignment with the International Labour Organisation (ILO) conventions and initiatives, to combat undeclared work, forced labour and promote quality jobs, will form part of the industry's drive towards protection of workers, especially the most vulnerable, and the achievement of a well functioning labour market.

## Principles underpinning the Code

The principles underpinning this code are:

- **Integrity** – practitioners must be ethical, honest and true to their word. They must ensure that their behaviour is consistent with this code of professional conduct.
- **Confidentiality or privacy** – privileged information must be treated appropriately so as not to infringe on any parties' constitutional rights.
- **Collegiality** – this includes co-operation with colleagues, integrity within working relationships and the protection of one another's reputations in the working environment and sector.

- **Engagement and Collaboration** – ensuring consultation and co-operation with stakeholders to improve labour market functioning.
- **Trustworthiness** – this includes honesty and transparency in relationships with all stakeholders and reliability in the business environment.
- **Competency** – ensuring lifelong learning in order to maintain currency of knowledge and skill.

### **Defining professional conduct**

Professional conduct is defined as:

- A practitioner's obligation to protect and enhance their profession;
- Keeping informed and educated about best practice within the profession;
- Active pursuit of personal and professional development ; and
- Commitment to professional and ethical practices

### **Conduct towards clients**

Practitioners will:

- Be polite , honest and objective when interacting with clients;
- Act with integrity at all times;
- Behave in a trustworthy and reliable manner when dealing with each client in order to meet their needs;
- Protect the confidentiality of client information at all times;
- Provide statutory compliant services; and
- Strive to meet contractual obligations.

### **Conduct towards work seekers and assignees**

Practitioners will:

- Be polite , honest and objective when interacting with work seekers and assignees;
- Provide statutory compliant services and act with integrity at all times;
- Behave in a trustworthy and reliable manner when dealing with each work seeker or assignee in order to meet their needs; and
- Ensure that privileged information is treated appropriately so as not to infringe on the work seekers' or assignees' constitutional rights.

### **Conduct towards colleagues, employers and employees**

Practitioners will:

- Act in a manner that upholds the professional reputation and best practice of the industry;
- Co-operate with colleagues to ensure that the principles of this code are upheld;
- Act with respect for colleagues, employers, employees and the industry; and
- Report unethical behaviour through the appropriate mechanisms.

### **Conduct towards professional bodies**

Practitioners will:

- Aim to support activities and initiatives introduced by industry associations; and
- Respect the authority of associations recognised by the industry.

### **Monitoring of professional conduct**

The primary responsibility for the monitoring of the subscription of practitioners and professionals to this code of conduct rests with the individual.

Professional bodies are tasked with the enforcement of the subscription of practitioners to the principles and objectives presented in the code of conduct however the industry relies on the integrity of practitioners when engaging with stakeholders. Where practitioners are considered to be acting in a manner that breaches these principles, appropriate action will be take.