



Institute of Administrative Management Professional Code of Conduct



instam.org

Institute of Administrative Management (IAM)

Professional Code of Conduct



We are one of the oldest professional bodies for administrative and management professionals in the UK.

Our purpose is to champion the fields of administration and management and to provide services and benefits that support our members' professional and career development.

This code of conduct:

- outlines the professional standards to which all members shall aspire;
- applies to all members irrespective of membership level; and
- governs the conduct of the individual member, not the nature of their profession.

Professional integrity

As a member you agree to:

- adhere to the terms and conditions of membership;
- promote and subscribe to the objectives of the Institute;
- develop your professional knowledge, understanding and skills on a continuing basis;
- seek constructive feedback on your own performance and those you manage;
- respect the customs of others with respect of equality, diversity and inclusion;
- inspire and challenge other members to develop their professional administrator and/or administrative management and/or business leadership skills and progress their careers;
- be aware of, and comply with, any relevant legislation and regulations that impact on your profession; and
- build and maintain relationships with other members.

Membership

By accepting membership of the IAM, you agree that in the interests of the Institute you will:

- uphold the reputation and brand image of the IAM at all times
- encourage others to join who may meet membership entry requirements;
- share knowledge and expertise with members and others at relevant networking and/or training events;
- add to the body of knowledge and research in professional administration, administrative management and business leadership by participating in relevant activities and research;

- act with integrity in professional working relationships with members and others;
- safeguard any personal, corporate or other confidential data in any communications;
- provide feedback following attendance at any events;
- aim to participate in any review and/or consultation on products and services;
- aim to participate in any membership surveys or polls;
- treat IAM staff and other IAM members with courtesy;
- notify the IAM if your contact details and/or personal circumstances change;
- notify the IAM if you are convicted of a criminal offence or upon becoming bankrupt or disqualified as a company owner or director; and
- assist with any requests made to investigate any possible breaches of the code.

We reserve the right to amend and update the Professional Code of Conduct at any time.

Any update to the code will be communicated to members and will be published on our website www.instam.org

Breaches of the IAM Professional Code of Conduct

If you know of, or become aware of, any breach of this professional Code of Conduct you should notify us immediately. Any alleged breach of the Code will be investigated and may lead to the suspension and/or cancellation of your membership.

Any notification of breaches should be communicated via post or email only, marked for the attention of:

The General Manager,

Institute of Administrative Management

Grosvenor House,

Suite 4.02, Central Park

Telford,

TF2 9TW

Tel: +44 (0)1952 797 396

E-mail: info@instam.org

If you have been convicted of a criminal offence you should provide us with a Standard Disclosure Certificate, or similar notice, within four weeks of conviction. Not all convictions will be of relevance to us so each case will be considered individually.

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