



APLAC CODE OF CONDUCT

PURPOSE

This document sets out the Code of Conduct that is binding on all APLAC Members and their delegates or representatives in APLAC activities including but not limited to: APLAC meetings; APLAC MRA evaluations; APLAC training courses; workshops and seminars; the work arising from APLAC Working Groups; or other ad hoc groups. It also applies to participants in APLAC activities who are not from an APLAC Member e.g. representatives from other regions, observers at APLAC meetings and evaluations.

AUTHORSHIP

This publication has been written by the APLAC Board of Management.

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FURTHER INFORMATION

For further information about this publication, contact the APLAC Secretariat, who may be contacted at:

NATA
Level 1
675 Victoria Street
Abbotsford VIC 3067
Australia
Tel: +61 3 9274 8200
Fax: +61 3 9421 0887
Email: secretariat@aplac.org
Web site: www.aplac.org

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APPLICATION

APLAC is possibly the most culturally diverse regional cooperation in the ILAC community. It is therefore important for the continuing success of APLAC that its activities are conducted in a manner that are inclusive and that ensure all participants are treated fairly and with respect, irrespective of their racial, cultural, religious or social backgrounds.

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CODE OF CONDUCT

- Show respect for the race, culture, religion and gender of participants in APLAC activities.
- Maintain and support a collaborative and collegiate environment that is free from discrimination, harassment or offensive behaviour.
- Respect the right to privacy and do not use information gained in the course of professional or business activities for personal use without consent.
- Maintain business etiquette and professional courtesy in all interactions whether in person e.g. at meetings or evaluations, or in communications by telephone, email etc.

REMEDIAL ACTION FOR BREACHES OF THE CODE

In most cases, breaches of this Code are best resolved privately, between the parties to the breach.

If however, a serious breach of this Code occurs or is witnessed, or if a satisfactory resolution to a breach cannot be achieved by the parties concerned, the matter should be reported as soon as practicable to a member of the Board of Management, APLAC Quality Manager or APLAC Secretary. The matter will be investigated in accordance with APLAC's complaints procedure (Quality Manual section 10).

APLAC understands that there may be cultural norms, religious practices, political protocols and/or social customs that could create unnecessary stress to participants in APLAC activities and render compliance with this Code more difficult. In such cases, it is the participant's responsibility to be sensitive to these constraints and take reasonable steps to avoid potentially difficult situations. If necessary, assistance can be sought from the APLAC Secretariat.