

Code of Practice

Effective Date: September 2024

Review Date: September 2025

Introduction

At Rising Kites, we are dedicated to upholding the highest standards in dyslexia support and consultancy. This Code of Practice outlines the ethical and professional standards that all members are expected to adhere to. Our goal is to ensure that every service we provide meets the highest levels of competence, responsibility, and integrity.

Principles

Our Code of Practice is based on three core principles:

1. **Competence and Quality of Practice**
 2. **Responsibility to Client(s)**
 3. **Professional Integrity and Independence**
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1. Competence & Quality of Practice

Members are expected to:

- **Work within Expertise:** Undertake only those tasks for which they are fully qualified and experienced.
- **Ensure Adequate Preparation:** Maintain resources, skills, and preparation levels sufficient for delivering high-quality services.
- **Commit to Continuous Learning:** Regularly update skills through relevant training and learning, keeping abreast of developments in Specific Learning Difficulties (SpLDs), educational contexts, and legal requirements.
- **Collaborate Effectively:** Work in partnership with colleagues, clients, and other relevant parties.

- **Promote Understanding:** Enhance recognition and understanding of SpLDs in all interactions.
 - **Define Service Clearly:** Clearly outline the scope, terms, and responsibilities associated with the service provided, including fees.
 - **Negotiate Ethically:** Agree on professional service charges in a fair and transparent manner.
 - **Manage Assignments:** Plan and manage assignments carefully, adhering to timelines, collaborating effectively, and reviewing progress as necessary.
 - **Offer Balanced Advice:** Provide informed, balanced advice based on the best available knowledge and practices.
 - **Follow Legal Requirements:** Operate within the legal framework set by employers and regulatory bodies.
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2. Responsibility to Client(s)

Members are expected to:

- **Maintain High Standards:** Ensure a high quality of practice and client service.
 - **Prioritise Client Needs:** Place the needs of the individual learner at the forefront, subject to legal and ethical constraints.
 - **Respect Diversity:** Honour and respect individual differences including age, disability, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.
 - **Protect Confidentiality:** Safeguard the confidentiality of all client information and records.
 - **Subcontract Responsibly:** Only subcontract work with the client's prior consent.
 - **Refer Appropriately:** With client approval, refer clients to other professionals or services when beneficial, and disclose any personal interests in such referrals.
 - **Agree on Programmes:** Discuss and agree upon all programmes and advice with the client before finalising.
 - **Adapt Methods:** Consult with the client before making any changes to methods or approaches.
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3. Professional Integrity & Independence

Members are expected to:

- **Uphold Integrity:** Avoid actions that could compromise their professional integrity or bring discredit to the profession.
 - **Reject Inducements:** Refuse any incentives to show preferential treatment.
 - **Base Advice on Facts:** Ensure that all advice and recommendations are made impartially, based on reliable information.
 - **Declare Conflicts of Interest:** Disclose any personal, financial, or business interests that may influence professional judgement, and withdraw from assignments if necessary.
 - **Maintain Professional Boundaries:** Avoid inappropriate relationships with clients and refrain from any form of harassment.
 - **Respect Legal Obligations:** Adhere to legal obligations pertinent to professional practice.
 - **Protect Intellectual Property:** Never use or disclose copyright material or proprietary data without permission, and acknowledge sources of research.
 - **Ensure Safety:** Maintain safety and proper supervision in the use of procedures and equipment.
 - **Collaborate Respectfully:** Ensure that joint assignments adhere to this Code of Conduct.
 - **Provide Honest Information:** When publicising work or services, offer only truthful, relevant, and factual information.
 - **Promote High Standards:** Strive to elevate the standards within the profession.
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Use of the Code

Members are required to:

- **Inform Clients:** Advise clients of their membership with Rising Kites and the existence of this Code of Practice at the start of any assignment.
 - **Respond to Complaints:** Address any client complaints in accordance with Rising Kites' Complaints Procedure and cooperate fully with any investigations.
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Rising Kites Limited
September 2024