

## CODE OF CONDUCT FOR MEMBERS

### **Our Mission:**

NAMSS will provide support and professional development for managers of services who support learners in education and training.

### **Our Vision:**

To be recognised and respected as an influential leading provider of support and professional development for managers of student services.

### **Introduction:**

NAMSS was established in 1987 as a registered charity with the Charity Commission, operates as a non-profit organisation to provide support and professional development for Managers of Services who support learners in education and training. NAMSS currently support over 560 Student Service Managers across its 390+ member colleges across England, Wales, Scotland and Northern Ireland.

We are proud to be recognised as a key stakeholder for consultation by Government departments. We represent Student Services and we lobby government and other professional bodies to make sure our views are heard where it counts.

We recognise that NAMSS members are employed by different organisations that have their own codes of practice and working arrangements and it is not our intention to interfere with these in any way. The purpose of this code is to set out some of the core values and principles that by joining NAMSS, members are expected to adhere to.

### **By joining NAMSS you are agreeing to:**

- Treat the opinions and ideas of your fellow NAMSS members with respect. This is just as relevant whether these opinions and/or ideas are shared electronically e.g. via jiscmail or in person.
- Contribute wherever possible to the work of NAMSS in your Region.
- Consider and respond to any consultations that NAMSS are asked to promote and to contribute wherever appropriate.
- Promote the benefits of NAMSS membership to those working in the sector and support new members.
- Adhere to the jiscmail protocols i.e. to communicate respectfully with other members at all times; to not share contact details with 3<sup>rd</sup> parties; to only promote other organisations goods and services if this is done in the best interests of members e.g. as a possible solution in response to jiscmail queries.
- Remember that through your involvement with NAMSS you may be viewed as representing NAMSS even if you are not doing so in any official capacity. We therefore ask you to maintain professional standards at all times.
- If you are requested to represent NAMSS at any event you should seek advice from the NAMSS Chair and/or Administrator before you do so.

**Failure to comply with this code of practice may result in the termination of your membership (see our Constitution).**

**Please note that no refund of membership fees will be given.**