



Code of Professional Conduct for NBE Members

National Back Exchange

Responsible Person

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1. Version Control Summary

Date	Version no.	Summary of changes	Consulting group / person
April 2005	1.0	New policy	NBE Executive Board
Sept. 2005	1.1	Reformatted	Chair NBE Executive Board
August 2015	1.2	Minor format changes	Commutations officers, NBE Executive Board
July 2018	2.0	Major content review	S Love Chair N Sharpe Vice Chair Professional Affairs Committee
Nov. 2021	2.1	Reference to Executive Committee changed to Board of Directors	S Thornton, Vice Chair, Board of Directors
July 2024	2.2	Reviewed and updated as NBE is a Charitable Incorporated Organisation as of 29 th March 2023	S Thornton, Chair K Kemp, Vice Chair M Muir, Publications Director

2. Introduction

National Back Exchange (NBE) exists to develop, disseminate, and promote standards and the use of evidence-based practice in moving and handling. The aims of the association have been previously updated to reflect the changing culture in health, education, and social care.

Vision

Excellence in all aspects of moving and handling.

Aims

- To develop and promote standards for moving and handling of people and loads across all sectors in line with evolving research evidence.
- To promote the exchange and dissemination of information and ideas on moving and handling.
- To promote the application in practice of evidence, skills, and information from relevant areas of science.
- To market the positive benefits of evidence based best practice to stakeholders, employers, and other relevant bodies.
- To maintain a structure for the provision of information and support for members.
- To contribute to a systems management approach to health, safety, and wellbeing.

NBE members work in a range of different settings including industry, clinical, domiciliary and education with varied service users, which can include patients, residents, end users, caregivers, carers, family members, students, and other professionals.

3. Context and Scope

This policy contains the professional standards that NBE members must uphold. Moving and handling practitioners should act in line with these standards, whether they are providing direct care to individuals, groups or communities or bringing their professional knowledge to bear on moving and handling practice in other roles, such as leadership, education, or research. While you can interpret the values and principles set out in the policy in a range of different practice settings, they are not discretionary.

NBE's role is to set the standards in this document, but these are not just NBE standards. They are the standards that people, and members of the public have a right to expect from moving and handling professionals.

When joining NBE membership, and then renewing their membership, moving and handling practitioners commit to upholding these standards. This commitment to professional standards is fundamental to being part of a profession. The National

Back Exchange Board of Trustees will act if NBE members fail to uphold the standards. In serious cases, this can include removing them from the membership.

For the many committed and expert practitioners on NBE membership, this policy should be seen as a way of reinforcing their professionalism. Through a portfolio of evidence, you will provide fuller, richer evidence of your continued ability to practise safely and effectively when you renew your membership. This policy will be central in the validation process as a focus for professional reflection. This will give the document significance in your professional life and raise its status and importance for employers.

This policy contains a series of statements that taken together signify what good moving and handling practice looks like. It puts the interests of workers and people first, is safe and effective, and promotes trust through professionalism.

Policy uses:

- **For patients and service users:** In a clinical setting, patients, service users, and their caregivers can use this policy to provide feedback on the care they receive.
- **For practitioners:** To promote safe and effective practice in the workplace, practitioners can use this policy to guide their actions and decisions.
- **For employers:** Employer organisations can use this policy to support their staff in upholding professional standards, ensuring the quality and safety expected by service users and regulators.
- **For educators:** Educators can use this policy to help learners understand what it means to be a member of the NBE and how adhering to the policy contributes to achieving professional excellence.

4. Subject Matter

This document sets out the standards of conduct, performance, and ethics that NBE expects of all its members. This document encompasses the shared values of the professional regulatory bodies from which NBE members are drawn. Members of NBE are accountable for their own professional practice, ethical standards, and adherence to all professional and legal requirements. Members should promote the vision and aims of NBE and keep to and uphold the standards set out in this document.

5. General Terms and Conditions

5.1 Promote professionalism and respect

You uphold the reputation of the moving and handling profession at all times. You should display a personal commitment to the standards of practice and behaviour set out in this policy. You should be a model of integrity and leadership for others to aspire to. This should lead to trust and confidence in the profession from people and the public.

Uphold the reputation of the moving and handling practitioner at all times.

To achieve this, you must:

- Keep to and uphold the standards and values set out in this policy.
- Act with honesty and integrity at all times, treating people fairly and without discrimination, bullying or harassment.
- Be aware at all times of how your behaviour can affect and influence the behaviour of other people.
- Keep to the laws of the country in which you are practising.
- Treat people in a way that does not cause them upset or distress.
- Stay objective and have clear professional boundaries at all times.
- Make sure that your personal beliefs (including political, faith, cultural or moral views) do not affect clients and other handlers negatively or cause distress in the way that are expressed.
- Act as a role model of professional behaviour for learners and other practitioners to aspire to
- Maintain the level of health you need to carry out your professional role.
- Use all forms of spoken, written and digital communication (including social media and networking sites) responsibly, respecting the right to privacy of others at all times.

Uphold your position as a member of NBE.

To achieve this, you must:

- Act with honesty and integrity in any financial dealings you have with everyone you have a professional relationship with.
- Make sure that any advertisements, publications, or published material you produce or have produced for your professional services are accurate, responsible, and ethical, do not mislead or exploit vulnerabilities and accurately reflect your relevant skills, experience, and qualifications.
- Never use your professional status to promote causes that are not related to moving and handling practice.
- Cooperate with the media only when it is appropriate to do so, and always protect the confidentiality and dignity of people.

Fulfil all membership requirements.

To achieve this, you must:

- Meet any reasonable requests so NBE can oversee the membership process.
- Keep your knowledge and skills up to date, taking part in appropriate and regular learning and professional development activities that aim to maintain and develop your competence and improve your performance.

Cooperate with all investigations and audits.

This includes investigations or audits either against you or relating to others, whether individuals or organisations. It also includes cooperating with requests to act as a witness in any hearing that forms part of an investigation, even after you have left the membership.

To achieve this, you must:

- Cooperate with any audits of training records, membership records or other relevant audits that NBE may want to carry out.
- Tell any employers you work for if you have had your practice restricted or had any other conditions imposed on you by any other relevant body.
- Give your membership number when any reasonable request for it is made.

Respond to any complaints made against you professionally.

To achieve this, you must:

- To participate and actively cooperate with any investigation or enquiry that is commenced.
- Never allow someone's complaint to affect the working relationship with them.
- Use all complaints as a form of feedback and an opportunity for reflection and learning to improve practice.

Provide leadership to improve experiences of moving and handling practice.

To achieve this, you must:

- Identify priorities, manage time, staff, and resources effectively and deal with risk to make sure that the quality of the service you deliver is maintained and improved.
- Support any staff you may be responsible for to follow these professional standards. They must have the knowledge, skills and competence for safe moving and handling practice and understand how to raise any concerns linked to any circumstances where the poor moving and handling practice is identified.

5.2 Practise and deliver effective interventions

You must assess need and deliver or advise on moving and handling practice or give help without too much delay and to the best of your abilities, on the basis of the best evidence available and best practice. You must communicate effectively, keeping clear and accurate records and sharing skills, knowledge, and experience where appropriate. You must reflect and act on any feedback you receive to improve your knowledge and practice.

Always practise in line with the best available evidence.

To achieve this, you must:

- Make sure that any information or advice given is evidence based, including information relating to using any moving and handling products or services.

- Maintain the knowledge and skills you need for safe and effective moving and handling practice.

Communicate clearly.

To achieve this, you must:

- Use terms that the people, including colleagues and the public, can understand.
- Take reasonable steps to meet people's language and communication needs, providing, wherever possible, assistance to those who need help to communicate their own or other people's needs.
- Use a range of verbal and nonverbal communication methods, and consider cultural sensitivities, to better understand and respond to people's personal and health needs.
- Check people's understanding from time to time to keep misunderstanding to a minimum.
- Be able to communicate clearly and effectively in English.

Work cooperatively.

To achieve this, you must:

- Respect the skills, expertise and contributions of your colleagues and other professionals, referring matters to them when appropriate.
- Maintain effective communication with colleagues and other professionals.
- Work with colleagues to evaluate the quality of your work and that of the team.
- Work with colleagues to preserve the safety of those undertaking moving and handling education and/or practice.
- Share information to identify and reduce risk.
- Be supportive of colleagues who are encountering moving and handling performance issues. However, this support must never compromise or be at the expense of an individual's safety.

Share your skills, knowledge, and experience for the benefit of people and your colleagues.

To achieve this, you must:

- Provide honest, accurate and constructive feedback to colleagues.
- Gather and reflect on feedback from a variety of sources, using it to improve your practice and performance.
- Deal with differences of professional opinion with colleagues by discussion and informed debate, respecting their views and opinions and behaving in a professional way at all times.
- Support learners' and colleagues' learning to help them develop their moving and handling competence and confidence.

Keep clear and accurate records relevant to your moving and handling training and practice.

This includes but is not limited to training records. It includes all records that are relevant to your scope of expertise and practice.

To achieve this, you must:

- Complete all records at the time or as soon as possible after an event, recording if the notes are written sometime after the event.
- Identify any risks or problems that have arisen, and the steps taken to deal with them, so that colleagues who use the records have all the information they need.
- Complete all records accurately and without any falsification, taking immediate and appropriate action if you become aware that someone has not kept to these requirements.
- Attribute any entries you make in any paper or electronic records to yourself, making sure they are clearly written, dated, and timed, and do not include unnecessary abbreviations, jargon or speculation.
- Take all steps to make sure that all records are kept securely.
- Collect, treat, and store all data and research findings appropriately.

Have in place an indemnity arrangement which provides appropriate cover for any practice you take on as a moving and handling practitioner in the United Kingdom.

To achieve this, you must:

- Make sure that you have an appropriate indemnity arrangement in place to the extent and scope of your practice.

5.3 Promote and Prioritise Interests of People

You put the interests of people needing moving and handling services first. You make their safety your main concern and make sure that their dignity is preserved, and their needs are recognised, assessed, and responded to. You make sure that those who require moving and handling are treated with respect, that their rights are upheld and that any discriminatory attitudes and behaviours are challenged.

Treat people as individuals and uphold their dignity.

To achieve this, you must:

- Treat people with kindness, respect, and compassion
- Make sure you deliver the fundamentals of moving and handling practice safely and effectively.
- Avoid making assumptions and recognise diversity and individual choice.
- Respect and uphold people's human rights.

Listen to people and respond to their preferences and concerns.

To achieve this, you must:

- Work in partnership with people to make sure you deliver their needs effectively.
- Recognise and respect the contribution that people can make to moving and handling culture.
- Encourage and empower people to share decisions about their moving and handling practice.
- Respect, support, and document a person's right to accept or refuse moving and handling practice.
- Recognise when people are anxious or in distress and respond compassionately and politely.

Act in the best interests of people at all times.

To achieve this, you must:

- Balance the need to act in the best interests of people with the requirement to respect a person's choices.
- Make sure that you get properly informed consent and document it before carrying out any action.
- Keep to all relevant laws about mental capacity that apply in the country in which you are practising, and make sure that the rights and best interests of those who lack capacity are still at the centre of the decision-making process.
- Tell colleagues and your manager and if you have a conscientious objection and arrange for a suitably qualified colleague to take over responsibility.

Respect people's right to privacy and confidentiality.

As a member of NBE and a moving and handling practitioner, you owe a duty of confidentiality to all those who are participating in moving and handling practice. This includes making sure that they are informed about the importance of safe moving and handling practice and that any moving and handling requirements are shared appropriately.

To achieve this, you must:

- Respect a person's right to privacy.
- Make sure that people are informed about how and why information regarding their moving and handling requirements is used and shared.
- Respect that a person's right to privacy and confidentiality with regards to any research and audit data
- Share necessary information with other professionals and agencies only when the interests of persons safety and public protection override the need for confidentiality.

- Share with people, as far as the law allows, the information they want or need to know about their moving and handling requirements in a way they can understand.

5.4 Promote Safety and Manage Risk

You make sure that person and public safety is protected. You work within the limits of your competence, raising concerns immediately whenever you come across moving and handling practice that puts people or staff safety at risk. You must take necessary action to deal with any concerns when required.

Recognise and work within the limits of your competence.

To achieve this, you must:

- Make a timely and appropriate referral to another practitioner when it is in the best interests of a company or individual needing any action.
- Ask for help from a suitably qualified and experienced professional to carry out any action or procedure that is beyond the limits of your competence.
- Take account of your own safety as well as the safety of people in your care
- Complete all necessary training before carrying out a new moving and handling task or procedure.

Be open and candid with all users about all aspects of moving and handling practice including when any mistakes or harm may have taken place.

To achieve this, you must:

- Act immediately to put right the situation if someone has suffered actual harm for any reason or a moving and handling incident has happened which had the potential for harm.
- Explain fully and promptly what has happened, including the likely effects, and apologise to the person affected and, where appropriate, their advocate
- Document any unforeseen events formally and take further action if appropriate so they can be dealt with quickly.

Act without delay if you believe that poor moving and handling practice is creating a risk to personal safety.

To achieve this, you must:

- Raise and, if necessary, escalate any concerns you may have about moving and handling practice and person safety.
- Raise your concerns immediately if you are being asked to practise beyond your role.
- Acknowledge and act on all moving and handling concerns raised to you, investigating, escalating, or dealing with those concerns where it is appropriate for you to do so.
- Do not obstruct, intimidate, victimise or in any way hinder a colleague who wants to raise a concern about poor moving and handling practice.

- Protect anyone who raises a concern about poor moving and handling practice from any harm, detriment, victimisation, or unwarranted treatment.

Raise concerns immediately if you believe a person is vulnerable or at risk and needs extra support and protection.

To achieve this, you must:

- Take all reasonable steps to protect people who are vulnerable or at risk from harm from poor moving and handling practice and procedures.
- Share information if you believe someone may be at risk of harm due to poor moving and handling practice and procedures, in line with the laws relating to the disclosure of information.
- Have knowledge of and keep to the relevant laws and policies about protecting vulnerable people.

6. Responsibility and Procedures

The National Back Exchange Board of Trustees will be responsible for implementation of this policy.

7. Policy Review

This policy will be reviewed by the Chair, Vice Chair or designates of the National Back Exchange Board of Trustees every 2 years from the date of publication or earlier depending on legal requirements, best practices, national guidelines, or organisational changes.

8. Audit – Monitoring Process

Monitoring process	Requirements
Who	<ul style="list-style-type: none"> ● National Back Exchange Board of Trustees ● Association's Administration Team advertising and sponsorship team
How	<ul style="list-style-type: none"> ● NBE Membership feedback, Community Forum and Social Media Platform behaviours
Presented to	<ul style="list-style-type: none"> ● Board of Trustees
Monitored by	<ul style="list-style-type: none"> ● Procedural document review group Sarah Thornton, Chair Kerry Kemp, Vice Chair Mary Muir, Publications Director ● National Back Exchange Board of Trustees ● Association's Administration Team advertising and sponsorship team
Completion / Exception report to	<ul style="list-style-type: none"> ● Extraordinary circumstances beyond the control of National Back Exchange and / or the Association's Administration Team