

Professional Conduct At Large

- * I always conduct my affairs with integrity, truth and rigorous honesty regarding requests and professional information.
- * I take ownership and immediate steps to correct any errors or miscommunications for which I am responsible.
- * I engage in professional development in order to stay current in my knowledge, skills and technical abilities required to perform my professional duties and never misrepresent myself.
- * I am mindful of my responsibilities to the profession and the Virtual Assistant community at large and work at education and acceptance of the Virtual Assistant profession worldwide. I ensure I represent professionalism during contact with the public that reflects favorably on the industry.
- * I do not attempt to alienate, solicit clients nor discredit any other professional Virtual Assistant practice instead I respect my professional relationships.
- * I do not take advantage of the inexperience of others and instead share my knowledge, experience and skills to forward growth, professionalism and consistency while fostering community.

Professional Conduct With Clients

- * I hold in the highest regard and do not misrepresent the authority entrusted to me, representing my clients with nothing less than the highest level of professionalism.
- * I utilize and maintain professional resources to support clients in obtaining services I am not qualified or competent to perform. I do not overstate my own level of competence in a given subject.
- * I do not charge for learning curves on skill sets that are beneficial to my professional development.
- * I communicate, up front, expectations and terms and conditions for all client relationships then document this information in a signed agreement.

Confidentiality/Privacy

- * I safeguard all private and confidential information entrusted to me or obtained in the performance of my professional duties. Information will only be released through client consent or court order.
- * I do not use any confidential information obtained from professional duties for personal gain or in any manner detrimental to clients or others.
- * I agree to return to the client any and all documents (originals and copies) and client owned software programs upon termination of the agreement.
- * Electronic and hardcopy records storage and/or disposal will be kept confidential and secure.

Conflicts of Interest

- * I comply with all legal obligations (e.g. copyright laws, intellectual property etc.) in the course of providing my professional services.
- * I guard the interests of clients and associates and shall not knowingly be part of any illegal or unethical activity.
- * I do not engage in any activity that represents a conflict of interest for my client or jeopardizes my ability to be unbiased in the performance of my professional duties. I notify my client of any and all potential conflicts.

My Pledge

I pledge to adhere to and uphold the Code of Ethics and Professional Conduct of the Virtual Assistant Training Program. In doing so I agree to maintain the highest level of integrity and professionalism while representing clients, the Virtual Assistant profession and myself. I will respect and celebrate the diversity of all those I interact with.

susanne collyer