

# LEAP Online

Learning Excellence Achievement Pathway Online Tutorial



## Professionalism: Understanding your Professional Standards and Regulatory Bodies

LEAP Online

Professionalism Level 2

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## Introduction

What does it mean to be a professional at work? And how does professional behaviour affect your career?

These questions and more provide the foundation for this course on professionalism. Here, you'll learn the basics of professional behaviour with examples of do's and don'ts in real-world scenarios. Then, you'll learn the fundamentals of professional communication, whether through emails, phone calls, or other formal and informal situations. When finished, you'll understand how to build professionalism into every aspect of your role.

This course contains a number of sections for all learners, there are some profession specific sections under the Regulatory bodies section, please choose your own profession/regulatory body to complete, you will then be directed back to the other sections to complete.

## Aims and Objectives

The aim of this tutorial is to help you understand:

- What professionalism is
- The importance of professionalism, both as a learner representing the University of Bolton but also in relation to the Professional, Statutory and Regulatory Bodies (PSRB's) requirements, specific to your chosen Programme and Profession
- What is expected of you as a learner at the University of Bolton

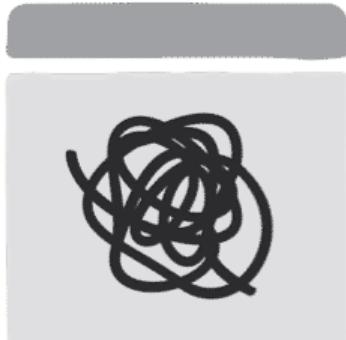
## Who Should Complete this Tutorial?

All Pre-Registration learners studying within the Faculty of Health & Wellbeing are required to complete this tutorial. It is designed to help you to become the best healthcare professional you can be. You will be directed by your programme team about evidencing the completion of this module.

## The Fundamentals of Professionalism



### Pause and Reflect



Let's start by looking a professionalism means to you?

Take a second to write down what comes to mind, we will look at this later in the tutorial.

Professionalism encompasses a multitude of things:

#### Behaviour

Being punctual, dressing professionally and adhering to uniform policies, communicating respectfully and being honest and trustworthy.

#### Knowledge

Making sure you are appropriately supervised to undertake tasks, working within the limits of your knowledge and competence, taking responsibility for your own learning and following any guidance, policies and procedures issued by your Regulatory body, University or Placement provider.

## Excellence

Taking responsibility and pride for your work and delivering high quality care based on best practice guidance to benefit patients and significant others, managing your time effectively, maintaining and developing your skills and knowledge.

## Integrity

Maintaining appropriate ethical behaviour. Showing strong adherence to moral and ethical principles and values such as honesty, dependability and trustworthiness.

## Values

Working together for the people we provide care and support to, respect and dignity, commitment to quality of care, compassion, improving lives and ensuring everyone counts.

## Professional Presentation

Professional presentation is important, whether wearing a uniform, lab coat or own clothing. Please adhere to practice organisational policy and also the University of Bolton Uniform Policy which is available from your Programme Leader.

You can demonstrate professionalism by being a role model. Role models take responsibility for their actions and admit when they make mistakes. They can inspire others to do the same by making their teams aware of their mistakes and how they plan to correct them. When a role model displays their willingness to take accountability, others often follow.

You do not have to work in a specific profession to demonstrate the important qualities and characteristics of a professional. However, professionalism improves relationships with your peers, colleagues, university staff and practice educators, and can affect how your work gets perceived.

**Move on to explore more information about Professionalism and Professional, Statutory and Regulatory Bodies (PSRBs).**

## Professional, Statutory and Regulatory Bodies (PSRBs)



Regulation exists in many forms, from employer-led to statutory, with several variations in structure and processes but with a common aim to ensure public safety. The reason for such variation is historical legal frameworks which over time, have seen changes to rules and regulations, often in relation to fitness to practice arrangements.

There currently are three approaches to regulation including:

- Statutory regulation of 32 professions across nine professional regulatory bodies
- Accredited registers that are maintained by professional bodies
- An employer-led system that exists for the whole workforce, not just those who are not subject to additional layers of regulation and registration

## Professional, Statutory and Regulatory Bodies

Professional, Statutory and Regulatory Bodies (PSRBs) are a diverse group of professional and employer bodies, regulators and those with statutory authority over a profession or group of professionals. PSRBs engage with higher education as regulators.

## The Professional Standards Authority

The Professional Standards Authority (PSA) oversees the professional regulators, working with them to improve the way that professionals are regulated. They also have powers to assess and accredit organisations who register practitioners, who are not regulated by law, and work closely with the Government by giving policy advice and encouraging research to improve regulation.



### Further Information:

- [UK regulated professions and their regulators](#) – GOV.UK
- [Find An Accredited Register](#) – Professional Standards Authority
- [Professional regulation](#) – NHS Employers

Let's move on to explore professionalism in relation to the University of Bolton.

## University of Bolton and Professionalism



Being a learner and aspiring practitioner requires consideration, understanding and application of professionalism at all times. We live in a society where mobile phones and social media are prominent and can be a large part of daily life.

Within this section you will gain understanding of what is expected of you as a University of Bolton learner in respect of:

- Social Media
- Professional boundaries
- Use of mobile phones in practice environments
- Confidentiality and consent
- Professional behaviour
- Email etiquette
- Uniform requirements (where applicable)

We will now look at some of the policies and standards that need to be adhered to protect the people we work with and also ourselves and our profession.

The University of Bolton has guidance for Social Media use and a Code of Practice for Work based learning, you can find the links for these below. How you represent yourself, your profession and the University is important.



#### University of Bolton Guidance Documents

- [Student Social Media Guidance 2023/24 \[PDF\]](#)
- [Code of Practice for Work Based and Placement Learning \[PDF\]](#)

## Email etiquette

One of the first ways you can make a good impression is in your communication, particularly through email, consider the points below when communicating about your programme or practice learning:

- Always ensure your email signature has your full name, your student number, the name of your programme you are studying and also the cohort (e.g. September 2023, January 2021). For example: Sam Scott, 1234567, BSc Dental Technology, September 2022
- Ensure your email is correctly addressed, such as Dear Julie/college
- Be clear and concise in your email, do not be familiar and ensure you do not use any text language or abbreviations
- Be professional, polite and courteous. Never write an email when angry, type it, park it, become calm, review and reword

## Subject Areas

### General Dental Council (GDC)



Let's look at what the General Dental Council (GDC) say about professionalism with emphasis on the students

"Student professionalism is the way you respond to the standards required of you and the issues you may face during your training. It is how you demonstrate the appropriate attitudes and behaviour with patients and your colleagues (staff on the training course, employers and other students) and develop the ability to know when to seek advice and support in terms of your learning, your clinical work or technical work and health. It also encompasses the way you respond when you are made aware of issues and offered advice and support" (GDC, 2016)

These are behaviours or attributes the patients and the wider society expect a Dental Technician to demonstrate, we must therefore uphold the reputation of our profession at all times. Student professionalism is a significant part of meeting student fitness to practice requirements

You are expected to work within your scope of practice whilst supervised and unsupervised throughout your studies and whilst on placement. Failure to do so may result in withdrawal from the programme of study and may mean that following completion of the programme they will not be eligible to apply for registration with the GDC.

There are nine ethical principles of practice in the Standards for the Dental Team. You have an individual responsibility to behave professionally and follow these principles at all times and conduct yourself strictly within the professional standards, values, and ethics of the GDC.

### GDC: Nine ethical principles of practice

The nine principles of practice which can be found at [Standards and Guidance](#) are listed below:

1. Put patients' interests first
2. Communicate effectively with patients
3. Obtain valid consent
4. Maintain and protect patients' information
5. Have a clear and effective complaints procedure
6. Work with colleagues in a way that is in patients' best interests
7. Maintain, develop and work within your professional knowledge and skills
8. Raise concerns if patients are at risk
9. Make sure your personal behaviour maintains patients' confidence in you and the dental profession

These principles are all equally important and are not listed in order of priority. They are supplemented by additional guidance documents and case studies which can be found on the GDC website at [General Dental Council – Focus On Standards](#).

There is also a useful video which explains the standards to you:

- [What does professionalism mean to you](#) [Youtube]

The standards set out what you must do. If you do not meet these standards, you may not be able to register or be removed from the GDC register and not be able to work as a dental technician.

The guidance is there to help you to meet the standards. You are expected to follow the guidance, to use your professional judgment, demonstrate insight at all times and be able to justify any decision that is not in line with the guidance. If we receive information which brings your fitness to practice into question, such as a complaint or a conviction, we will refer to the standards and the guidance to judge whether you are fit to practice as a dental professional.

The [GDC website](#) contains a dedicated support area of student professionalism resource with a handful of helpful information.

The GDC standards of professionalism also encompasses the student fitness to practice which simply means meeting certain requirements relating not only to professionalism but to health, technical and academic work during training.

As a student, you are required to declare [student fitness to practice](#) proceedings or investigations on your GDC application. You must be aware that unprofessional behaviour, criminal convictions and cautions or serious health problems that have not been appropriately managed during your training can affect your ability to register with the GDC and therefore get a job as a Dental technician. For more information, see '[Applying for registration with the GDC](#)'

## References

GDC. (2016-17) *The General Dental Council student professionalism and standards*. [Online] Available from: [https://www.gdc-uk.org/docs/default-source/guidance-for-students/studentprofessionalism-and-fitness-to-practise-guidance-for-students.pdf?sfvrsn=5ddbc404\\_2](https://www.gdc-uk.org/docs/default-source/guidance-for-students/studentprofessionalism-and-fitness-to-practise-guidance-for-students.pdf?sfvrsn=5ddbc404_2) [Accessed 6 October 2023].

GDC. (2016-17) *Standards and guidance for the team*. [Online] Available from: <https://www.gdcuk.org/standards-guidance/standards-and-guidance/standards-for-the-dental-team> [Accessed 6 October 2023].

GDC. (2016-17) *Student fitness to practice, and Applying for registration*. [Online] Available from: [https://www.gdc-uk.org/docs/default-source/guidance-for-students/student-professionalismand-fitness-to-practise-guidance-for-students.pdf?sfvrsn=5ddbc404\\_2](https://www.gdc-uk.org/docs/default-source/guidance-for-students/student-professionalismand-fitness-to-practise-guidance-for-students.pdf?sfvrsn=5ddbc404_2) [Accessed 6 October 2023].

You have reached the end of the General Dental Council section

## Nursing and Midwifery



### Let's look at what the Nursing and Midwifery Council (NMC) say about professionalism

“Professionalism means something to everyone who works as a Nurse, Nursing Associate or Midwife. Being an inspiring role model working in the best interests of people in your care, regardless of what position you hold and where you deliver care, is what brings practice and behaviour together in harmony” (NMC, 2018)

We must uphold the reputation of our professions at all times, and this is as important for you to demonstrate now as it will be once you are qualified/registered.

While Nurses, Nursing Associates and Midwives will play different roles in an aspect of care, they must all uphold the standards in the NMC Code (Professional standards of practice and behaviour for Nurses, Midwives and Nursing Associates) within the contribution they make to overall care.

## NMC Code

The code is structured around 4 themes, these are:

1. Prioritise people
2. Practice effectively
3. Preserve safety
4. Promote professionalism and trust

Each of these themes has key statements that when taken together, signify what good Nursing & Midwifery practice is (NMC, 2023). You should therefore see the code as a way of you reinforcing professionalism. Select the button below for more information.



[The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates](#) – The Nursing and Midwifery Council

A condition of being entered on to the NMC register is that you understand and act in accordance with the Code. To monitor and assure this, you are required to demonstrate high standards of professional conduct at all times and work within ethical and legal frameworks, and be able to articulate the underpinning values of the Code (NMC, 2023).

Your Practice Assessment Record & Evaluation (PARE) document has 15 'Professional Values in Practice' that MUST be achieved on each of your learning experiences. You are required to demonstrate these consistently throughout your training during your practice learning experiences.

Please ensure you have read and understood what these are before attending practice. You will be assessed on these at your mid-point and final assessment. Should you not meet these at the mid-point, please speak with your personal tutor and supervisor to ensure you understand what you need to improve before your next assessment. Be proactive and professional by taking ownership of this requirement

and demonstrating the points we discussed earlier – Behaviour, Knowledge, Excellence and Integrity.

Essentially, professional behaviour comes down to giving your best at all times while treating others with respect. Think about how your behaviour will be perceived by others and make sure to understand and follow policies, procedures and regulatory body requirements where they exist.

## Additional resources



[Professional Standards Authority](#) – The Nursing and Midwifery Council

[Standards for pre-registered midwifery education](#) – The Nursing and Midwifery Council

[What does professionalism mean to you?](#) – The Nursing and Midwifery Council

[Let's talk about professionalism. Caring with Confidence: The Code in Action](#) – [YouTube] The Nursing and Midwifery Council

Raising awareness of professionalism supports you to become the best professional you can be. These policies and standards need to be adhered to protect the people we care for and also ourselves and our profession.

To support you in developing the behaviours and values required as a professional who will be entering the relevant register, we have provided advice from our main regulatory bodies and the University Policy. Please read and digest this advice for your chosen profession to ensure we can eradicate breaches in the above area. Should you have any questions, please contact your Personal Tutor.

You have reached the end of the General Dental Council section

## Health and Care Professions Council (HCPC)



### Let's look at what the Health and Care Professions Council say about professionalism

Our learners undertaking an Allied Health Professional Programme are aware of the need to work within the HCPC Standards of Conduct, performance and Ethics. Let us look at what the HCPC says about how they expect their registrants to behave and outline what the public expect from those delivering care to them.

The Standard considers 10 aspects:

1. Promote and protect the interests of service users and carers
2. Communicate appropriately and effectively
3. Work within the limits of your knowledge and skills
4. Delegate appropriately
5. Respect confidentiality
6. Manage risk
7. Report concerns about safety
8. Be open when things go wrong

9. Be honest and trustworthy
10. Keep records of your work

This video explains the Standards and what they mean for different professional groups:

- [The standards of conduct, performance and ethics – HCPC \[YouTube\]](#)



The HCPC has a number of guides you can refer to, to help you in meeting the Standards.

- [Meeting our Standards - HCPC](#)

A condition of being entered on to the HCPC register is that you understand and act in accordance with the Standard. To monitor and assure this, you are required to demonstrate high standards of professional conduct at all times and work within ethical and legal frameworks, and be able to articulate the underpinning values of the Standards.

Your Practice Assessment Record (PAR) document contains competencies you must meet to support demonstration of you meeting the standards. You are required to demonstrate these consistently throughout your training during your practice learning experiences.

Please ensure you have read and understood what these are before attending practice. You will be assessed one these at your mid-point and final assessment. Should you not meet these at the mid-point, please speak with your link tutor and practice educator to ensure you understand what you need to improve before your next assessment. Be proactive and professional by taking ownership of this requirement and demonstrating the points we discussed earlier – Behaviour, Knowledge, Excellence and Integrity.



[Standards of Conduct, Performance and Ethics](#) - HCPC

You have reached the end of the Health and Care Professions Council section

## Physicians Associates



### Let's look at what the Physicians Associates (PAs) say about professionalism

Physicians Associates (PAs) are currently regulated by the Royal College of Physicians within the Faculty of Physician Associates on a managed voluntary register. This will move to the General Medical Council (GMC) who are currently developing processes and policies to regulate PAs from later in 2024.

A physician associate (PA) is defined as:

“A new healthcare professional who, while not a doctor, works to the medical model, with the attitudes, skills and knowledge base to deliver holistic care and treatment within the general medical and/or general practice team under the defined levels of supervision.” (FPARCP, 2023)



The Code of Conduct outlines the principles for professional practice of PAs and can be found here:

- [FPA Materials](#)

## Professionalism in action

The FPA introduces professionalism in action below:

1. Patients need good PAs. Good PAs make the care of patients their first concern: they are competent, keep their knowledge and skills up to date, establish and maintain good relationships with colleagues\* and patients, are honest and trustworthy, and act with integrity and within the law
2. Good PAs work in partnership with patients and respect their rights to privacy and dignity. They treat each patient as an individual. They do their best to make sure all patients receive good care and treatment that will support them to live as well as possible, whatever their illness or disability
3. The PA code of conduct describes what is expected of all PAs registered with the FPA. It is your responsibility to be familiar with the PA code of conduct and to follow the guidance it contains
4. You must use your judgement in applying the principles in the code of conduct to the various situations you will face as a PA, whatever field of medicine you work in, and whether or not you routinely see patients. You must be prepared to explain and justify your decisions and actions

Be proactive and professional by taking ownership of this requirement and demonstrating the points we discussed earlier – Behaviour, Knowledge, Excellence and Integrity.

## References

Faculty of Physicians Associates (2023) *FPA Code for Physicians Associates*.  
[Online] <https://www.fparcp.co.uk/professional-development/fpa-materials> [Accessed 7 November 2023]

## Social Work England



### Let's look at what Social Work England say about professionalism

Social Work England are the regulatory body for Social Workers, their Professional Standards set the threshold required for safe and effective practice reflecting the diversity of social work practice and the impact it has on people and their communities.

The Standards set out what you should know, understand and perform as a Social Worker (SW England 2019), visit the following link to view them: [Professional standards - Social Work England](#).

In 2020, Social work England provided a guide to support you meeting the standards, this can be found here via this link: [Professional standards guidance - Social Work England](#).

A condition of being entered on to the register is that you understand and act in accordance with the Standard. To monitor and assure this, you are required to

## Professionalism: Understanding your Professional Standards and Regulatory Bodies

demonstrate high standards of professional conduct at all times and work within ethical and legal frameworks, and be able to articulate the underpinning values of the Standards.

Your Practice Assessment document contains competencies you must meet to support demonstration of you meeting the standards. You are required to demonstrate these consistently throughout your training during your practice learning experiences.

Please ensure you have read and understood what these are before attending practice. You will be assessed one these at your mid-point and final assessment. Should you not meet these at the mid-point, please speak with your link tutor and practice educator to ensure you understand what you need to improve before your next assessment. Be proactive and professional by taking ownership of this requirement and demonstrating the points we discussed earlier – Behaviour, Knowledge, Excellence and Integrity.

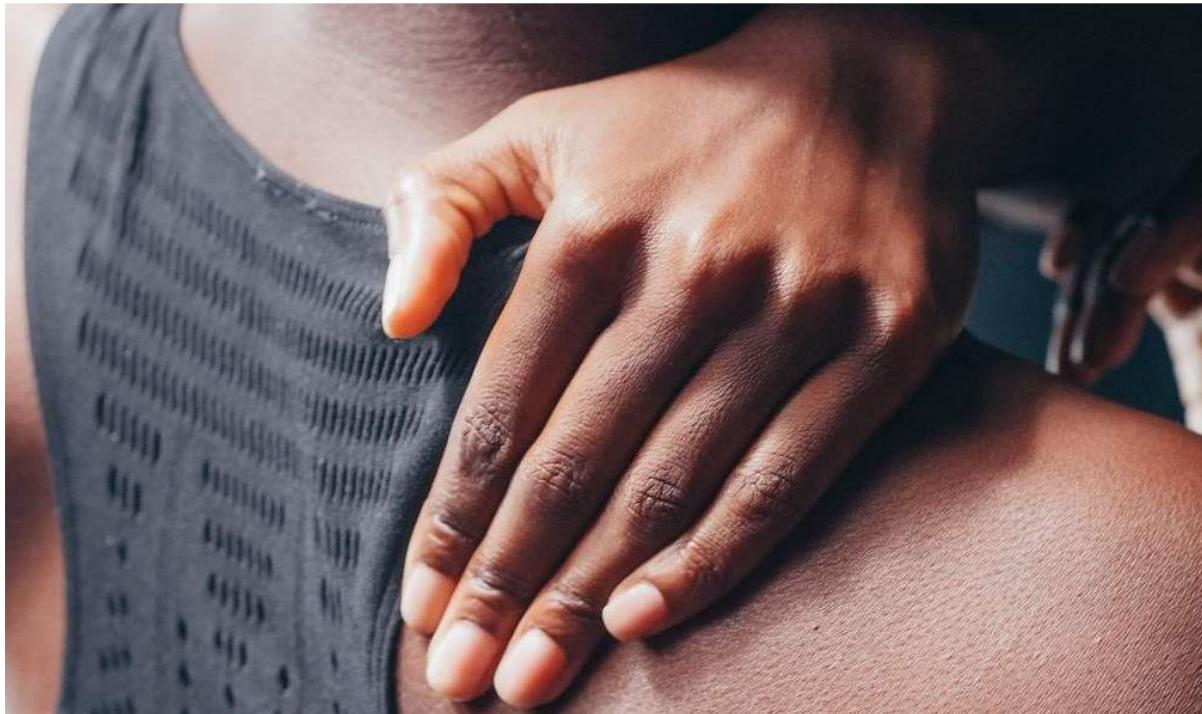
## References

Social Work England, (2019) Professional Standards. [Online]  
<https://www.socialworkengland.org.uk/standards/professional-standards/> [Accessed 3 November 2023]

Social Work England, (2020) Professional Standards Guidance. [Online]  
<https://www.socialworkengland.org.uk/standards/professional-standards-guidance/> [Accessed 3 November 2023]

You have reached the end of the Social Work England section

## Professionalism Within Sports Rehabilitation



### Let's look at professionalism within Sports Rehabilitation

Professionalism is crucial to all Graduate Sport Rehabilitators and will be actively encouraged both during placements and additionally through teaching and learning that takes place. This will instil the levels of behaviour and professional practice expected of a Graduate Sport Rehabilitator.

#### Patient care

- Recognise conflicts of interest that may impact a care provided to a patient
- Know and apply the commonly accepted standards for patient confidentiality
- Always provide the best care possible for the patient using the range of skills possessed by the Graduate Sport Rehabilitator

## Team approach to practice

- Recognise the unique skills and abilities of other healthcare professionals
- Understand the scope of practice of other healthcare professionals and when to refer patients to others
- Only execute duties within the identified scope of practice for Graduate Sport Rehabilitators
- Include the patient (and others, where appropriate) in the decision-making process
- Work with others as part of a multidisciplinary team in effecting positive patient outcomes

## Legal practice

- Always practice in a legally competent manner
- Identify and conform to the laws that govern healthcare, particularly those that relate to Sport Rehabilitation practice
- Understand the consequences of violating the laws that govern healthcare, particularly those that relate to Sport Rehabilitation practice

## Ethical practice

- Comply with the BASRaT Code of Ethics
- Understand the consequences of violating the BASRaT Code of Ethics
- Comply with other codes of ethics related to your area of practice, as applicable

## Advancing knowledge

- Critically examine the body of knowledge in healthcare within related fields to sport rehabilitation
- Always use evidence-based practice as a foundation for the delivery of care for your patient
- Appreciate the connection between Continuing Professional Development and the improvement of your own practice as a Graduate Sport Rehabilitator

- Promote the value of research and scholarship within the field of sport rehabilitation
- Disseminate new knowledge within the field of sport rehabilitation to others working within similar fields using the highest possible standards to positively promote the profession

### Cultural competence

- Demonstrate awareness of the impact that a patients' cultural differences may have on your practice and their attitudes and behaviour toward your care
- Demonstrate the knowledge, attitudes, behaviour and skills necessary to achieve optimal treatment outcomes for a diverse range of patient populations
- Work respectfully and effectively with all patient populations and in a diverse range of work environments

### Professionalism

- Advocate professionalism at all times as a representative of the sport rehabilitation profession
- Demonstrate honesty and integrity at all times
- Exhibit compassion and empathy with all patients
- Demonstrate effective interpersonal communication skills



[British Association of Sports Rehabilitation and Trainers \(BASRaT\)  
Standards of Ethical Conduct and Behaviour \[PDF\]](#)

You have reached the end of the Sports Rehabilitation section

## Timesheets



Recording your practice days/hours is important for a number of reasons.

- Recording hours to meet your regulatory body requirements
- To support your tutor ensuring you are progressing well
- Health and Safety
- To use for data collection by the University and external agencies

All records of practice, be them on PARE (Dental, Nursing, Midwifery, TNA and Allied Health professions), Sharepoint (Sports Rehab), SMART assessor for apprentices or in other manners directed by your programme team, are legal records. You must ensure the timesheets are an accurate record of your practice hours and are verified by your supervisor/assessor where required.



The University class register is just as important for the same reasons.

## Summary



### Key Takeaways

Professionalism goes beyond simply showing up on time, dressing appropriately, or doing high-quality work. Professionalism is a mindset that influences every area of your job and career. It means acting in a way that demonstrates trust, respect, accountability, competence, and productivity.

You can demonstrate professionalism at work when you follow these tips.

#### Know the fundamentals

Expand your understanding of what it means to be a professional and, more importantly, why professionalism matters. Review your company's code of conduct and know what's expected in different circumstances. Ensure your attitude and behaviour aligns with your personal and professional code.

#### Practice professional etiquette

Business communication often takes place via phone, email, or direct messages. Each channel provides an opportunity to demonstrate your professionalism. Knowing the do's and don'ts of phone, email, and in-person communication reflects positively on you as a professional.

## Differentiate between formal and informal interactions

Workplace interactions require you to make many decisions about how you communicate. Adjust your tone, word choice, appearance, and mannerisms according to the expectations of a given scenario. Doing so shows a high level of professionalism.



Embody your professionalism. It's not enough to "act like a professional." Professionalism is the sum total of your values, ethics, attitude, and behaviours and shows up in your work, interactions, relationships, and achievements. When you build professionalism into each aspect of your job and career, everyone will see it.

Thank you for completing this tutorial