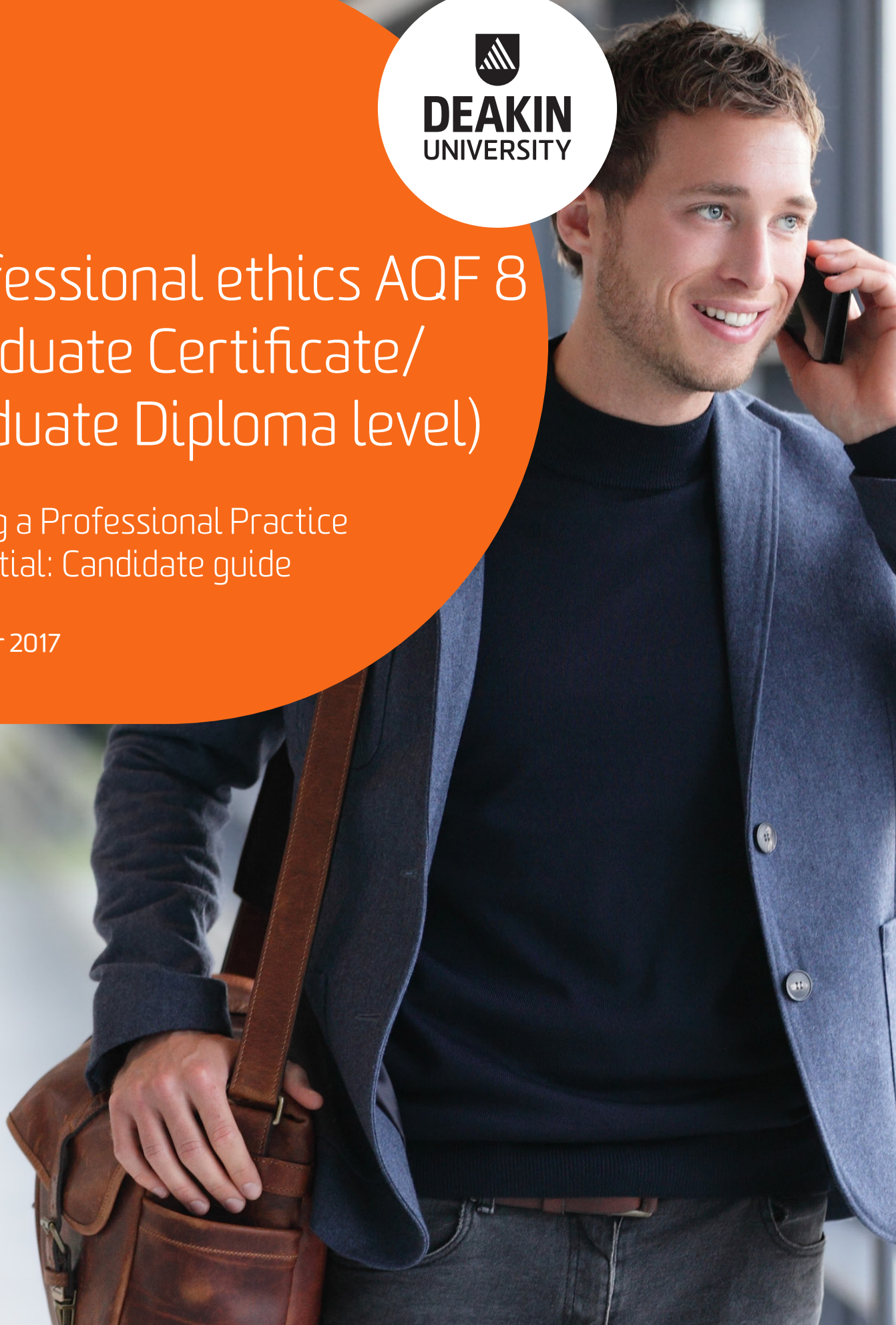




# Professional ethics AQF 8 (Graduate Certificate/ Graduate Diploma level)

Earning a Professional Practice  
Credential: Candidate guide

November 2017



# Introduction

Deakin Professional Practice Credentials warrant that the skills and knowledge you have developed through learning, work and experience have been demonstrated in practice to the required level.



Cover image: © Martinmark | Dreamstime  
Above image: Created by Eric Bailey—freepik.com

Credentials recognise employability skills such as communication and problem-solving, and technical expertise, such as risk management and design thinking. Credentials are benchmarked against recognised industry skill frameworks and the Australian Qualifications Framework (AQF).

Credentials are not traditionally taught units, but rather an evidence-based assessment of applied skills and knowledge. To achieve credentials, you need to submit a portfolio of evidence, with a reflective narrative and video testimony, to demonstrate skills and knowledge you've already gained through the workplace.

All credentials bear the insignia of Deakin University, and are based on evidence of achievement rather than participation. Our credential assessors have significant academic and industry experience.

Credentialling is different to other kinds of study you may have completed. It's not about attending lectures or tutorials, or working on group projects and taking in new information. Instead, it's all about you creating a portfolio of evidence that reflects your skills, experience and knowledge. The credentialling process is entirely online and your submission will be assessed as to whether the standard of achievement has met the required level.

Earning a credential is a step-by-step process to identify and document your skills, experience and knowledge.

## Where to get help

Contact [ppc@deakin.edu.au](mailto:ppc@deakin.edu.au)  
for all professional practice  
credential enquiries and support.



Choose two to three examples from your work experience

## Overview of the credentialling process

This is a summary of what you'll need to do to earn a credential.

### Think and reflect

Reflect on your professional experience and think about some of the examples from your work, e.g. projects or initiatives you could use.

### Choose your examples and collect your evidence

Consider the examples from your work experience, e.g. a project or initiative that will demonstrate the criteria and dimensions of autonomy, influence and complexity. We recommend you choose two to three examples. Examples can be used to demonstrate more than one of the credential criteria.

Questions to ask when choosing your examples include:

- How do these examples show your capability?
- What was the context of the example?
- What did you set out to achieve?
- What was the outcome?
- Who were the stakeholders involved?

Evidence is the collection of documents you must provide to support the examples you'll narrate in your reflective testimony. It is recommended that you select two to three pieces of evidence per example and that you consider your evidence before writing your reflective testimony. Examples of evidence for this credential are listed on page 5.

If you don't have evidence for your chosen examples, consider where you may need to generate evidence to be ready for the credentialling process.

For credentials in a Deakin professional practice degree, your examples should be contextualised for the course of study.

### Write your reflective testimony

Your reflective testimony brings together your examples and evidence documents into an overall narrative. The reflective testimony will show how your examples demonstrate the criteria and level of the credential, and how the evidence documents support your examples.

### Submit your reflective testimony and evidence

You'll need to submit your reflective testimony and evidence documents. We recommend that before you submit you check all the elements of your submission.

When you submit your reflective testimony and evidence documents you'll be required to declare that:

- your submission is true, and is your own work
- your contribution to any group work is not misrepresented
- your submission does not infringe copyright or confidentiality.

### Undertake your video testimony

Once you have submitted your reflective testimony and evidence documents, your video testimony will be scheduled. For the video testimony you'll need to answer a series of questions expanding on your skills and knowledge.

The video testimony will be recorded and added to your submission record for assessment.

### Assessment of your submission

Once you've completed your video testimony, your entire submission will be assessed and you will be advised of the outcome. You may be asked to provide supplementary evidence during this process.

Unlike traditional learning assessments there is no grading scale for credentials. The final outcome will be that your submission has either satisfied or not satisfied the standard of achievement at the required level.

# Professional ethics

Professional ethics encompasses the personal, organisational and corporate standard of behaviour expected of professionals.

Professional ethics is important to understand how you make judgements, what drives your ethical decision making and how you respond when you see how a decision could have an unethical impact. For many businesses, how their people act and behave reinforces their reputation and brand value as well as underpinning the desired culture and value.

By acting ethically, you ensure that in dealing with stakeholders and consumers, your organisation and its people are respected for high standards of honesty, integrity and treatment of others.

Applying ethics in a professional context is an important aspect of being an effective global citizen.

## Professional ethics (AQF 8)

At the Graduate Certificate/Graduate Diploma level of professional ethics you are promoting ethical conduct within your team and fostering a culture of professionalism and integrity in all interactions with colleagues, customers, partners and the community. Within your role you anticipate and assure that operations within your team satisfy legal, professional, institutional and related ethical standards. You have a detailed understanding of ethics, corporate and social responsibility and appreciate the professional, cultural and social dimensions to ethical practices. You model ethical behaviours in public forums and reinforce your organisation's reputation.

# Demonstrate the criteria and dimensions

Your credential submission must address all criteria and all the dimensions of autonomy, influence and complexity.

How you address the criteria will depend on the type of work you do. To be successful, your submission will need to clearly demonstrate how your examples and evidence align to the criteria and dimensions.

## You must address all criteria

- Criterion 1.** You isolate the factors that drive personal and professional conduct.
- Criterion 2.** You identify and effectively address ethical dilemmas, conflicts of interest or where work practice may deviate from ethical standards.
- Criterion 3.** You assure adherence to professional ethics and related standards, policies and procedures in a function.
- Criterion 4.** You promote a culture of professionalism and integrity in all interactions with stakeholders e.g. colleagues, customers, business partners or the community.

## Dimensions

Along with satisfying the criteria, your submission will need to demonstrate that you're working at the required level of autonomy, influence and complexity for the credential. Keep this in mind as you decide which examples and evidence documents you'll include in your submission to show that you're operating at the required level.

### Autonomy

You monitor and assure ethical practices across a discipline, function or major project.

### Influence

You promote ethical conduct and integrity in the workplace, and in your profession.

### Complexity

You have a detailed understanding of ethics, corporate and social responsibility, and the legal rights and responsibilities relating to the broader profession or a function.

# Choose your examples and evidence

Consider and select two to three examples for your submission and provide two to three pieces of evidence for each example.

Choose examples and evidence from your work experience that will demonstrate the criteria and dimensions of autonomy, influence and complexity. Examples and evidence can be used to demonstrate more than one of the criteria.

While your examples and evidence documents may span a number of roles and initiatives, you must include evidence that reflects your current practice.

Your submission should include documents of substance that evidence the criteria and dimensions. You may also include supporting evidence that contributes to the narrative but which would not be sufficient on its own.

For credentials in a Deakin professional practice degree, your examples should be contextualised for the course of study.

Evidence you must provide:

- a link to the Code of Conduct and Regulations that govern your professional responsibilities and an explanation of how you adhere to them in your professional practice.

Other types of evidence you could provide include:

- public presentation, video or related evidence demonstrating you have analysed and presented an ethical position with depth and clarity
- policy, manual or guidelines that protect others' rights and responsibilities (e.g. service code of conduct, service guarantee, research ethics guidelines)
- documents, performance reviews (appraisals, professional certification), or personal profiles (multi-modal feedback, ethical behaviour tests) evidencing the individual consistently applies ethics to decision making and personal choices
- results of a psychometric test and reflection in relation to the capability and criteria at this level
- demonstration of ethical behaviour in leadership of people and interaction with customers
- application of ethics in judgements and decisions
- adherence to professional standards.

The evidence you provide must be:

Valid

Your evidence focuses on the appropriate knowledge and skill specified.

Sufficient

You provide enough evidence to satisfy that you meet the criteria and dimensions.

Authentic

Your evidence relates to your performance, and not that of another person or another capability.

Current

Your evidence must show continuity of your expertise and capability at the required level. You can submit evidence from previous roles, but you must submit evidence from your current role to show that you are still practising at the required level.



# Reflective testimony

Your reflective testimony brings together your examples and evidence into an overall narrative that shows how you satisfy all the criteria and all the dimensions.

Your reflective testimony must be:

- written in the first person
- between 500 to 1000 words
- clear and succinct
- written in a professional style, including the appropriate level of grammar and spelling.

You must include a short introductory paragraph providing an overview of your current role and your relevant professional experience.

When referring to your examples and evidence in your reflective testimony you must outline:

- what was the role you were performing in each example and evidence
- the context within which it was performed
- the date it was performed
- the relationship to the criterion.

You must refer to your evidence documents in the relevant sections of your reflective testimony.

## Reflection

Philosopher, psychologist and educational reformer John Dewey said **'We do not learn from experience ... we learn from reflecting on experience.'**

This reflection provides a lens through which to view your professional capabilities. The process of evidencing your professional practice is about engaging with purpose: as you stop and reflect on your practice, you are building your understanding of where you are as a professional and how you can continue to build on this to positively influence how you perform in your role.

# Referencing your evidence

Evidence is the collection of documents you must provide to support the examples in your reflective testimony.

You are required to reference your evidence documents within your reflective testimony.

For large files, you must refer to the specific parts (e.g. page number, section, chapter) within your evidence document, or time stamp for video or audio file, that demonstrate and satisfy the criteria and dimensions.

When uploading your evidence, you're required to provide a description for each evidence file you submit, including:

- evidence title
- date
- summary of evidence.

The assessors will read the description when referring to your evidence documents.

Where documents are not all your own work, you must explain your contribution to the document within your testimony.

Please refer to page 5 for the types of evidence you could submit for this credential.





# Handling sensitive information

While you are required to submit evidence documents, they need to have confidential or sensitive information removed.

If you need to remove confidential information, e.g. names and figures, in order to submit your evidence you will need to state clearly that information has been removed for the purpose of confidentiality.

If significant and relevant information has been removed you'll need to supply a third-party reference to verify this evidence. The third-party reference is a confirmation of the example or evidence you have provided in your submission.

You may also supply a third-party reference in place of one piece of evidence if the document is too confidential to be submitted.

This must use the third-party reference process outlined below.

## Third-party reference

The person providing the third-party reference must be someone that you currently work with, or have worked with in the past, and who can confirm your example or evidence.

While the third-party reference can't be your only piece of evidence, it can be used as a supplementary piece of evidence to confirm the context of your role and the example. The third-party reference will also need to be used to verify evidence if significant or relevant information has been removed from a document.

The third-party reference must include:

- the relationship of the third-party to you and your example
- the details of the example or evidence clearly described
- a link to an online profile, e.g. LinkedIn and/or contact details as we may use these to verify the person's identity and relationship to you.

The person providing the third-party reference must use and agree to the legal declaration provided for such testimony.

The form is available to download.

Documents submitted must **not** infringe copyright and must **not** be confidential.



# Video testimony

Once you have submitted your reflective testimony and evidence documents, you'll be required to complete your video testimony. The video testimony can be done at a time that suits you, but this must be within two weeks of receiving the invitation.



The video testimony will require you to answer a series of questions expanding on your skills and knowledge.

Your video testimony is also an opportunity to elaborate on the details in your reflective testimony and evidence documents. As some of the video questions will require you to refer to your examples and evidence, you must have a copy of your submission with you. This must be done within a specific timeframe.

The video testimony will be recorded and added to your submission record for assessment. As your video testimony is recorded, please be mindful of appropriate attire and location.

Once you've completed your video testimony, your entire submission will be assessed and you'll be advised of the outcome. You may be asked to provide supplementary evidence during the assessment process.

Your entire submission will be stored as part of the audit record of the assessment process.

## Where to get help

Contact [ppc@deakin.edu.au](mailto:ppc@deakin.edu.au)  
for all professional practice  
credential enquiries and support.



# Your rights and responsibilities

Professional Practice Credentials are awarded by Deakin University and are governed by relevant policy and procedure (including the Deakin Micro-credentials policy and Deakin Professional Practice Credentials procedure).

When you engage in the credentialing process as a candidate or as a student of Deakin University you have rights and you also have responsibilities.

Your rights include:

- to be treated with courtesy and respect throughout the process
- to have access to reasonable adjustments in applicable circumstances
- to have access to a review of a decision should this be required.

Your responsibilities include:

- to act with academic integrity
- to conduct yourself in a professional manner throughout the process.

## Academic integrity

Academic integrity is acting in accordance with the values of honesty, trust, fairness, respect and responsibility in academic settings. Examples of behaving with academic integrity include:

- complying with instructions for assessment tasks
- submitting your own original work
- acknowledging all ideas, designs, words or works of others, including in group tasks
- providing accurate and truthful documentation.

Plagiarism is the use of other people's words, ideas, research findings or information without acknowledgement, that is, without indicating the source. In the credentialing process this also includes misrepresenting your prior experience and your role in any examples or evidence provided.

Plagiarism is a very serious breach of academic integrity and there are procedures and penalties for dealing with instances of plagiarism and collusion (acting with another person with the intention to deceive) by credential candidates or students.

## Reasonable adjustments

Alternative assessment arrangements may be made for candidates with a disability or health condition to ensure that all candidates have a consistent and fair opportunity to demonstrate their knowledge and/or capabilities.

Where a candidate is concurrently enrolled in a Deakin professional practice course, alternative arrangements will be made according to the process set out in the Assessment (Higher Education Courses) procedure.

Candidates who are prevented from completing an assessment requirement at the scheduled time because of circumstances outside their control may apply for an extension.

Where the candidate is concurrently enrolled in a Deakin professional practice course, the requirements for rescheduling assessment tasks specified in the Assessment (Higher Education Courses) procedure will apply.

## Breaches of responsibilities

Where a candidate is concurrently enrolled in a Deakin professional practice course, allegations of breaches of responsibilities will be managed in accordance with relevant student academic integrity or general misconduct policies.

Where a candidate is not enrolled in a Deakin professional practice course, allegations of breaches of responsibilities will be investigated by the University and a decision made about whether the allegation is supported and what action should be taken. This may include education about acceptable practice, a formal warning, exclusion from the credentialing process or revocation of the credential, depending on the severity of the breach. The candidate will be notified in writing of the outcome and review process.

## Complaints

For all enquiries, requests and feedback related to Deakin Professional Practice Credentials, or to make a confidential complaint, please contact [ppc@deakin.edu.au](mailto:ppc@deakin.edu.au)

## Contact us

For further information,  
please visit the Deakin website at  
[deakin.edu.au](http://deakin.edu.au)

Deakin University  
Locked Bag 20001  
Geelong VIC 3220  
Australia

**[deakin.edu.au](http://deakin.edu.au)**

© Deakin University 2017

Published by Deakin University in November 2017. While the information published in this guide was accurate at the time of publication, Deakin University reserves the right to alter, amend or delete details of course offerings and other information published here. For the most up-to-date course information please view our website at [deakin.edu.au](http://deakin.edu.au).

Deakin University CRICOS Provider Code: 00113B

144923\_DU\_CRED-CAND-AQF8\_PROF-ETHIC-GUIDE\_V01\_FA\_211217-211217