

Approved Clinical Coding Trainer Code of Conduct

2022-23

Terminology and Classifications Delivery Service

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1 About this document

1.1 Purpose

The purpose of this document is to provide the code of conduct required by the Terminology and Classifications Delivery Service (hereafter referred to as ‘the service’ or ‘we’) as a condition of registration as an NHS Digital approved clinical coding trainer and use of the national standard clinical coding core curriculum training materials (Clinical Coding Standards Course, Clinical Coding Standards Refresher Course, NCCQ (UK) Revision Programme, Mental Health Clinical Coding Standards Course and Mental Health Clinical Coding Standards Refresher Course) and also the Introduction to Classifications course¹.

The Code of Conduct is applicable to all approved clinical coding trainers and governs your personal conduct in this capacity.

1.2 Target Audience

This document has been written for all approved clinical coding trainers.

The code is also published on our collaborative workspace [Delen](#) so that anyone commissioning training delivered by an approved clinical coding trainer can be assured of the conduct expected from their trainer.

1.3 Related Documents

An approved clinical coding trainer must read this document in conjunction with the following documents issued by the service:

Approved Clinical Coding Trainer: 2022-23 Requirements Framework

Approved Clinical Coding Trainer: 2022-23 User Guide

Clinical Coding Training Products v10.0 Licence Agreement

2 Background

An approved clinical coding trainer has fulfilled our framework of requirements to become an approved clinical coding trainer. In turn this allows the trainer access to expertly developed and robustly tested national clinical coding core curriculum training materials to support delivery of NHS clinical coding training.

The continued registration as an ‘approved’ trainer is subject to compliance with the Approved Clinical Coding Trainers 2022-23 Requirements Framework, Licence Agreement and Code of Conduct.

The service holds a database of approved NHS and commercial/independent clinical coding trainers which is only used by us to i) monitor that a trainer remains compliant with the Trainer Requirements Framework and ii) confirm approved clinical coding trainer status to Trusts completing their annual Data Security and Protection Toolkit submissions (Data Standard 3).

The service also publishes a [register of approved clinical coding trainers](#) that have given permission for their details to be shared.

¹ The use of the Introduction to Classifications materials is subject to the code of conduct but is not currently considered part of the national standard clinical coding core curriculum training materials.

Confirmation of the approved status of a clinical coding trainer who is not on this list must be requested via information.standards@nhs.net.

3 General Principles

3.1 Integrity

You shall act with integrity in your relationships with delegates, other trainers and with members of other professions with whom you work in a professional capacity.

3.2 Competency

You shall not claim any level of competence that you do not possess, and you shall only offer to provide training that is within your professional competence. An example would be offering to deliver specialist clinical coding training appropriate for an experienced trainer whilst an apprentice trainer.

3.3 Probity

You shall undertake training in line with principles outlined within the Code of Conduct and declare any interest or concern which may cause you to act against this code.

3.4 Confidentiality

In general, all personal and occupational information about the trainee gained during the training course must be treated confidentially.

4 Rules of Conduct

- You shall uphold the reputation and good standing of the Terminology and Classifications Delivery Service in particular, and the profession in general, and shall seek to improve professional standards through participation in their development, use and enforcement.
- You shall ensure that any issues or concerns you may have regarding Terminology and Classifications Delivery Service and associated products are respectfully directed through the appropriate channel (information.standards@nhs.net) and not via online discussions and social media platforms such as Facebook, etc.; this also includes the discussion forums featured on various Delen workspaces.
- You shall listen to the views and needs of all delegates and adjust your training style, delivery and/or environment in order to meet those needs.
- You shall seek to upgrade your professional knowledge and skills, including training delivery skills, and shall maintain awareness of classifications developments, procedures and standards and encourage others to do likewise.
- You shall dress in a way that is fitting for the type of training and mode of delivery, i.e. face-to-face or remote, or as agreed with the commissioning organisation. Inappropriate dress would typically include denim jeans, sportswear including trainers and baseball caps.
- You shall be available to your delegates, either in person or remotely, in good time for the start of each day of a course and not leave before your delegates, except in

extenuating circumstances. It is not acceptable to allow delegates to leave early, again except in extenuating circumstances and they are expected to attend the full course by covering any elements that have been missed in an appropriate manner that is agreed by the trainer, delegate, and their line manager.

- In general, all personal and occupational information about the trainee gained during the training course must be treated confidentially. However, line managers receive a copy of delegate records of assessment as standard practice. The service keeps a record of delegate registers for Clinical Coding Standards and Clinical Coding Standards Refresher Courses, NCCQ (UK) Revision Programmes, Introduction to Classifications training, and Mental Health Clinical Coding Standards and Standards Refresher Courses for the purpose of issuing a link to the online evaluation survey. This information is not passed to any other parties.
- Your language and style of training shall not exclude or discriminate against any individual or group and trainers will work positively to break down barriers to exclusion.
- You shall provide honest and objective feedback to delegates about any areas for development and areas of strength to support the delegate.
- You shall act in a professional manner at all times.
- You shall keep issues discussed on the course confidential, wherever this is appropriate to do so.
- You shall not bring into disrepute the materials or any member of the Terminology and Classifications Delivery Service, either directly or indirectly.
- You shall use the online Training Materials Change Request mechanism to notify any anomalies/issues and recommended improvements to the training materials.