Introduction

As professionals in the field of Credit Management, we recognize the importance of upholding the highest standards of ethics and integrity. This Code of Ethics outlines the principles and values that guide the behavior and decision-making process of all our members, ensuring that we maintain the trust and confidence of our stakeholders.

Principles of Ethics

1. Integrity: We shall act with integrity, honesty, and transparency in all our professional activities.

2. Professionalism: We shall maintain the highest standards of professionalism, competence, and expertise in our work.

3. Confidentiality: We shall respect the confidentiality of information and data entrusted to us.

4. Objectivity: We shall remain objective and impartial in our decision-making to avoid conflicts of interests.

5. Accountability: We shall take responsibility for our actions, inactions and decisions, and be accountable for their consequences.

Code of Conduct to be observed by all NICA Members

1. Compliance with Laws and Regulations: We shall comply with the laws of the country, professional regulations, institutional regulations, and industry standards.

2. Respect for Stakeholders: We shall treat all stakeholders, including clients/customers, colleagues, and the general public, with respect and dignity.

3. Conflicts of Interest: We shall avoid conflicts of interest and disclose potential conflicts to relevant parties/authorities concerned.

4. Confidentiality and Data Protection: We shall protect confidential information and data, and ensure that they are not disclosed to unauthorized parties.

5. Professional Development Training and Re-training in Credit Management: We shall commit to ongoing professional development, maintaining our expertise and knowledge in Credit Administration Management, in furtherance to:

(a) Submit to Leadership and Supervision. We shall be responsible for encouraging and promoting the development of Credit Management workforce, providing guidance on Credit Management policies, procedures and operations, always identifying areas for improvement and implementing strategies to optimize results through various trainings in Credit Management.

(b) Maintain professional membership with NICA. Every Fellow, Member, and Associate of the Institute MUST, by the order of NICA Governing Council, attend, complete, and exit with a completion award for the six (6) months "Mandatory Credit Management Academic Improvement Programme (MCMAIP)" in order to validate/authenticate the Direct Entry Membership that was approved. This is to ensure that across–sector knowledge, industry–wide skills and competencies, and general economic–wide know-how in Credit Management are imparted.

6. Never improperly use their position/authority or office for personal gain and to uphold and enhance the standing of the Credit Management Profession and the Institute.

7. Refrain from any illegal activity, including but not limited to theft, fraud, corruption, embezzlement, or bribery. Furthermore, no member of NICA shall take or abuse the property of others, including intellectual property, or engage in slander, libel or sedition.

Enforcement and Discipline

1. Investigation of Complaints: We shall investigate complaints of unethical behavior and take disciplinary action as necessary.

2. Disciplinary Action: We shall take disciplinary actions, including suspension or expulsion, against any member who commits a breach of this Code of Ethics.

Acknowledgement

By becoming a Fellow, Member, or Associate of the National Institute of Credit Administration (NICA) chartered, we acknowledge that we have read, understood, and will uphold this Code of Ethics as affirmed in the professional Oath of Allegiance during membership induction.

By The Order of the Governing Council
National Institute of Credit Administration (NICA) Chartered.