



EAAP

EUROPEAN ASSOCIATION
FOR AVIATION PSYCHOLOGY
Worldwide Support

**Code of
Professional Practice**

08 May 2021

2nd amendment 14 May 2022

1. Background

- 1.1. The European Association for Aviation Psychology [EAAP] is the professional body representing and accrediting Aviation Psychologists and Human Factors specialists in the aviation sector in Europe. It also has members from outside of the EU.
- 1.2. EAAP members who work professionally and offer different client services or employed by an aviation operator will be subject to a range of practice regulations. This will likely be in relation to local, national, and internal bodies or organisations that regulate their practice and conduct (such as for psychologists, human factors specialists, researchers, medical practitioners, among others) in each member state.
- 1.3. EAAP recognizes that members will work in a range of different settings and with different client groups. Clients may include people and organisations; colleagues; patients/clients; aviation stakeholders (e.g. aircrew, air traffic controllers, safety experts, regulators etc.); other professionals as well as students and trainees.
- 1.4. This Code of Professional Practice sets out the essential requirements for ethical practice and behaviour among all EAAP members. The CoPP and associated processes are needed especially for cases where the EAAP Board receives an official complaint about a member's misconduct.
- 1.5. The Code of Professional Practice is not intended to be the basis of civil liability. Deviation from, or violation of, the standards of this Code does not by itself determine whether the individual is legally liable in a court action or whether other legal consequences occur. However, it may prompt required further enquiry and investigation by EAAP and other relevant bodies.
- 1.6. It is recognised that irrespective of a member's grade of membership, country of residence or additional external professional registrations (e.g., as a psychologist in an EU or non-EU state), this Code applies equally to all EAAP members.
- 1.7. The principle applied is that EAAP members are expected to adhere fully to this Code. EAAP, through the Executive Board, internally addresses professional practice and ethical matters. In cases of serious or gross misconduct, the Board may apply sanctions to a Member who is found to breach the standards of the Code. In extreme cases, the Board may also be required in law to inform the relevant

local authorities (e.g., professional registration board, police etc.) of concerns and matters that have come to the Board's attention through their investigation. This is described later in this document.

- 1.8. Should a service user or fellow colleague question the integrity and ethical practice of a member, this Code sets out how to raise a query or initiate a complaint.
- 1.9. Enquiries and concerns about professional conduct and ethical practice should be addressed to EAAP via secretarygeneral@eaap.net.

2. Principles and Ethics

- 2.1. All EAAP members **have an important** duty of care to their clients, civil and military aviation industry, flight, and human safety and to society at large.
- 2.2. EAAP requires all members to follow the standards outlined in this document.
- 2.3. EAAP Members are required to act in accordance with these principles in any professional role, contractual capacity and/or when specifically working within the aerospace sector. This Code also applies in more general circumstances, even in non-aerospace matters, should a member's conduct risk or bring EAAP's reputation into disrepute.

The standards are therefore applied to all professional practice and any role or activity that reflects on the integrity of the member or can adversely affect the standing and reputation of EAAP.

- 2.4. All EAAP members shall meet and maintain professional standards and competence in line with EAAP, as well as National and European professional psychological licensing bodies requirements, where relevant.

3. Code of professional practice:

- 3.1. All EAAP members shall conduct themselves in a professional manner to maintain privacy and confidentiality of their clients, work within their area of competence, and manage relationships in line with the guidelines in this document while providing services to the aviation sector. Some members will work outside of the aviation sector, whether full-time or part-time, and should conduct

themselves with the highest standards of professional behaviour irrespective of the setting/s in which they work.

3.2. Further EAAP Members should:

3.2.1. Respect the right to privacy and the independence of the client, in accordance with performing professional duties.

3.2.2. Be aware of the professional responsibilities they have towards their clients, society and EAAP.

3.2.3. Demonstrate integrity and probity in developing the practical application of aviation psychology in professional relationships with colleagues.

3.2.4. Be honest, impartial and respect the rights of colleagues and clients.

3.2.5. Acknowledge and reference the use of practical achievements, copyright material or work.

4. Privacy and confidentiality

All members must:

4.1. Maintain the confidentiality of client information in line with contractual, legal and privacy requirements (including EU GDPR), at all times, where required.

4.2. Take responsibility for clarifying and managing client boundaries and protecting confidentiality.

4.3. Notify the client if there are legal or ethical limits to confidentiality, such as an obligation to disclose or share information with a third party, and as required by law.

5. Competence:

All members must:

5.1. Operate within the bounds of their professional competence at all times and not represent capabilities to clients that are beyond their competence or not legitimate.

5.2. Maintain professional standards through appropriate self-guided, continuous professional development activities based on EAAP membership and accreditation requirements, to include

conferences and courses as well as adequate and appropriate levels of supervision /interview, where relevant.

- 5.3. Ensure that they have access to peers within their specialism to maintain competency and to ensure effective and safe practice.
- 5.4. Maintain an awareness of, and comply with, all legal and professional obligations which apply to their practice, whether related to EAAP or other professional or regulatory bodies or authorities of which they are a member or to which they adhere.

6. Professional behaviour and managing relationships:

All members must:

- 6.1. Act honestly and fairly at all times when working with clients.
- 6.2. Act in the best interests of the defined client at all times, subject to legal disclosure requirements.
- 6.3. Act with integrity in meeting the terms of client engagements and avoid any action which could damage the reputation of the individual, the client, or bring the EAAP into disrepute.
- 6.4. Act within the bounds of applicable laws and regulations regarding client contracts to the best of their ability and knowledge.
- 6.5. Maintain the highest personal behaviour standards at all times as an EAAP member.
- 6.6. Act in full accordance of test rules, instructions and ethics when administering psychometric and psychological tests. ~~This includes giving feedback to clients on request, and not 'coaching' or 'preparing' a candidate for testing.~~
- 6.7. Maintain adequate Professional Indemnity insurance for their practice as an EAAP member and/or Registered Aviation Psychologist, where this is required and available in the member state.
- 6.8. Avoid bias consistent with existing statutory requirements in terms of age, gender, religion, disability, sexual orientation, and ethnicity.
- 6.9. Avoid any behaviours that could be perceived as abusive or detrimental to any client or colleague based on the above factors.
- 6.10. Not exploit or abuse their relationship with clients (current or past), for their personal gain or benefit.
- 6.11. Not harm or collude in the harming of their client, or the clients of others.
- 6.12. Decline gifts, favours, money or hospitality that may be interpreted as inducements to contravene the principles outlined in this document.
- 6.13. Not engage in ideological or religious persuasion or manipulation.

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7. Record keeping:

All members must:

- 7.1. Define to prospective clients in writing all relevant ~~contractual terms, fees~~ and conditions prior to engaging in any work (e.g. data confidentiality, deliverables, interventions, fees involved etc.).
- 7.2. Agree a written contract specifying the service to be delivered, where relevant (Note. Professionals employed by an operator may not need a written contract as services are within the scope of their job description).
- 7.3. Ensure that any professional communications, whether verbal, written or online, including participation in social media, are carried out in a manner consistent with this Code and meet current GDPR requirements.

8. Managing ethical issues:

All members must:

- 8.1. Agree to be subject to investigation and, if deemed necessary, to disciplinary procedure and possibly action, under the authority of the EAAP Board in the event of a complaint being made to the EAAP.
- 8.2. Cooperate with any EAAP and/or lawful investigation or enquiry relating to their practice.
- 8.3. Inform the EAAP Secretary General in confidence within 14 days if they are:
 - a) Suspended or placed under practice restriction by an employer or similar organisations because of concerns relating to their competence, health or practice.
 - b) Disciplined by any professional body or membership organisations responsible for regulating or licensing in their field or profession. Suspended or placed under practice restriction by an employer or similar organisations because of concerns relating to their competence, health, or practice.
 - c) Convicted of a relevant crimes ~~criminal offence~~ (e.g. assault, arson, abuse, kidnapping, rape), receive a conditional discharge for an offence, or accept a police caution*.

*Note. Some cautions of a similar level may have different implications e.g., a caution from the police for playing loud music in a public place is of equal standing to a traffic violation but the EAAP Code Board may look differently in this depending on the circumstances. For now, the fact should be shared. Of course, we would simply acknowledge and ignore the driving and music ones. If the cautions 'happened' 10 times in a year, it may reflect a disregard for rules which may have implications for professional practice and conduct.

9. Disciplinary Procedure

- 9.1. EAAP takes seriously any actual or perceived threat to professional standards and conduct. EAAP seeks to protect the clients of our members, fellow members, the reputation of the Association and to uphold integrity and confidence in aviation psychology and human factors, specifically, and in professional practice generally.
- 9.2. Concerns or complaints should be made in writing to the Secretary General of EAAP secretarygeneral@eaap.net
- 9.3. Any concern or complaint will be treated in confidence in the first instance. It will be shared with the EAAP President and one other nominated member of the EAAP Board so that an initial assessment of the issue/s can take place. It is therefore important to state at least the following:
 - 9.3.1. The name of the individual, group or organisation about which the concern or complaint is being raised.
 - 9.3.2. A brief statement about the nature of the concern or complaint, and where appropriate, to refer to that part of the EAAP Code of Professional Practice (see above) that has been breached.
 - 9.3.3. Any supporting documentation relating to this should be provided.
 - 9.3.4. The Secretary General will acknowledge and reply to the person lodging the concern or complaint within seven working days. This will normally be via email. The Secretary General will also set out what he or she proposes to do in relation to this concern or complaint, which may include one of the following:
 - 9.3.5. Note the concern and state why no further action will be taken at this time.
 - 9.3.6. Note the concern or complaint and state how this will be dealt with internally within EAAP. He or she may also request further information or evidence pertaining to the concern or complaint.
 - 9.3.7. The Secretary General, in collaboration with the EAAP Board, then has the discretion to convene an Investigative Working Group comprising of no fewer than five accredited members (three of

whom at least will be EAAP Board Members plus two further full accredited members of EAAP) who will further investigate and address the concern or complaint raised.

9.3.8. This group will be termed the 'Interim Investigative & Disciplinary Committee'. They have the authority and power to gather any evidence and information relevant to the investigation which may include obtaining a statement or interviewing the person(s) being investigated.

9.3.9. The group will always be guided by the EAAP Code of Professional Practice and seek to establish whether there have been any breaches or transgressions thereof.

9.3.10. The group will seek to report to the EAAP Board within a maximum of three months of a complaint and investigation being carried out and make one of the following recommendations to the EAAP Board.

9.3.10.1. There is no case to be answered for and the concern or complaint be dismissed.

9.3.10.2. The complaint or concern is partially or fully upheld and there is a proposal for remedial action (an apology from the member; further training required; requirement for closer supervision or their work, suspension, [withdrawal of accreditation](#) or termination of Membership of EAAP-etc.).

9.4. In cases of serious professional misconduct which brings the EAAP into disrepute, the membership of the individual or groups of individuals may be suspended for a finite period or permanently excluded. The Board may also be required to inform the relevant local/state professional body (e.g., Psychological Association) or police in cases of serious professional misconduct or unethical behaviour.

9.5. The complainant and/or member or members have the right of appeal against the decisions of the Board. Appeals must be made in writing to the Secretary General within four weeks of the date of the final EAAP Board decision and must be made in writing setting out a case for appeal.

9.6. The Secretary General will acknowledge the appeal within fourteen days, and this will be in writing along with being referred to the EAAP Board.

9.7. The EAAP Board will convene an Appeals Board, comprising of two members of the EAAP Board, (whom will not have heard part of the original concern or complaint) and two further accredited members. Their decision will be final and can include any of the above outcomes or sanctions.

10. Annual Review

This Code of Professional Practice will be reviewed annually and will be a standing item at the EAAP Business Meeting.

Adherence to and compliance with this Code of Professional Practice by EAAP is affirmed annually when the member renews their membership and pays their dues. Members are individually responsible for their professional practice and ensuring that they conduct themselves in a professional and ethical manner.

11. Version history

Version	Date	Endorsed by	Comments
1.0	08.05.2021	EAAP Business Meeting	Decision by majority
1.1	17.12.2021	EAAP Board	Consolidate feedback from EAAP members
2.0	Sept 2022	EAAP Business Meeting	

12. Record of changes

Comment	Response
In general, it is obviously addressing clinical work, however this does not mean that it is not applicable in other context. At the same time it is very much written from the perspective of a self-employed psychologist or at least employed in already regulated areas such as psychotherapy in a country's health system.	Point taken. Scope was clarified to include operational clients and psychologists employed withing aviation operators (compare para 1.2 and 1.3)
Some items however seem to be difficult to adhere to as an employee of an (operational) company and also dealing with other things than clinical counseling or therapy.	CoPP does mention counseling or therapy specifically, and we don't see the need to specify.
Can we separate between things we do as an EAAP member or in the context of our employment. EAAP is not my employer but an organisation which enabled defining standards, training and technical/ scientific exchange etc.	Theoretically yes, but practically it is not feasible to check whether someone acts with the EAAP head or with the employer's head. It makes no difference to EAAP if a complaint is filed against a member during their job or in their free time, we want professional practice in all situations
5.2 and 5.3.: Who defines what an appropriate amount of continued training is and from what lack of training someone would not comply with the code? "Where relevant" already says that there may be other standards. So is it just to ensure that a	Point taken. 5.2 was amended to specify EAAP membership and accreditation requirements. EAAP wants to raise the bar of professional practice in general. Where relevant is necessary, because as you say there are many different standards and EAAP can not check for all possible.

Comment	Response
member complies to rules which he/she is subject to anyway?	
6.6 very much welcomed, however there seem to be people who even specialize in test coaching and may be EAAP members. How to overview this?	True, there are several specialized members. In practice this can only be overviewed, if a complaint is filed that a member does not comply.
7.1/ 7.2 For an "employed" psychologist it is not realistic to always agree and write up a written contract. One asset here is that you are sometimes approached "just in the doorframe" or so. I would nevertheless follow the code in ethical or confidentiality terms but not make a written contract, as in most other conversations or interventions I would do. It is just within the scope of my job.	Point taken , 7.1 and 7.2 was amended to reflect work withing operators
8.3: Would we really need to report any kind of legal action, e.g. a traffic rule violation or so? (Ordnungswidrigkeit, Straftat?) Would would e.g. Gunnar do with this information (except having a laugh) ;-)	Point taken , 8.3c amended to limit to relevant crimes
<u>9.5.3.2</u> : Do we have any mechanisms for supervision/ intervision in place which could be applied here as a "remedial action"? How could that interfere with contractual obligations of an employed psychologist. Is there a mechanism so that EAAP can "force" me to undergo supervision? > If yes by whom?	Point taken , intervision was added in 5.2, in practice it will be a recommendation, as EAAP can not force (mandate) members to take a certain measure (e.g. supervision). However, if the recommendation is not followed, the consequence will ultimately be membership cancellation.
9.5.ff, 10.: Does our voluntary Board have sufficient time and resources to react within the timeframes set down here?	Yes, the EAAP Board has distributed tasks and workload equally and draws upon member resources for investigative committees etc., We will closely monitor any complaints of violations against the CoPP and re-adjust where needed. The CoPP is subject to annual review.
General question: Are the sanctions all ultimately focusing at EAAP membership? So is the ultimate sanction to cancel membership?	Yes, point taken : 9.3.10.2 now lists all possible sanctions.