

Professional Conduct

Acts in line with one's beliefs and values, even when it is difficult to do so. Ensures action matches words.

Level	Description	Behaviours	Work Examples
0.	Does not exhibit this competency		
1.	Is Open and Honest about Work Situations <i>Trainee, Appraiser I</i>	<ul style="list-style-type: none"> Recognizes own negative feelings and mistakes Expresses own thinking even when it is not required or when it would be easy to refrain from being open about the situation Personal values and beliefs are not always explicitly stated but usually can be inferred through basic behaviour 	<ul style="list-style-type: none"> Provides options for mediation to clients when the organization has made a mistake Understands that information they have access to will not be used for personal gain Knows and practices BC Assessment corporate values
2.	Takes Actions which are Consistent with Values and Beliefs <i>Appraiser II</i>	<ul style="list-style-type: none"> “Walks the talk” (actions matches words) Takes prides in being trustworthy Is fair with others, especially those who might not speak up for themselves Openly states personal values and beliefs Demonstrates and upholds the values of the organization 	<ul style="list-style-type: none"> Refers cases that are beyond one's level of expertise to supervisor Demonstrates corporate values when dealing with the client even when it is not popular to do so, Makes clients aware of tax relief programs that they may not be aware of, e.g. tax deferral program
3.	Acts on Values when it is Not Easy To Do So <i>Sr Appraiser</i>	<ul style="list-style-type: none"> Publicly admits to having made a mistake Speaks out, even when it may be not be easy to do so Initiates and engages in constructive discussion on sensitive ethics and values Consistently honest in communication or intent, even when under pressure to act expediently 	<ul style="list-style-type: none"> Makes a correction that is in the best interests of the client when an error in judgment has occurred and recommends a course of action to client, e.g. matter of judgement, change could impact local jurisdiction tax base Publicly admits an error has been made to review panel on properties other than the subject property or responds to newfound information

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4. Takes Action Based on Values when significant Cost or Risk is Associated with Doing So
- Speaks out about unfair business practices
 - Challenges influential people to act on values
 - In business dealings, makes sure there is full disclosure, citing the costs and drawbacks as well as the advantages of the arrangement
 - Acts in accordance with values and beliefs, even at the risk of considerable personal or organizational cost, e.g. loss of contract, loss of revenue
 - Publicly admits to a mistake that may pose significant exposure to organization, e.g. PAAB level, reassessment of an entire municipality
 - Ensures full disclosure at PAAB hearings
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