



Title: DPI Competency Register Code of Conduct
Issue: v.1.1
Issued By: Eleanor Wyatt **Date:** 05/08/2026
Approved By: Billy Say **Date:** 05/08/2026

Revision History

Issue	Issued	Approved	Reviewed & Comments
1.0	10/07/2026	17/07/2026	
1.1	05/08/2026	05/08/2026	Updated insurance requirements

Digital Property Inspector (DPI) Competency Register Code of Conduct

This revision of the Code of Conduct shall supersede any previous versions from the date of approval.

1. GLOSSARY OF TERMS	3
2. INTRODUCTION	3
3. GENERAL	3
4. IMPARTIALITY OF COMPETENT MEMBER	3
5. INSTRUCTIONS TO COMPLETE AN DPI ASSESSMENT	4
6. TIMESCALES	4
7. FEES	5
8. RECORDS AND FILES	5
9. SECURITY OF INFORMATION	5
10. HEALTH & SAFETY RISKS	5
11. COMPLAINTS	5

1. GLOSSARY OF TERMS

Within this document, the following terms may be used:

“Scheme” shall refer to The DPI Competency Register, Powered by Quidos;

“Competent member” shall refer to an accredited member of The DPI Competency Register deemed as qualified and competent to act as a DPI competent member.

2. INTRODUCTION

- 2.1. The purpose of this Code of Conduct is to ensure that all DPI competent people registered with The DPI Competency Register, Powered by Quidos produce digital property inspections with the best standards, practice and professional behaviour as well as maintaining the highest standards of professional and ethical behaviour.
- 2.2. All members shall agree to abide by this Code of Conduct, DPI Competency Scheme Terms & Conditions, DPI Competency Scheme Pricing Terms & Conditions, DPI Competency Scheme Complaint's Procedure, Disciplinary and Appeals procedure, the DPI Membership Agreement, Quidos Data Sharing Terms & Conditions and any additional frameworks and standards required as per the members' strand.

3. GENERAL

- 3.1. The competent member shall act in a professional manner at all times.
- 3.2. The competent member shall not undertake any action that brings Quidos Ltd or the Regulations that implement it, into disrepute.
- 3.3. The competent member shall agree to abide by the terms of this Code of Conduct, and the DPI Membership Agreement.
- 3.4. The competent member shall ensure that their work is covered by Professional Indemnity and Public Liability insurance. This coverage shall be provided to, validated and confirmed by Quidos Ltd.
 - 3.4.1. Professional Indemnity Insurance (PI):
 - 3.4.1.1. Minimum cover of £100,000.
 - 3.4.1.2. Must be current and in date.
 - 3.4.1.3. A copy of the certificate must be provided showing the policy holder name, level of cover and expiry date.
 - 3.4.2. Public Liability Insurance (PL):
 - 3.4.2.1. Minimum cover of £1,000,000.
 - 3.4.2.2. Must be current and in date.
 - 3.4.2.3. A copy of the certificate must be provided showing the policy holder name, level of cover and expiry date.
 - 3.4.3. Both policies must remain in date at every renewal. Updated expiry dates must be provided each year when renewing membership.

4. IMPARTIALITY OF DPI COMPETENT MEMBER

- 4.1. Where relevant, the Competent member shall include within the digital property inspection a declaration of any personal or business relationship (other than in relation to producing the certificate), that they have with: This information should be added as a cover letter with the digital property inspection.
 - 4.1.1. the person who commissioned the digital property inspection;
 - 4.1.2. any person on whose behalf the digital property inspection was commissioned.
 - 4.1.3. any person who he believes has or may have a personal or business relationship to the person detailed above;
 - 4.1.4. any person who has or may have an interest in the digital property inspections.
- 4.2. The Competent member must also disclose a financial and/or personal relationship with others involved in the transaction, for example where their employer is also the person commissioning the digital property inspection.
- 4.3. If the Competent member is undertaking other professional services relating to the premises, where they are not acting as a DPI competent member, such services on behalf of the undertaking, must be covered by separate contracts.

5. INSTRUCTIONS TO COMPLETE A DIGITAL PROPERTY INSPECTION

- 5.1. The Competent member must understand and be able to explain to consumers the requirements of DPIs and associated inspections which may change from time to time and the Competent member must keep abreast of current legislation and regulations affecting their work.
- 5.2. The Competent member shall agree to be bound by all Quidos rules and procedures and will be bound by the Quidos disciplinary procedures unless they are overturned by appeal.
- 5.3. The Competent member must be completely familiar with the format, terms on which the digital property inspection is prepared and explanatory text of the inspection and be prepared to explain any sections or terms to the customer before, during and after the inspection.
- 5.4. The Competent member shall set aside sufficient time for the digital property inspection.
- 5.5. Any circumstance that might lead to an actual or perceived conflict of interest must be explored by the Competent member with the customer/or the person from whom instructions are received.
- 5.6. The Competent member shall identify and disclose any financial relationships with others involved in the transaction.
- 5.7. The Competent member shall know their limitations, particularly where an inspection may fall outside of their experience or competence. Instructions outside of their inspection expertise must be declined.
- 5.8. The Competent member shall be expected to present themselves in a professional and polite manner at all times; this will include their appearance, language, and general demeanour
- 5.9. The Competent member shall show relevant identification to the customer if requested.

- 5.10. The Competent member shall discuss the following prior to undertaking the digital property inspection:
 - 5.10.1. What information will be required and why.
 - 5.10.2. What the customer should do if they have a complaint about the behaviour of the Competent member or inspection.
- 5.11. The Competent member shall make well-reasoned and documented justifications for the approach taken whilst undertaking a digital property inspection.

6. TIMESCALES

- 6.1. The Competent member must take decisions on the time required to complete a digital property inspection based on obtaining sufficient information to prepare an inspection that is complete and comprehensive.
- 6.2. There are no set timescales for a digital property inspection, therefore the Competent member must be aware of the risks resulting from an inspection that is hastily prepared.

7. FEES

- 7.1. If the Competent member provides other professional services for the client, which go beyond the scope of the digital property inspection, these services must be invoiced separately from the inspection charges.

8. RECORDS AND FILES

- 8.1. The Competent member shall maintain securely all completed digital property inspections and associated evidence packs. The records must be of sufficient detail to enable an unconnected third party to interpret the competent members inspection findings.
- 8.2. Records must also be kept of all queries, communications etc related to the digital property inspection.
- 8.3. Records must also be kept if a particular inspection was not able to be completed.

9. SECURITY OF INFORMATION

- 9.1. The Competent member may come across personal information about the various parties which has no relevance to the inspection. Such information must not be recorded in the record of the digital property inspection or divulged to third parties save that Competent member must not treat this provision as a reason to ignore their common law duties and responsibilities.
- 9.2. Information obtained by the Competent member shall be confidential where it is not covered by the requirements to provide that information to their Scheme, to the organisation or individual who has commissioned the work, and to other formal requirements associated with Quidos Ltd.
- 9.3. The Competent member must not use any information about the digital property inspection in any other context without first obtaining the client's written permission.
- 9.4. The Competent member shall keep all records associated with the inspection and associated evidence packs stored in a safe and secure manner, complying with all relevant National and Supranational Data Protection legislation.

10. HEALTH & SAFETY RISKS

- 10.1. The Competent member must know and comply with the requirements of the Health and Safety at Work Regulations.

11. COMPLAINTS

- 11.1. The Competent member shall respond and actively try to resolve all complaints received, from all groups including customers, and other associated parties.
- 11.2. All complaints received must be subject to the Competent member Complaints Procedure.
- 11.3. The Competent member must inform Quidos Ltd of all complaints received, including the date received, complainants' details, nature of the complaint, and following actions to resolve the complaint. This must be done within 7 days of initially receiving the complaint.
- 11.4. The Competent member must have their Complaints procedure available publicly, e.g. via website, and must inform all customers and clients of the complaints procedure or how to access the Complaints procedure.
- 11.5. The Competent member must record all complaint received, making a note of the date received, complainant, nature of the complaint, following actions and resolution of the complaint.
- 11.6. The competent member must provide details of complaints when requested by Quidos Ltd, the or any other associated body when requested. This must be provided within the specified timeframes.

DPI COMPETENT MEMBERS CONFIRMATION

By signing below, the competent member confirms that they have read and understood the Code of Conduct, and agree to abide by these Conditions.

Signature: _____

Name: _____

Date: _____