



Arboricultural
ASSOCIATION

trees.org.uk

MEMBERSHIP HANDBOOK

The home of tree care

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WELCOME TO THE ARBORICULTURAL ASSOCIATION

THE HOME OF TREE CARE

These are exciting times for our profession, and although there are some significant challenges ahead, there are also plenty of opportunities. We hope that you will find your membership useful and that it will inspire you to get involved in helping grow your profession to the next level.

This handbook provides information and lots of ideas on how you can take full advantage of your membership. Remember, you can access many of your key membership benefits such as the *ARB Magazine* and Help for Arborists resources by logging into your account at trees.org.uk

We work with our members across all grades to support them in their professional development and to offer them a home in the tree care community which delivers their needs and represents their interests. The association is committed to promoting the work of our members and the arboricultural profession to the general public, our communities, politicians, policymakers and allied industries, ensuring arboriculture is represented as a key profession in its own right.

To support your career progression we deliver high-quality, affordable and relevant CPD across a wide range of

subjects in accessible formats whether in person or virtual. Through local branches the Association and its supporters hold events to promote arboriculture, building and fostering a vibrant tree care community and providing the opportunity to share ideas and experiences.

Your membership offers you the opportunity to get involved with our work and help influence the direction of arboriculture in the UK and overseas. So, if you need advice or have an idea for something you'd like to see change, we're always here to help.

The Arboricultural Association simply wouldn't exist without the continued support of members like you. So, we hope you'll continue with us on this journey. Our profession is full of incredible people and has limitless potential, and the Association is committed to working with all of you in order to turn this potential into reality.

All the very best



John Parker, CEO

Your Official Publications

THE ARB MAGAZINE

Your official publication is an unrivalled resource, one of the most highly valued benefits bringing you the latest news, science, research and opinion to your doorstep and in your pocket with access to current and more than twenty previous issues with the *Digital ARB Magazine*.



THE ARBORICULTURAL JOURNAL

The Journal has been in existence nearly as long as the Association itself. You'll receive four issues each year and get **full online access** to the entire back catalogue (*online access excludes Foundation or Corporate membership*). **Please note** Student members only have electronic access.

Members can access the online *Arboricultural Journal* by logging in via our website, bringing all of your electronic resources together.

TRAINING COURSES

We hold around 100 training courses per year for arborists and tree professionals. We aim to raise standards of education and knowledge across the industry through our events and training activities.

Members can benefit from up to **35% discount** on arboricultural training courses at all levels, covering everything from basic tree inspection skills to Arboricultural consultancy.



THE ARB SHOW



Amenity Conference 2023
The home of tree care



WARWICK
UNIVERSITY

THE ARB SHOW AND AMENITY CONFERENCE

All members get free entry to the ARB Show and with it access to the Westonbirt, the National Arboretum.

You can also get big savings on the Arboricultural Association Conference*, the UK's biggest arboricultural conference, now considered a world-class event.

Your weekly email bulletins, the training ePulse and members' eBlast, will keep you up to date.

*Training and Conference discounts do not apply to Foundation members



MEMBERS' ONLINE LEARNING PORTAL

INSTANT ACCESS TO OVER 50 WEBINARS

All members have instant access to over 50 webinars and over 100 hours of CPD in the Arboricultural Association members' online learning portal. There's a huge variety of topics featuring expert speakers from around the globe. Also included is the special

Applied Tree Biology Series with Dr Andrew Hiron, featuring 10 bitesize modules to help you learn the science behind tree care.

The online learning portal is updated throughout the year and access is exclusively for members.



ON-DEMAND EXCLUSIVE MEMBER ACCESS

VISIT:
[TREES.ORG.UK/MEMBER-LEARNING](https://trees.org.uk/member-learning)

IN-PERSON AND ONLINE FORMATS TO SUIT YOUR NEEDS



Arboricultural Association training provides high quality, affordable and relevant continuous professional development across a wide range of subjects in accessible formats, whether in-person, online, live or pre-recorded content, for all levels of knowledge and experience.

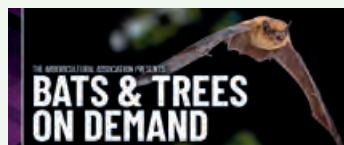
You can book courses using your member discount on everything from Arb Knowledge to Tree Pests, Diseases and Disorders. Live online courses are available and this new training format has been adapted to match the standards of our in-person training, without you needing to leave the office. Training is now more accessible than ever with interactive e-Learning courses available 24/7.



ON DEMAND EVENTS

We also have a series of on demand videos from past events that can be purchased from our training page. Experts from around the globe talk on a range of subjects, from the Fungi Symposium to our virtual Conference to our Bats and Trees event.

VISIT: [TREES.ORG.UK/TRAINING](https://trees.org.uk/training)



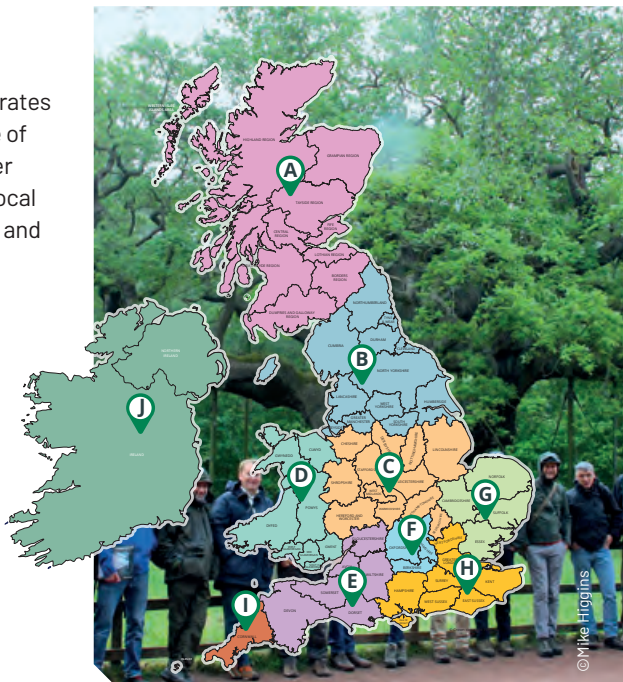
Your Support

BRANCH NETWORK

The Arboricultural Association operates a Branch network across the whole of the UK and Ireland. Run by volunteer members, our Branches organise local training events, lectures, seminars and field trips – **all on your doorstep!**

Check out your local branch or get involved to build up your contacts and meet like-minded individuals in your area.

Visit www.trees.org.uk/Branches



FREE TECHNICAL SUPPORT

Need advice on a job or just want to bounce a question off someone?

Our team of Technical Officers are here to help just give them a call on **01242 522152**. Our membership team is also available to offer advice on professional training, Higher Education and Further Education options.

ARBORIST RESOURCES

Help for Arborists is a library of generic and arb-specific guidance resources available for members to download and use.

www.trees.org.uk/Help-for-Arborists

If you really want to get involved with the Arboricultural Association and the wider arb industry there is no better way than volunteering with our Branches, Committees and Working Groups.

GET INVOLVED WITH

BRANCHES

Branches are a great way to connect in your local area, you can propose and set-up events (with support from our headquarters team) and arrange field trips and tours. Branch officers often represent the Association at local events, do school and careers talks and help recruit and support new members in their area.

ADVANCING ARBORICULTURE

The Association is supported by a board of Trustees elected by the members, as well as a selection of committees and working groups which deal with specific issues and projects. Our members remain the most important element of the Association and without the work of our amazing volunteers we would not be able to operate as successfully as we do. Full Terms of Reference for each Committee can be found on the Association's website. If anyone is interested in becoming more involved with the work of the Association or has any ideas for working groups then please do get in touch – john@trees.org.uk

Finance & Governance Committee

Resources Committee

Standards Committee

Working Groups



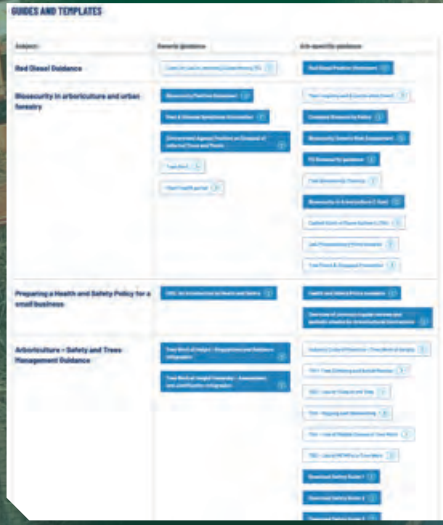


HELP FOR ARBORISTS

Your exclusive library of resources, templates and essential guidance

You'll find everything you need here from generic HSE guidance to Arboricultural Association guidance documents in the form of templates, policies, proformas, risk assessments and associated notes.

Login to your membership account today to start reaping the rewards





AA REGISTERED CONSULTANTS

For any consultant, applying to be part of the Arboricultural Association's Registered Consultancy (AARC) Scheme is both a commitment and an achievement: the scheme is recognised throughout the industry and beyond as being at the **top of the profession**. To start your journey to Registered Consultant status contact simon@trees.org.uk



ARB APPROVED CONTRACTORS

The **only** comprehensive accreditation scheme for professional tree surgery businesses in the United Kingdom. Offering a recognised benchmark for arboricultural contracting throughout the UK and Ireland and is increasingly required by Local Authorities and other large commercial organisations.



UTILITY APPROVED CONTRACTOR

The new Utility Approved Contractor Scheme, seeks to supplement existing compliance standards such as RISQs for the Rail network, but is assessed by arboricultural utility industry specialists.

For contractor focused accreditations contact Fran at arbac@trees.org.uk or call us on **01242 522152**





Arboricultural
ASSOCIATION

Technician Member



Arboricultural
ASSOCIATION

Professional Member



Arboricultural
ASSOCIATION

Fellow Member

CAREER RECOGNITION

Our qualified grades provide you with professional career recognition that is widely known throughout the arboriculture industry. As well as having use of our post nominals and membership grade logos, which you can use on your promotional materials and stationery.



CEnv
Chartered
Environmentalist

CHARTERED ENVIRONMENTALIST

The Arboricultural Association is proud to be a licensed body of the Society of the Environment, able to offer a range of environmental credentials to our qualified grade members, including Chartered Environmentalist status.'

Check out our website for details on how CEnv accreditation can benefit you, and how to apply!

www.trees.org.uk/CEnv

TRADE DISCOUNTS EXCLUSIVELY FOR OUR MEMBERS

You now have access to over 50 suppliers providing offers to the Association members on everything from new equipment and insurance to first aid training and security.

Look overleaf to view the full list of categories and suppliers.

www.trees.org.uk/Discounts

Please note discounts may change throughout the year so please check the website for the latest listings.



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Up to 15% off

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10% Discount

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www.generalandmedical.com/insurance/trees



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www.arbortrack.com



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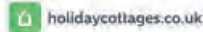
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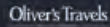
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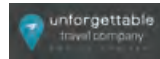


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hmca@hmca.co.uk
www.hmca.co.uk/trees



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info@perennial.org.uk
perennial.org.uk

Your Supplier Discounts

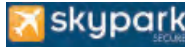
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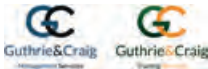


10% Discount on all training courses (excludes NPIC assessments)
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 www.guthrieandcraig.org.uk



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 www.hi-line.co.uk



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 www.skillstg.co.uk



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 trailertraininguk.com



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www.hilliertrees.co.uk

Please check the website listings for the most up to date offers. All discounts are subject to change and may be withdrawn at the discretion of the company offering the discount. Discounts may be subject to terms and conditions.

www.trees.org.uk/discounts

GOING TO AN EVENT?

Promotional Materials Available

If you are exhibiting at an event and need some educational or promotional materials, please let us know. We have lots of useful content in stock and are happy to provide them free of charge, whether your event is industry or public focused.

If you are going to an event in your area and would like some resources to share with the public – get in touch!

Call us on **01242 522152** and ask for the marketing team.

Request a pack at trees.org.uk/arbresources



The Arboricultural Association Code of Conduct and Ethics

The Arboricultural Association requires its members to meet and maintain high standards of competence and to conduct themselves in a way that inspires trust and confidence in the profession.

Given the wide range of factors involved in amenity tree care, not all members of the Arboricultural Association will provide the same recommendations or undertake the same work under similar circumstances. However, all members are required to be able to justify their advice and practice, and undertake works, in line with relevant laws, regulations, industry standards and industry best practice.

This document is a code of professional conduct and practice, setting out the standards, ethics and professional behaviour expected of members of the Arboricultural Association. It is not an exhaustive statement of the conduct expected of members, but sets many of the minimum standards that they must observe.

The Arboricultural Association requires its members to adhere to six core principles, namely:

- Competence
- Honesty and integrity
- Independent professional judgement
- Due care and diligence
- Equality and respect
- Professional behaviour

The following numbered clauses indicate the required standards, ethics and professional behaviour of these six principles.

1 COMPETENCE

- 1.1 Members must maintain their professional competence, keeping themselves informed of changes affecting the profession and broader developments relevant to their work and ensure that their knowledge, skills and techniques are up to date.
- 1.2 Members must be aware of the limits of their competence and not be tempted to work beyond these, only committing to what they can deliver.
- 1.3 Members who, as employers or managers, have responsibility for other Members or professionals must take all reasonable steps to encourage and support them in the maintenance of professional competence.
- 1.4 Members must work in accordance with all relevant laws, regulations, standards and Codes of Practice.

2 HONESTY AND INTEGRITY

- 2.1 Members must always be honest and trustworthy in all that they do and not deliberately mislead, whether by withholding or distorting information.
- 2.2 Members must ensure that they do not allow bias, conflict of interest or the undue influence of others to override their professional or business judgments and obligations or their professional duty to adhere to best practice.
- 2.3 Members must always have regard to the interest of their clients or others to whom they have a professional responsibility.
- 2.4 Members must respect confidential information from their clients and potential clients, divulging information to others only if they have a professional or legal responsibility to do so.
- 2.5 Members should take all reasonable precautions to ensure that no conflict of duty arises between the interests of one employer, client or business associate and the interests of another.
- 2.6 Members must disclose to employers or clients, as appropriate, any potential conflicts of interest.
- 2.7 Members must not offer or accept inducements, financial or otherwise, to influence a decision or professional point of view.
- 2.8 If members use the services of others they should ensure that they pay for those services within the timescale agreed.
- 2.9 Members must not disclose or use to the advantage of themselves, their employers or clients, information acquired in confidence in the course of their work.

3 INDEPENDENT PROFESSIONAL JUDGEMENT

- 3.1 Members must exercise their independent professional judgment impartially and to the best of their skill and understanding.
- 3.2 Members must not make or subscribe to any statements or reports which are contrary to their own bona fide professional opinions, nor knowingly enter into any contract or agreement which requires them to do so.

4 DUE CARE AND DILIGENCE

- 4.1 Members must discharge their duty to their employers, clients, colleagues and others with due care and diligence.
- 4.2 Members must ensure the work carried out by their employees and sub-contractors is discharged with due care and diligence and in accordance with these codes.
- 4.3 Members must work within the scope of their competence.
- 4.4 Members must be open, transparent and objective at all times, giving clear and appropriate advice, communicating in a way that will allow their client to make informed decisions.
- 4.5 Members should be clear about what service their client or employer wants and the service to be provided, including timescales.
- 4.6 Members should be transparent about fees and any other costs or payments such as referral fees or commissions.
- 4.7 Members must respond to complaints made against them in appropriate and professional manner and do all they can to resolve the matter to the satisfaction of the complainant as far as the member can, as quickly as possible.
- 4.8 If a member thinks something is not right, they should be prepared to question it and escalate the matter as appropriate.
- 4.9 Members must take all reasonable care to avoid damaging the environment or creating any danger of death, injury or ill-health to any person or damage to property.
- 4.10 Members engaging in arboricultural practice must, where applicable, be adequately insured against claims.

5 EQUALITY AND RESPECT

- 5.1 Treat everyone fairly with courtesy and respect.
- 5.2 Members must not discriminate on grounds including but not limited to race, nationality, gender, sexual orientation, religion, disability or age.
- 5.3 Members must challenge discrimination by others and promote equality of opportunity throughout their professional activities.

6 PROFESSIONAL BEHAVIOUR

- 6.1 Members are expected at all times to conduct themselves in such a manner that does not prejudice their own reputation, the reputation of the profession, or that of the Arboricultural Association.
- 6.2 Members should always meet the spirit of their professional standards and not just the letter of the standards.
- 6.3 Members must be accountable for, and take full responsibility for their actions, and be prepared to act if they suspect a risk to safety or malpractice of any sort.
- 6.4 Members must, wherever possible, fulfil their contractual obligations, doing what they say they will do in a timely fashion.

7 GENERAL PROVISIONS

The Code of Ethics & Conduct (the Code) operates under the oversight of the Arboricultural Association's Chief Executive, Board of Trustees, and Professional Committee.

- 7.1 The constitution and powers of any examining group or committee charged with investigating alleged breaches of this Code will be determined by the Arboricultural Association Board of Trustees.
- 7.2 In this code the word 'member' means every Approved Contractor, Registered Consultant, and all members of the Arboricultural Association who are engaged in the practice of arboriculture in a professional capacity.
- 7.3 All members are required to adhere to, and promote this code, in order to uphold the integrity and reputation of the profession of arboriculture and of the Arboricultural Association.
- 7.4 The requirements of this code apply regardless of any permission or agreement to the contrary by or with the client or body employing or consulting any member.
- 7.5 Members shall endeavour to ensure that the acts of their employees, insofar as they relate to the scope of their practice, whether or not they are members of the Association, also comply with this Code.
- 7.6 Members shall abide by the current rules of the Arboricultural Association regarding the use of its logo and post-nominal letters.

The Arboricultural Association Code of Conduct and Ethics

- 7.7 It is the duty of every member, subject to any restrictions imposed by law or the courts, to report to the Arboricultural Association any alleged breach of this Code of which he or she becomes aware and to assist the Arboricultural Association in its investigations.
- 7.8 It is the duty of every member who is the subject of investigation by the Arboricultural Association to assist the Arboricultural Association in its investigations.
- 7.9 Disciplinary action will be taken only when the Arboricultural Association believes that the member is personally responsible for the conduct or action in question.
- 7.10 Members who are an Approved Contractor or Registered Consultant of the Arboricultural Association shall comply with the rules and requirements of the relevant scheme.
- 7.11 Words implying the singular number include the plural and vice versa.
- 7.12 The Board of Trustees may from time to time publish supplementary regulations and Members must comply with any such regulations.
- 7.13 The Board of Trustees has power to discipline any member who:
- in the opinion of a disciplinary committee contravenes any of the provisions of the Code of Conduct.
 - is convicted by a court of a criminal offence which in the opinion of the Arboricultural Association results in a breach of the Code of Conduct.
 - in the opinion of the Arboricultural Association is guilty of gross professional misconduct or incompetence or of such conduct as to render him or her unfit to continue to be a member of the Arboricultural Association.
- 7.14 A failure to comply with this Code will not necessarily give rise to disciplinary proceedings; however, a failure to follow any guidance associated with the Code is a factor that will be considered should it be necessary to examine the conduct of a member.
- 7.15 The Arboricultural Association reserves the right to publish information about upheld complaints.

Perennial helps anyone who makes or maintains gardens, parks, woodlands, sports grounds and other green spaces, including everyone working in and retired from arboriculture. As your charity, Perennial can help you and your family whenever you need.



Helping people
in horticulture
Perennial

Perennial's friendly and experienced team provide free and confidential help, which includes one-to-one advice, support and financial assistance tailored to your individual situation. They can visit you at home, or be just at the end of the telephone, for as long as you need.

People may find themselves in need of extra help for any number of reasons including injury, long-term illness, losing a family member, redundancy or another life-changing event. As arborists are often self-employed, there is frequently little contingency. Whether you are facing financial problems, loss of income or difficulties in navigating the benefits system, no problem or question is too big or small.

It can be hard to ask for help, but if you're struggling financially, physically or personally, please get in touch.

If you or someone you know needs Perennial's help, please get in touch.

All advice is completely free and confidential.

Helpline: 0800 093 8543

Email: services@perennial.org.uk

Visit:

www.perennial.org.uk

WHAT IS IT?

CPD is training or any other development activity that you undertake to help you retain or expand the level of knowledge you need to do your job.

HOW MUCH DO I NEED TO COMPLETE?

- **Technician members** should complete 30 hours over 3 years or 10 hours per year.
- **Professional members** should complete 40 hours over 3 years, which is approximately 13 hours per year.
- **Fellow members** should aim to complete at least 50 hours over 3 years, which is approximately 16-17 hours per year.
- **Registered Consultants** must complete at least 25 hours of CPD per year.

Members in other grades don't need to complete CPD to maintain their membership but you may find it helpful if you are planning to upgrade in the future and just for your personal development!

WHAT ACTIVITIES COUNT AS CPD?

- Training Courses and seminars
- Workshops and talks
- Trade Shows and Exhibitions
- Conferences
- Qualification Courses
- E-Learning and online study
- Research
- Mentoring

- Reading professional publications
- Toolbox talks and product specific CPD

We would recommend trying to attend at least one structured CPD activity a year – such as a training course, workshop, seminar or conference. The remaining hours can be made up with other activities. Its always worthwhile checking out our course listings and branch events before looking elsewhere as you may often receive a substantial discount on our course fees.

WHEN DO I NEED TO SUBMIT MY CPD?

The best time to input or update your CPD log is just after you've completed it, so you always have an up to date record for your personal reference. However, we will usually carry out a CPD review in October each year, where we will randomly sample members from Technician grade and upwards. The higher the level of your membership, the greater the sample taken, and Chartered Environmentalists are reviewed every year.

HOW TO LOG YOUR CPD

You can access our online CPD form by logging into your Profile on our website, you will then see a tab called CPD where you can start recording.

We are still happy to receive CPD records in other formats but please ensure that you have documented your learning outcomes and hours fully.

Inspiring, supporting and promoting the tree care community for a society that better appreciates and cares for trees.

THE ASSOCIATION WILL:

INSPIRE

Inclusivity and diversity

Creating a **culture** in our organisation and the wider profession in which everyone feels welcome and accepted into the tree care community, and in which our profession better reflects the society within which we live, work and play.

Tree champions

Empowering and supporting our members, Tree Care Supporters and the wider profession to become champions of tree care excellence, inspiring their communities to appreciate and value their trees and the arboricultural profession.

Succession

Encouraging the next generation of arboriculturists by showing that arboriculture is a fantastic career. Working in partnership with schools and colleges to inspire young people searching for a vocation, students and those considering a career change.

Volunteers and staff

Ensuring that our volunteers – including Trustees, Committee members and Branches – and Association staff team are respected, valued and given the opportunities for development that they need, inspiring them so that they are able to inspire others.

SUPPORT

Membership

Working with our members across all grades, in the UK and internationally, to support them in their professional development and to offer them a professional home in the tree care community which delivers their needs and represents their interests.

Accreditations

Continuing to grow and develop the Approved Contractor, Approved Utility Contractor and Registered Consultant Schemes in order to raise standards across the profession and give assurance to the public and other tree owners when they are engaging an arboricultural professional.

PROMOTE

Events

Holding a range of events to promote arboriculture, building and fostering a vibrant tree care community and providing the opportunity to share ideas and experiences, through in-person gatherings such as the ARB Show and Amenity Conference, and online content such as the Wednesday Webinar series.

Engagement

Promoting the work of our members and the arboricultural profession to the general public, our communities, politicians, policymakers and allied industries, ensuring arboriculture is represented as a key profession in its own right and collaborating with other professional organisations.

Resources

Producing high-quality technical resources including technical guides, publications, arboricultural materials, the *ARB Magazine* and the *Arboricultural Journal*, available as hard copies and/or digital versions.

Training

Delivering high-quality, affordable and relevant continuous professional development across a wide range of subjects in accessible formats, whether in-person, online, live or pre-recorded content, for all levels of knowledge and experience.

Tree Care Supporters

Offering the general public the opportunity to become involved in, and support, the Association's charitable objectives, promoting tree care and tree care professionals and furthering the understanding of the science and practice of arboriculture.

Website and communication channels

Continuing to grow, strengthen and fully utilise our social media following, and engaging an ever-wider audience through redesigned websites, with trees.org.uk supporting the membership and treecare.org.uk acting as the public face of the Association.



Arboricultural
ASSOCIATION

trees.org.uk

Arboricultural Association,

The Malthouse, Stroud Green, Standish,
Stonehouse, Gloucestershire GL10 3DL

+44 (0)1242 522152 – option 1

membership@trees.org.uk

www.trees.org.uk

The home of tree care