



## INDOOR CYCLING INSTRUCTOR CODE OF PROFESSIONAL CONDUCT

The gold standard that indoor cycling instructors, their riders, and their studios can rely on.

The Indoor Cycling Institute Instructor code of conduct ensures that indoor cycling instructors adhering to it practise to a higher standard, whether trained to ICI standard or not. The code of conduct is intended to cover all indoor cycling instructors as well as representing indoor cycling as a whole.

Adhering to the Indoor Cycling Instructor Code of Conduct helps you to stay accountable as a professional, and reassures riders and employers that a good standard of service is being met.

### WHO MUST FOLLOW THE INDOOR CYCLING INSTRUCTOR CODE OF CONDUCT?

All indoor cycling instructors receiving endorsement from the Indoor Cycling Institute must agree to uphold the code of conduct for as long as their endorsement lasts. Failure to do so can result in disciplinary action including termination of endorsement or membership.

### WHAT IF I HAVE A CODE-RELATED QUESTION OR CONCERN?

Contact the Indoor Cycling Institute directly at [code@indoorcyclinginstitute.com](mailto:code@indoorcyclinginstitute.com).

### WHISTLE-BLOWING

The Indoor Cycling Institute prohibits retaliation against any person who reports or participates in an investigation of a possible violation of our Code, policies, or the law. If you believe you are being retaliated against, please contact us direct at [code@indoorcyclinginstitute.com](mailto:code@indoorcyclinginstitute.com).

### CODE OF CONDUCT

As an Indoor Cycling Institute endorsed instructor, I am guided by the Institute's code of professional conduct whether I am working with riders, the public or other health and fitness professionals. I promise to:

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#### INSTRUCTOR QUALITIES

- Be safe – teaching only safe positions and ensuring riders are safe, to raise safety issues with manager immediately as they arise, to work at a safe instructor:rider ratio.
- Be effective – provide an effective session that will enable riders to achieve and exceed their goals.
- Be efficient –prepare the class, and deliver it offering options, rather than just 'winging' it.
- Be accountable – take responsibility for my own actions and omissions, and only act in the area and level of my own expertise. Always have a rationale for the way I instruct, conduct myself, and design sessions. Have a rationale for everything I ask my riders to do.
- Be kind – be conscious of others' needs, whether riders, colleagues or other people. Provide a positive, motivating experience in my sessions using positive language and encouragement rather than negative phrases. Seek to always build up rather than tear down. Be the solution, not the problem.
- Be congruent – ride the class, not skimping on effort, follow my own advice. Be a role model.



- Be selfless – focus on providing an effective workout for riders – it’s not my workout or ego trip.
- Be responsive – offer options, enable all my riders to win, whoever they are.
- Be active – if I see something that’s not as it should be, be a part of the solution, not a part of the problem; fix it, report it, or take other positive action.
- Be supportive – encourage other instructors, offer to cover when needed, provide mentorship and support to new instructors.
- Be instructive – explain to riders how to achieve more benefit from their sessions, help them understand better how their body works.
- Be an advocate – support my riders, promote and protect their interests; ensure their needs are not overlooked.
- Be committed – stay up to date with changes in indoor cycling and always improve knowledge and practice. Understand that just standing still will leave me behind.
- Be fair – give everyone a fair chance, don’t pick favourites. Don’t discriminate.
- Be professional – uphold the code at all times, adhere to all applicable laws and policies, and maintain insurance and certification in all relevant areas. Refer riders on to other professionals when required. Establish and maintain clear professional boundaries. Adhere to the ICI Principles of Best Practice.
- Be presentable – wear suitable clothing in the colours or brand of my venue, or ICI, and wear cycling shoes for classes (unless unable to for medical reasons).
- Be cooperative – work with other fitness and health professionals for the maximum benefit of riders.

#### WHEN ENDORSEMENT OR MEMBERSHIP MAY BE TERMINATED

The Indoor Cycling Institute has a professional duty to maintain rigour and integrity and support its Code of Conduct; therefore if a complaint is received about an indoor cycling instructor, the Indoor Cycling Institute reserves the right to either terminate the instructor’s endorsement and membership should the complaint be upheld or suspend endorsement and membership until the dispute has been resolved to a mutually satisfactory conclusion.

Termination may occur in cases of:

- Breaking the Indoor Cycling Institute Code of Professional Conduct, negligent and/or intentional misconduct including, but not limited to, physical or emotional abuse, disregard for safety, or the unauthorised release of confidential data.
- Failure to meet the requirements for certification or recertification.
- Detected irregularity in connection with any certification assessment or examination.
- Unauthorised possession, use, access, or distribution of certification assessment, scores, trademarks, logos, written materials, certificates, or other confidential or proprietary ICI documents or materials (registered or otherwise).
- Misrepresentation or fraud in any statement to the Indoor Cycling Institute or to the public, including but not limited to statements made to assist a person to apply for, obtain, or retain certification, endorsement or membership.
- Any substance abuse, which has the potential to impair competent and objective professional performance.
- Conviction of a criminal offence which may or may not impair competent and objective professional performance.