



CIMSPA

Standards
Professionalism
Advocacy

CIMSPA Code of Conduct

Partners

CIMSPA Partner Code of Conduct

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CIMSPA Partner Code of Conduct

CIMSPA Partner Code of Conduct	2
Introduction.....	3
Purpose.....	3
Scope	4
The Code.....	4
Explanation of Professional Concepts	6
Further Policies.....	7
Conclusion.....	7

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FUNDED PARTNER

Introduction

The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) is the professional body for the sport and physical activity workforce, championing professionalism and integrity, to facilitate a workforce who can inspire and engage communities to have a healthy and active life.

CIMSPA believes that to enhance public confidence and trust in the sport and physical activity sector, the CIMSPA partners which support the sectors workforce must commit to achieving a high standard of conduct which is detailed within this CIMSPA partner Code of Conduct.

The code of conduct (the Code) is the standard of conduct expected of all CIMSPA partners¹, regardless of partnership type or status. It outlines the minimum standards in relation to practice, behaviour and attitudes that CIMSPA members, wider sector workforce, learners, customers, participants, colleagues, peers, employers, sector agencies or any other engaged party (referred to as “Individuals”) can expect to experience from CIMSPA partners.

The Code is a mandatory requirement that partners must fully adhere to at all times. Failure to adhere to the Code may result in sanctions being taken against partners, which could result in the termination of the CIMSPA partnership.

Purpose

As the professional body for the sport and physical activity sector, CIMSPA’s ambition is to recognise the high-quality products and services that CIMSPA partners offer, in support of the sport and physical activity workforce. CIMSPA believes in acting ethically, responsibly and transparently with its stakeholders and expects its partners to share this commitment.

CIMSPA’s values are built on respect, quality and teamwork to its members, partners and Individuals.

The Code describes the conduct which all CIMSPA partners must demonstrate, providing a positive teamworking environment that promotes success, high quality service to clients and other parties and embeds diversity, integrity and respect into all the partners undertakings. The Code is designed to ensure that all CIMSPA partners embrace and conduct themselves in accordance with CIMSPA’s vision, mission and values.

CIMSPA does not assume any duty to actively monitor compliance with this Code, and it is for the CIMSPA partner to determine how to meet and demonstrate compliance with the Code. However, CIMSPA may use the Code in support of investigation and disciplinary proceedings, where non-adherence to Code is reported to CIMSPA or CIMSPA otherwise becomes aware of any breach of the Code by CIMSPA partners. Any violation of this Code may constitute a basis for termination of the partnership with CIMSPA.

¹ CIMSPA partner is inclusive of the following categories: associate partner, education partner, employer partner, employability partner and any other recognised partnership category.

Scope

The Code will be governed by CIMSPA and outlines the mandatory practice that all CIMSPA partners must adhere to, whether they are an employer partner, education partner, affiliate partner or a corporate partner, employability partner and any other recognised partnership category in relation to Individuals that such partners engage with. The term 'Individuals' refers to but is not exclusive to the following: employees, contractors, volunteers, learners, clients, customers and participants and others as described in the Introductory paragraph of this Code.

The Code

1. Equality and diversity
2. Supporting individuals
3. Organisational culture
4. Communications
5. Working with CIMSPA and the sport and physical activity sector

1. Equality and diversity

- 1.1. In accordance with relevant legislation (including the Equality Act 2010), treat Individuals equally, sensitively and free from discrimination within the context of the activity, service provided and the Individual's ability.
- 1.2. Do not tolerate and appropriately manage, cases of:
 - 1.2.1. Harassment.
 - 1.2.2. Discrimination.
 - 1.2.3. Violence.
 - 1.2.4. Retaliation.
 - 1.2.5. Other disrespectful or inappropriate behaviour.

2. Supporting the workforce

- 2.1. Support members of the workforce to:
 - 2.1.1. Realise their potential.
 - 2.1.2. Be skilled, motivated and valued.
 - 2.1.3. Hold a role that allows them to use their strengths and promotes their learning and development.
 - 2.1.4. Thrive and develop themselves throughout their career.
 - 2.1.5. Feel respected, cared about and their work to be recognised.
 - 2.1.6. Be more customer focused.
- 2.2. Supporting members of the Workforce to enable them to:
 - 2.2.1. Provide encouragement, empathy and understanding to Individuals needs,
 - 2.2.2. Engage with Individuals, irrespective of race, ability, gender or previous experience,

- 2.2.3. Understand barriers to getting Individuals more active, improving personal performance or achieving personal goals,
 - 2.2.4. Promote the welfare and best interests of individuals.
- 2.3. Support the smooth transition of members of the Workforce between organisations (employment, education or training).

3. Organisational culture

- 3.1. Refrain from actions that could constitute bullying, harassment or intentionally wounding another.
- 3.2. Embed high performance, inclusive values and integrity into all business operations.
- 3.3. Promote excellence in the delivery of activities and services.
- 3.4. Develop the workforce to provide an excellent customer experience.
- 3.5. Ensure leaders at all levels within the workforce are people focused.
- 3.6. Embrace a culture that helps to attract and retain great people within the workforce.
- 3.7. Equip the workforce to provide the best possible experience for individuals who are, or want to be, active.
- 3.8. Provide availability of opportunities for individuals to be more active, improve personal performance or achieve personal goals.
- 3.9. Implement working practices that encourage integrity, inclusivity, ethical behaviour and conduct within safeguarding guidelines.
- 3.10. Provide sufficient safeguarding arrangements in accordance with relevant safeguarding guidelines aimed at ensuring the emotional, psychological and physical wellbeing of all Individuals.

4. Communications

- 4.1. Ensure clarity, honesty and accuracy in all communications, marketing and promotional resources
- 4.2. Inform and offer transparency to all Individuals of any financial costs related to the activity/future activities that they will incur
- 4.3. Promote and encourage active participation in sport, physical activity or other healthy recreation opportunities

5. Working with CIMSPA and the sport and physical activity sector

- 5.1. Collaborate with CIMSPA, its members and partners to successfully achieve sector objectives.
- 5.2. Support CIMSPA's vision to shape a recognised and respected sport and physical activity sector that everyone wants to be part of.
- 5.3. Support the sectors work to be recognised as a profession.
- 5.4. Support the sectors work to be seen as a leader in customer experience and satisfaction.
- 5.5. Support insight and research to enhance the sector.

- 5.6. Foster increased collaborative work with the sector to achieve growing and sustained participation in sport and physical activity.
- 5.7. Maintain an ongoing dialogue with the sector to ensure adaptability to new challenges and support the collaborative development of solutions.
- 5.8. Promote awareness and understanding of activities and services to enhance the sector.
- 5.9. Forge new partnerships with organisations outside of the sector that can support workforce development and improvement.

Explanation of Professional Concepts

Individuals

Individuals include but is not limited to:

- CIMSPA members,
- Wider sector workforce,
- Learners,
- Customers,
- Participants,
- Colleagues,
- Peers,
- Employers,
- Sector agencies,
- Any other engaged party.

Harassment

Harassment includes but is not limited to:

- Anti-social behaviour relating to a relevant protected characteristic (for example, age, disability, gender, race, ethnicity, sexual orientation or religion.).
- Sexual harassment.
- Less favourable treatment of an Individual, colleague, volunteer or student because they submit to or reject sexual advances and/or sexual harassment.

Safeguarding guidelines

Safeguarding guidelines are guidelines (and associated legislation) that apply across the United Kingdom or are specific to each Home Nation. Further advice and guidance on child protection in the UK can be obtained from the NSPCC, a link is provided below to the NSPCC website which details each Home Nations child protection system.

[NSPCC legislation and guidance information](#)

CIMSPA's Safeguarding Policy can be found at www.cimspa.co.uk/codes.

Workforce

The workforce includes but is not limited to:

- Employees,
- Volunteers,
- Contractors,
- Temporary staff,
- Agency staff.

Further Policies

The following further policies are also applicable to the implementation and enforcement of the Code:

- CIMSPA Quality Assurance Policy and Procedures
- CIMSPA Customer Service Statement
- CIMSPA Malpractice and Maladministration Policies
- CIMSPA Complaints Procedures
- CIMSPA Disciplinary Procedures
- CIMSPA Sanctions Policies
- CIMSPA Appeals Policies

Each policy is available on the CIMSPA website. If it is alleged that a CIMSPA partner has not adhered to the Code, CIMSPA reserves the right to take action in accordance with the relevant CIMSPA policy. Failure to adhere to the Code may result in sanctions being taken against CIMSPA partners, which could include, but not be limited to, the removal of the CIMSPA partnership.

Conclusion

The standards included within the Code, outline the best practice required of all CIMSPA partners. The Code exists to support professionals to achieve the best possible practice, behaviours and attitudes that all Individuals will expect to experience when engaging with CIMSPA partners. CIMSPA has designed the Code to be a point of reference for CIMSPA partners, CIMSPA members, employees and other individuals who engage with the sport and physical activity sector.

The Code sets out the minimum standards that all CIMSPA partners must adhere to and whilst it is not designed to contain answers to all situations that CIMSPA partners may encounter whilst operating within the sport and physical activity sector, it does outline the expected best practice that all CIMSPA partners must adhere to.

For further information contact the CIMSPA on 01509 226474 or info@cimspa.co.uk or visit the website www.cimspa.co.uk.