



ICR COACH REGISTER

Document: ICR.PD.002.INT CODE OF CONDUCT V1-PILOT

ICR COACH REGISTER – CODE OF CONDUCT FOR THE ICR INTERNATIONAL CERTIFIED COACHPRACTITIONERS

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GENERAL PROVISIONS

Document code: ICR.PD.002.INT
Approved by: ICC Council
Version: V1 – pilot
Status: Approved

The following applies to document ICR.PD.002.INT (Code of conduct):

- Document GNG.RD.003.INT General clauses for all documents

The aforementioned document is published on our website and are hereby designated as a repeat and insert.

All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our website <https://icr-coachregister.com>.

Questions? Contact us!

Complete the question-webform on our website or call:

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- +32 (0)1667 9151 (Belgium)
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1. OBJECTIVES

- 1.1. To promote and maintain the quality of professional action and behavior of the certificate holders, in the broadest sense.

2. APPLICABILITY

- 2.1. The code of conduct applies to all ICR International Certified Coachpractitioners, regardless the applicable main-, subscope, subtype and specialism, hereafter to be referred as: 'Practitioner'.
- 2.2. A Practitioner may not ignore the code of conduct.
- 2.3. The code of conduct will also apply to the Practitioner who has been suspended.
- 2.4. Cancellation, termination or annulment of a Practitioners' certification, for whatever reason, does not relieve the Practitioner from having the code of conduct apply to his or her actions if these took place in the period in which the certification was valid.

3. SUITABILITY

- 3.1. The Practitioner must carry out the assignment given to him/her to the best of his/her ability.
- 3.2. The Practitioner must not accept any assignment for which he/she lacks the knowledge and/or skills to carry it out, unless he is able to subcontract the assignment to one or more colleague Practitioners who do have the necessary knowledge and/or skills with the approval of the principal.
- 3.3. The Practitioner him/herself must be physically and mentally capable of carrying out the assignment.



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4. AUTHORITY

- 4.1. A Practitioner must never give the impression that he or she has more authority than he/she has actually been given.

5. EMPLOYEE AND/OR THIRD PARTY SKILLS

- 5.1. A Practitioner will make sure that his/her employees possess the highest level of professional skills possible in his or her field.
- 5.2. The previous paragraph also applies to any knowledge acquired externally – be this through a temp agency or subcontracted – and activities or actions carried out by third parties other than the Practitioner's own employees.

6. DAMAGES TO AND/OR LOSS SUFFERED BY COLLEAGUES

- 6.1. A Practitioner should refrain from taking part in any activity or behaviour which may cause damage or harm to other Practitioners, in general and in relation to his or her principals.

7. FRATERNAL OFFERINGS

- 7.1. If the assignment is offered to him by a colleague, a Practitioner must provide clear communication on whether the assignment parties were known to him through a colleague or another reliable source.
- 7.2. If the assignment parties were not known to him, a reasonable fee will be agreed upon.



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8. ANNOUNCEMENTS AMONG COLLEAGUES

- 8.1. Announcements made by Practitioners among themselves and those made to their customers will be dealt with in a businesslike, responsible and confidential way.

9. AMICABLE EMPLOYEES

- 9.1. A Practitioner should refrain from encouraging a colleague's employee from ending his/her contract with that colleague.
- 9.2. However, if a Practitioner is approached by a colleague's employee because the employee wishes to collaborate with him or wants to work for him, the Practitioner should discuss this possibility with his colleagues before entering into an agreement with said employee.

10. MAINTAINING ONE'S NAME AND REPUTATION

- 10.1. The Practitioner will refrain from making remarks to third parties which will potentially damage the name and reputation of said colleague.

11. DISPUTES AMONG COLLEAGUES

- 11.1. In case of a dispute with a colleague, a Practitioner must assume a fair position towards him/her and attempt to resolve the dispute amicably.



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12. USE OF A DISTINCTIVE TITLE

12.1. With due regard to the provisions of this code of conduct and the area in which the Practitioner is certified, there are no limitations to the use of the title 'Practitioner'.

13. OPERATING PROCEDURE

13.1. The Practitioner will carry out activities and/or tasks commissioned by a customer promptly and in an honest and insightful way.

14. DESCRIPTION OF INSTRUCTION

14.1. The Practitioner and customer must always agree upon the terms of reference, prior to carrying out the instruction.

14.2. If a Practitioner works with a set of terms and conditions, these are considered to be part of the terms of reference.

15. TESTING

15.1. Upon the request of a Practitioner, a colleague of the Practitioner, an aggrieved third party or the customer, the actions, doings or failings of one or more Practitioners, a group of Practitioners or a colleague Practitioner may be examined for compatibility with the code of conduct and the process- and procedure requirements.

15.2. Document GNG.PD.007.INT (Complaints against or among certificate holders) applies. Such testing/review will always be based solely upon the herebefore mentioned document applicable at the time when the action, doing or failure took place.



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- 15.3. Testing will be based upon a complaint made by a stakeholder or someone who has incurred a loss.
- 15.4. In the general interest of the profession, Global Network Group, or any other trade or legitimate professional organization, to the extent to which their clauses of association demonstrate this, is/are authorized, either independently or in commission, to lodge a complaint if there is no aggrieved party or stakeholder at hand.

16. PROCESS- & PROCEDURE REQUIREMENTS

- 16.1. All certificate holders are compulsorily subjected to the document ICR.PD.003.INT Process- and procedure requirements.

17. SPECIAL PROVISIONS

- 17.1. In cases not provided for by this code of conduct, the point of departure will be that a Practitioner's conduct must be in keeping with the standing of the profession as laid down in the relevant certification scheme and standards, including all underlying documents and regulations set by Global Network Group; this behavior must not damage the image of the profession or its members.