



Code of Practice for Instructors and Officials

Updated on 26.2.2026

All service coordinators, instructors, staff, ambassadors and interns (hereinafter collectively referred to as "All staff members") are requested to read and comply with the following rules carefully before providing services:

1. All staff members must use their expertise, maintain a good and positive attitude, and provide quality services.
2. All staff members must strive to complete the services entrusted by the Association and perform the duties assigned by the Association.
3. All staff members must maintain good communication and support each other when performing team services (including service coordinators, ambassadors and interns).
4. All staff members should assist and properly pack up the Association's event materials after the event is completed to avoid damage and omissions.
5. After verification and assignment of services by the Association, all staff members shall not be absent without reason or ask others to take their place without authorization.
6. If staff member is unable to perform as scheduled, please notify the Association by email or in writing at least 5 working days before the event for arrangements.
7. If staff member is unable to perform the service as scheduled due to an emergency or physical discomfort, please notify the Association or the event coordinator as soon as possible and provide the Association with a sick leave certificate (if applicable) afterwards.
8. Except for individual requirements, all staff members must wear the Association's community service shirts, sports trousers and sports shoes when performing community services, and keep a clean appearance.
9. Except for individual requirements, all staff members must arrive at the event venue 30 minutes before the service to prepare. Without the permission of the Association or the event coordinator, all staff members will be subject to disciplinary action if they are late, leave early, end the service time early, or are absent from the service on the day without reasonable reasons.
10. After arriving at the event venue, please contact the organizer (applicable to event coordinators and instructors conducting lectures, workshops and sports training classes). Generally, all staff members should report and sign in with their respective event coordinators.
11. All staff members must serve according to the work positions assigned by the office or be





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assigned by the event coordinator according to actual needs. Please follow the instructions and perform the relevant work so that the event can proceed smoothly.

12. If the event requires support from the Association or borrowing materials for teaching purposes, please inform the community service staff of the Association at least 5 working days before the event for arrangement (if applicable).
13. Please mute or turn down the volume of your mobile phone during the service period. Unless it is an emergency, please do not use your mobile phone for a long time (including playing games) during the service period to avoid affecting your professional image. Please do not promote your personal business, distribute business cards and personal contact information during the event. If necessary, please ask the other party to contact the Association and the Association will make a referral.
14. In order to protect personal information, please do not provide the personal information of the Association's staff, workers and participants, such as contact numbers, to anyone.
15. Please do not distribute or use the handouts, notes, slides and documents provided by the Association for activities for commercial purposes without the Association's authorization.
16. In case of complaints, please refer the other party to contact the Association's community service staff, or ask the other party to record the incident and leave contact information via email (info@hkpfa.org.hk) for the Association to follow up and reply. Please do not handle it privately.
17. Please do not be greedy to receive any souvenirs or gifts from any activities.
18. During the service, please do not take photos or videos without permission, or upload them to social networking sites or other applications (including but not limited to Facebook, Twitter, Instagram, etc.) unless you have obtained permission from the Association, the event coordinator, the participants and the organizer.
19. Please bring your own water and food for emergencies.
20. If personnel at all levels face any uncooperative or negative participants, please remain calm, do not argue or reason with the other party, and seek help from the service coordinator and the on-duty staff of the Association.



Code of Practice for Fitness Instructors

Instructors of the Association should observe the following Code of Practice in order to demonstrate their professional conduct when interacting with clients, members of the public, other fitness practitioners, and healthcare professionals.

Fitness Instructors should:

- 1) Provide safe and effective instruction to clients
- 2) Be fair to all clients
- 3) Continuously learn and update relevant knowledge and skills
- 4) Hold a valid cardiopulmonary resuscitation (CPR) certificate and master first aid techniques
- 5) Comply with all relevant laws, including commercial law, labour law and copyright law
- 6) Enhance public respect and trust in the fitness industry
- 7) Respect clients' right to privacy
- 8) Provide more professional fitness, medical and health referral services to clients in need
- 9) Respect clients' personal dignity and individuality
- 10) Maintain good personal conduct and lead by example as a role model for clients

21. If, during the period of service, personnel at all levels are found to have acted in violation of the above Code of Conduct, the Code of Practice for Fitness Instructors, or the Association's aims, or to have been absent from duty without permission, or to have engaged in conduct that harms the Association's image or interests, or to have behaved discourteously, the Association shall have the right to terminate the services of the person concerned with immediate effect for that day without compensation, and to impose disciplinary action against the instructor involved.

(In case of any disputes, the Association reserves the right of final decision.)



導師及工作人員服務守則

更新於 26.2.2026

請各服務統籌、導師、工作人員、大使及實習生(之後統稱「各級人員」)於進行服務前，仔細閱讀及遵守以下守則：

1. 各級人員必須運用自身的專業、保持良好及正面之態度，提供具質素之服務。
2. 各級人員必須致力完成本會所委託之服務及履行本會所賦予之職責。
3. 各級人員在進行團隊服務(包括服務統籌、大使及實習生)時，必須互相保持良好溝通及互相支援。
4. 各級人員請於活動完成後，協助及妥善收拾本會的活動物資，避免損壞及遺漏。
5. 經本會核實及委派服務後，各級人員不得無故缺席及擅自找他人代課。
6. 如各級人員無法如期當值，請於活動前至少 5 個工作天以電郵或書面通知本會，以作安排。
7. 如遇緊急事情或身體不適，無法如期進行服務者，請儘快通知本會或活動統籌，及於事後向本會提供病假證明書(如適用)。
8. 除個別要求外，各級人員在進行社區服務時，必須穿著本會社區服務會衫、運動長褲及運動鞋，並保持整潔儀容。
9. 除個別要求外，各級人員須於服務前 30 分鐘到達活動場地準備。如未經本會或活動統籌准許，各級人員如沒合理原因而遲到、早退、提前結束服務時間、或缺席當日服務，將受到紀律處分。
10. 到達活動場地後，請與主辦單位聯絡(適用於活動統籌及進行講座、工作坊及運動訓練班之導師)。一般各級人員請與所屬活動統籌報到及簽到。
11. 各級人員必須按辦事處指派的工作崗位進行服務或由活動統籌按實際需要作出編配，請各級人員遵從指示配合行動及履行有關工作，以便活動順利進行。
12. 如活動需要本會支援或借用物資作教學用途，請於活動前至少 5 個工作天前向本會社區服務職員提出，以作安排(如適用)。
13. 當值期間，請將手提電話靜音或將音量收細。如非緊急事情，請勿於服務期間長時間使用手提電話(包括遊戲)，以免影響專業形象。請勿於活動期間，作個人業務宣傳、派發名片及私人聯絡資料。如有需要可請對方與本會聯絡，並由本會作出轉介。



14. 為保障個人資料，請勿向任何人士提供本會職員、工作人員及參加者之個人資料，如聯絡電話。
15. 本會就活動提供的講義、筆記、投影片及文件等，未經本會授權，請勿隨意發放及作商業用途。
16. 如遇投訴，請轉介對方與本會社區服務職員聯絡，或請對方透過電郵(info@hkpfa.org.hk)紀錄事件經過及留下聯絡資料以便本會跟進及回覆，請勿私下處理。
17. 請勿貪心領取任何活動的紀念品或禮品。
18. 服務期間，除非獲得本會、活動統籌、參加者及主辦單位許可，否則請勿擅自拍攝及錄影，甚或上載至社交網站或其他應用程式內(包括但不限於 Facebook、Twitter、Instagram 等)。
19. 請自備食水及食物，以備不時之需。
20. 如各級人員面對任何不合作或帶有負面情緒的參加者，請保持自身冷靜、請勿與對方爭吵或理論，請尋求服務統籌、本會當值職員協助。



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本會導師應遵守下列專業守則，以便與學員、社會人士、其他體適能從業員及醫療健康界人士交往時，能表現其應有的專業操守

體適能導師應該：

1. 為學員提供安全及有效的指導	6. 提高社會大眾對體適能行業的尊重及信任
2. 對所有學員公平	7. 尊重學員的私隱權
3. 不斷學習及更新有關的知識和技術	8. 對有需要的學員提供更專業的體適能、醫療及健康轉介服務
4. 持有心肺復甦法有效證書及掌握急救技巧	9. 尊重學員的個人尊嚴和獨特個性
5. 遵守一切有關法律，包括商業法、勞工法及版權法	10. 保持良好的個人操守，以身作則，作為學員的榜樣

體適能導師專業守則

21. 各級人員於服務期間，如做出有違本會上述工作守則、體適能導師專業守則、宗旨、擅離職守、有損本會形象、利益及不禮貌行為等，一經發現本會有權終止有關人士當天的服務及不予賠償，並對涉事導師進行紀律處分。

(如有任何爭議，本會保留最終決定權。)