

# Policies and Procedures Booklet for Candidates and Course Tutors

Level 1 Certificate in Coaching Tennis (L1CCTEN)  
Level 2 Certificate in Coaching Tennis (L2CCTEN)

(Last updated November 2009)

## EQUAL OPPORTUNITIES POLICY FOR THOSE TRAINING WITH INSPIRE2COACH

inspire2coach practises the principles of equal opportunities in its learning programmes, courses and workshops. The company is committed to the development of practices that do not discriminate, either directly or indirectly, on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age or disability. It is company policy to treat candidates equally, fairly and consistently.

It is the responsibility of each manager to ensure that the following policy is understood and carried out and each employee has personal responsibility for the implementation of the Policy. Not to do so is unlawful under UK legislation, under the Sex Discrimination Act 1986, the Race Relations Act 1976 and the Disability Discrimination Act 1995. All employees are expected to abide by the requirements of these Acts.

### TRAINING WITH INSPIRE2COACH

- inspire2coach maintains and seeks to apply a series of core values which it believes make it a reputable, professional and high quality training organisation.
- inspire2coach takes very seriously the welfare and safety of those attending its learning programmes, courses and other events, and the quality of the work of its employees.
- The company aims to ensure the best possible levels of customer care, learning environment, learning resources and value for money.
- In the event that any customer or client to the company expresses dissatisfaction with

the standards and quality of work of the company or any of its employees, the company will listen to any complaints or suggestions, endeavouring where possible to correct and improve on the cause of the initial complaint, subject only to feasibility, practicality, the economic viability and the company's wish for it.

### SPECIFICALLY DISCRIMINATION IS PROHIBITED IN:

- Treating any individual on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age, disability or membership or non-membership of a trade union, less favourably than others.
- To expect an individual for any reason whatsoever related to their training, to comply with requirements that are different to the requirements for others solely on the grounds stated above.

- Victimization of a candidate on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientation, disability or membership or non-membership of a trade union.

The Company will immediately investigate any written claims of discrimination on the above grounds.

inspire2coach will not discriminate, either directly or indirectly on the grounds of colour, race, gender, marital status, disability or any other grounds of discrimination not prohibited by legislation, such as religion, age and sexual orientation. Every possible step will be made to ensure that decisions relating to an individual's training are based solely on course-related criteria.

### SCOPE

The policy applies to the training of coaches and to the treatment of those coaches and others who may receive assistance, training through a learning programme, course or workshop provided by inspire2coach.

### PEOPLE WITH DISABILITIES

inspire2coach commits itself to the training of people with disabilities whenever possible, and will treat such candidates in aspects of their training in exactly the same manner as other candidates, the difficulties of their disablement permitting. Assistance may be given and reasonable adjustments made, wherever possible, to ensure that people with disabilities are helped in their training and assessments (for example by providing individual assessments), in gaining access to course premises, and in progressing in their training and development, subject only to the opportunity existing, the economic viability, the applicant's suitability, talent, and wish for it. Appropriate training may be made available to such personnel who request it.

inspire2coach is keen to hear ideas whereby its courses can be made more user-friendly for the benefit of people with disabilities.

### COMPLAINTS OF DISCRIMINATION

To make a complaint about direct or indirect discriminatory conduct the company's **Grievance Procedure** should be used.

inspire2coach will investigate immediately any written claim of discrimination and where a case is proved take action to ensure the discrimination is stopped.

If the matter relates to sexual or racial bullying or harassment or bullying and harassment on the basis of disability then the grievance may be raised

under the terms of the Company's **Bullying and Harassment** Policy.

Complaints of discrimination must be submitted in writing to the offices of inspire2coach, and addressed to the Company Secretary. To make a complaint of discrimination, bullying and harassment, victimisation or unfair treatment the complainant should try to have available:

- written details of what, when and where the occurrence(s) took place
- any witness statements or names
- names of any others who have been treated in a similar way
- details of any former complaint made about the incident, date, where and to whom made
- a proposal for a solution to the incident.

The company is concerned to ensure that employees feel able to raise such grievances and no individual will be penalised for raising such a grievance unless it is false and found to be malicious, in which case it will be dealt with under the company's Disciplinary Procedure.

#### DISCIPLINE

Any employee accused of discrimination will be investigated. Any employee guilty of discrimination, who is responsible for harassing any other employee on the grounds of gender, race or disability will be subject to the company's Disciplinary Procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and, as such, may result in summary dismissal, under the terms of the company's Disciplinary Procedure.

#### MONITORING

Applicants for learning programmes and courses delivered by inspire2coach may be asked to complete a form denoting their gender, race, ethnic origin and any disabilities in accordance with the **Monitoring of Ethnic Origins Policy**. The company guarantees that this form will be used for the purpose of monitoring the effectiveness of its **Equal Opportunities Policy** only.

#### INSPIRE2COACH HEALTH AND SAFETY

One of your primary responsibilities as a tennis coach is the safety of the players, to ensure that:

- the environment of the coaching situation is as safe as possible – eg the surface is not slippery or, in the case of indoor centers, the fire exits are known
- the physical demands put on the players during coaching do not cause injury – either in the short or long term.

This section provides information and guidelines to help you carry out the above responsibilities.

#### GUIDELINES ON HEALTH AND SAFETY IN TENNIS

These guidelines appear under the following headings:

- Players
- Equipment
- Court surface area and facilities
- Coach/assistant

#### PLAYERS

The number of players on a court, or courts, should be safe in terms of proximity and amount of space available for each player, and controllable by the number of coaches and assistants involved. The LTA gives guidelines on numbers for different ages. In general young children need more adults for supervision.

In hot weather dehydration can become a significant problem especially for younger players. Therefore, fluid intake – before, during and after play is vital. Rest periods are important. Players with medical conditions such as asthma or diabetes, hearing impairment or those with a disability, should be known to coaches before the session begins. Coaches should ensure that application forms request information on health issues which may affect the players during coaching sessions.

Players should be given information concerning the procedures in situations such as fire or security emergencies in indoor centres. These will vary from centre to centre.

Plastic lenses should be used if glasses are worn.

Players should:

- only practise particular skills in tennis for reasonable periods of time to reduce the possibility of muscle or overuse injury. Age and ability should be a major consideration in what is reasonable
- be aware, and reminded as necessary, of safety considerations when practising in groups, especially during activities such as serving
- be dressed in appropriate clothing and have suitable footwear for the court surface on which they are playing
- be taught always to warm up and cool down.

By law, there is an extra duty of care when coaching players with disabilities – the type of care depends upon the following situations:

- Players with a learning disability may be less aware of safety on court, with other people and of emergency situations such as fire alarms. They should be given a partner to help them in an emergency situation.
- Players with a hearing impairment may not hear the fire alarm (some centres

now have flashing lights) and so should be given assistance.

- Players with a visual impairment may not be able to find the exit and should also be given assistance.

#### EQUIPMENT

With regard to equipment:

- rackets should be of the correct size for the height and age of the player. They should be inspected regularly regarding grips (eg too slippery for players to hold) and frame damage
- balls (foam, transition, tennis) should be available for the age and ability of the player
- nets should not have holes in which players can *catch* their feet and they should be close against the posts to prevent the net wire being exposed to players running about
- net-winders should not protrude because they can cause injury
- any supports to net posts should not protrude since players can trip over them.

#### COURT SURFACE AND FACILITIES

With regard to court surface and facilities:

- court size and net height should be appropriate for the age and ability of the player
- playing surfaces should be suitable for tennis
- the surrounds and playing area should be clear of obstructions such as ball hoppers, ball machines (and on some courts, football and netball posts). Debris such as glass should either be removed or the court not used
- indoor courts should be clear of equipment which could obstruct players
- the surrounds and playing area should be non-slip. Some court surfaces (particularly the lines) can become very slippery when wet
- court lines on courts with a loose surface should be completely flat to the court surface
- the surrounding netting should not be damaged with holes or broken mesh, both of which can cause injury if a player runs into the netting.

#### COACH/ASSISTANT

Coaches and/or assistants should:

- be very familiar with the techniques, tactics and rules of the game, and apply them with regard to the age and ability of the players
- be confident of helping a number of players of mixed ability on one court and

be able to control several courts with safety

- be able to show players how to use all equipment safely, and advise them of particular situations (eg serving), in which the safety of themselves and other players are more under threat
- be able to stop the group immediately at any time
- know where the nearest phone is located
- have a contact name and telephone number for each player
- be familiar with any illness or medical condition – and remember to ask each time
- ensure they begin every session with a warm-up which follows the pattern of:
  - increasing the heart rate (perhaps by gentle jogging)
  - stretching
  - tennis related activities
- finish every session with a cool-down
- be aware of situations which can increase the likelihood of accidents and constantly monitor all aspects of the safety of the session
- be familiar with possible tennis injuries and aware of relevant principles of First Aid
- stay calm, observe the situation, listen to the injured player, and if necessary then wait for assistance
- have a First Aid kit with them or know where one is (LTA Coach Education has a number of available First Aid kits which have been specially made up for tennis coaches)
- have accident forms available and complete them if an accident occurs (a sample form is attached to these guidelines)
- hold public liability insurance, or be sure that the facility/centre management has the necessary insurance cover
- know how to obtain help in the event of an accident.

The coach/assistant must also be aware of the health and safety requirements of the venue as well as the LTA's policy on health and safety.

**If you have any queries relating to the health and safety issues raised in these Guidelines, please contact the inspire2coach office on 02476 150688**

#### COMPLAINTS AND APPEALS PROCEDURE FOR COACHES TRAINING WITH INSPIRE2COACH

**inspire2coach aims to deliver all its courses to the highest standards, and prides itself on its excellent reputation. In the unlikely event that you may**

wish to make a complaint, you should follow the guidelines below.

If you wish to make a complaint

#### Stage 1

- Firstly, complete the course evaluation questionnaires following the course;
- If this is insufficient an informal complaint can be made to your tutor/assessor. The tutor/assessor will discuss the complaint with you and attempt to agree a way forward or a solution that suits both parties.
- Candidates should allow the tutor/assessor sufficient time to investigate the grievance in the timescales agreed.

#### Stage 2

- If the complaint cannot be resolved informally to your satisfaction, or if you feel that you cannot make an informal complaint to your tutor/assessor, the complaint should be submitted in writing to the Company Secretary at inspire2coach.
- You should give a detailed of your grievance to the Coach Education Manager at inspire2coach so that it can be investigated. The Coach Education Manager will write to you to acknowledge receipt of the complaint within seven days and outline the course of action to be taken
- The Coach Education Manager will carry out an investigation and write you within one calendar month with their findings and a decision as to whether the complaint was justified. (Centres are required to retain records of complaints for a minimum period of two years)

#### Stage 3

- If you have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to the Internal Verifier for the course, for whom inspire2coach will provide all necessary contact details. The Internal Verifier is responsible for internal quality assurance of all courses delivered by inspire2coach.

#### CONFIDENTIALITY

- inspire2coach undertakes that none of its employees or tutors will disclose matters relating to the complaint beyond the party or parties involved unless legally required to do so.

#### QUALITY ASSURANCE

- inspire2coach are committed to providing a first class service to all their customers and to ensuring they are treated in a courteous and considerate manner

- inspire2coach will investigate any complaint fully, where enquiry is required and facts are in dispute.
- Where failings are demonstrated inspire2coach will undertake to address them and remedy them where resources permit.

#### APPEALS PROCEDURE FOR COACHES TRAINING WITH INSPIRE2COACH

inspire2coach Ltd is required by 1st4sport Qualifications to have an explicit Appeals Procedure in place. The procedure ensures that candidates undergoing assessment have access to an appeals procedure should they wish to challenge an assessment decision made by an assessor employed or contracted by inspire2coach limited. The purpose of this procedure is to describe the process in which a candidate can appeal against any assessment decision or procedure that they consider to be unfair and/or inaccurate.

Candidates wishing to appeal must do so within 14 days of receiving the assessment decision and are advised to keep copies of all documents relating to the appeal.

#### Stage 1

The first line of appeal should be to the tutor/assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although you are advised to put the appeal in writing. The tutor/assessor may choose to explain their rationale for the decision which is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Coach Education Manager at inspire2coach to retain with the centre's assessment records.

#### Stage 2

If you are still dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then you should take your appeal to the Internal Verifier. At this stage, the appeal must be made in writing, within 14 days of the Stage 1 process. You are advised to provide as much information as possible regarding the disputed assessment decision, including:

1. the date and nature of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
2. the name of the tutor/assessor involved,
3. a brief outline of the reason for the appeal

4. any associated documents (i.e. candidate evidence, record of feedback from the tutor/assessor involved).

The nominated tutor/assessor or internal verifier may review/reassess your work against the assessment criteria for the qualification and consider the appeal. inspire2coach limited will then make one of the following decisions:  
to uphold the original assessment decision

2. to offer the candidate an opportunity for a resit/reassessment with a different assessor free of charge

to overturn the original decision.

The decision will be communicated in writing to you, the original tutor or assessor and the tutor/assessor who handled Stage 2 of the appeal. Copies of records of appeals will also be forwarded to the Coach Education Manager for retention with other assessment records.

### Stage 3

If the you have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, you have the right to take their complaint to 1<sup>st</sup>4Sport Qualifications, the Awarding Body for the Level 1 and Level2 Certificates in Coaching Tennis. Complaints should be made in writing and sent to:

1<sup>st</sup>4Sport Qualifications,  
Coachwise Ltd,  
Chelsea Close,  
off Amberley Road,  
Armley,  
Leeds LS12 4HP