



Liverpool County Football Association

Coach Education Policies & Procedures

2019/20

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Liverpool County Football Association Child/Vulnerable Adult Protection Policy (2019/20)

Liverpool County Football Association has a professional duty to provide children and vulnerable adults with appropriate safety and protection. As the welfare of the child/vulnerable adult is paramount, we are committed to providing safe equipment and facilities so that children/vulnerable adults may participate in courses/programmes in a secure environment. Additionally, we promote ethical behaviour, providing children/vulnerable adults with a sense of being valued. On this basis, we aim to ensure safe recruitment practices are always followed, to establish the suitability of personnel to work with children and/or vulnerable adults.

It is ultimately the responsibility of the Head of the Centre, Wayne Wardle, to ensure that this policy is published (see Liverpool County FA Website*[insert weblink](#)) and accessible to all personnel, candidates and any relevant third parties.

In order to provide safety, protection and security to children/vulnerable adults throughout our operations, we will adhere to our child/vulnerable adult protection policy/statement and aim to:

- Protect all children and vulnerable adults from abuse, whatever their age, culture, disability, gender, language, ethnic origin, religious beliefs or sexuality.
- Raise awareness of child and vulnerable adult protection issues and promote good practice.
- Conduct risk assessments to minimise potential hazards to children's and vulnerable adults' welfare.
- Provide support to candidates who have been abused and act proactively by preventing any similar incidents through risk assessment. In such cases we will refer to the Liverpool County FA Designated Safeguarding Officer (DSO) Gordon Johnson.
- Ensure all personnel fully understand their responsibilities and are provided with the appropriate training/regular updates of the legislation.

In achieving our policy aims and being proactive, we have developed procedures related to the recruitment of personnel and how allegations of child/vulnerable adult abuse should be dealt with. In light of this, we implement safe recruitment practices, in checking the suitability of personnel to work with children and vulnerable adults.

Summary of the Personnel Recruitment Procedure

Applicants are required to complete an application form (which may lead to a subsequent interview and follow FA/County FA formal recruitment processes). These are required to be returned to the relevant department and the member of personnel managing the recruitment process. Where applicants will take significant responsibility for safeguarding children during activities within Liverpool County Football Association they will be required to complete a Criminal Record Bureau (CRB) check (this will be in the form of The FA CRC check).

Personnel are selected on their suitability to meet the job/role-related requirements and responsibilities and their ability to demonstrate that they can work safely with children and/or vulnerable adults. Applicants will receive confirmation of appointment in writing. New members of personnel are then required to confirm their agreement to abide by the Liverpool County Football

Association policies and procedures, including the child/vulnerable adult protection policy, in writing and will follow the FA/County FA Policies and Procedures in place to become an official tutor of the FA/County FA. Awareness of child/vulnerable protection practice will continue to be addressed via ongoing training.

All members of personnel who work with children and vulnerable adults are required to adhere to this policy.

Centre personnel/candidates/individuals identifying possible abuse must report the allegation to:

Gordon Johnson
Designated Safeguarding Officer
Liverpool County Football Association Ltd
Liverpool Soccer Centre
Walton Hall Park
Walton Hall Avenue
Liverpool
L4 9XP.

Allegations will be taken seriously and dealt with as soon as practicable, in line with the recognised centre's child/vulnerable adult protection policy.

The Designated Safeguarding Officer is also responsible for conducting any investigation and demonstrating the results if the child/vulnerable abuse is suspected to be committed by a member of staff. Throughout this procedure, records will be maintained and kept securely and confidentially, separately from the candidates' file.



Liverpool County Football Association Data Protection Policy/Statement (2019/20)

Liverpool County Football Association is fully committed to protecting the rights and privacy of individuals, in accordance with the Data Protection Act 1998. Information about our personnel, candidates and other individuals will only be processed in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully. As the lawful and correct treatment of personal information is critical to our successful operations and to maintaining confidence, Liverpool County Football Association is committed to:

- Protecting candidates' personal details, records and assessment outcomes.
- Keeping candidates' and other individuals' personal data up to date and confidential.
- Maintaining personal data only for the time period required.
- Releasing personal data only to authorised individuals/parties and not unless permission is given to do so.
- Collecting accurate and relevant data only for specified lawful purposes.
- Adhering to regulations and related procedures to ensure that all employees who have access to any personal data held by or on behalf of Liverpool County Football Association are fully aware of and abide by their duties under the Data Protection Act 1998.

Candidates are required to report any allegation in relation to the unlawful treatment of personal data via the Liverpool County Football Association candidate complaint procedure. A complaint should be made in the event that candidates feel that records of their personal data have been:

- Lost.
- Obtained through unlawful disclosure or unauthorised access.
- Recorded inaccurately and/or in a misleading manner.
- Provided to a third party without permission.

Where required, Liverpool County Football Association will take appropriate action/corrective measures against unauthorised/unlawful processing, loss, destruction or damage to personal data.

It is ultimately the responsibility of the Head of the Centre, Wayne Wardle, to ensure that this policy is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.



Liverpool County Football Association Health and Safety Policy (2019/20)

Liverpool County Football Association is committed to providing a safe working, coaching, teaching and learning environment for all personnel, candidates and any related third parties. Responsibility for health and safety ultimately lies with the health and safety officer of Liverpool County Football Association, Mr David Horlick. However, all candidates and personnel have a legal responsibility, as stated under Section 7 of the Health and Safety at Work Act 1974, to do everything practicable to prevent an accident or injury to themselves and to fellow candidates and/or personnel. The quality coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Liverpool County Football Association aims to promote health and safety, so far as reasonably practicable, by ensuring:

- The provision and maintenance of safe equipment that poses no risk to health.
- The provision of relevant information to candidates, personnel and any related third parties, including instruction, training and supervision, as is necessary to ensure health and safety.
- Maintenance of safe environments, including a means of access in a condition that is safe and without risk to health.
- Progressive identification and assessment of all risk, taking measures to eliminate or control it
- Compliance with statutory regulation on health and safety and welfare of candidates, personnel and any related third parties.
- The health and safety and welfare of vulnerable candidates is addressed through positive action.
- All required and appropriately qualified members of personnel are given training to identify and control potentially hazardous situations/environments.
- Effective measures, such as fire alarms, are in place to deal with emergencies.

This list is not exhaustive and represents general principles followed by Liverpool County Football Association in respect of health and safety.

Centre personnel/candidates/individuals identifying possible health and safety issues must report this to:

Mr David Horlick
LCFA Health and Safety Officer
Liverpool County Football Association Ltd
Liverpool Soccer Centre
Walton Hall Park
Walton Hall Avenue
Liverpool, L4 9XP.



Risk Assessment Procedures (2019/20)

Liverpool County Football Association ensures that suitable and sufficient control measures are in place to reduce identified risks in the delivery of all courses/programmes.

All personnel required to conduct risk assessments will be given the appropriate training and/or will be made aware of what is expected of them in advance. All recorded risk assessments are made available to all relevant staff who must ensure that all control and/or recovery measures plans are complied with and related actions recorded.

Where tutors/assessors identify additional risks which were not previously identified, or where a current risk assessment is not in place risk assessment must be conducted.



Liverpool County Football Association Safeguarding Risk Assessment Form (2019/20)

Activity/Event	
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Date & Frequency		Event Co-ordinator	
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Lead Organisation	Liverpool County FA	Designated Safeguarding Officer	Gordon Johnson
Other Organisation: Contact:		Contact for reporting concern	

Venue/Location GPS	
Venue lead contact:	
Potential location for Air Ambulance	
Identify Location of any access barrier keys	
Identify location of nearest defibrillator	

Age Range		Number of children		Number of Supervising Adults		Age Range	Children	Supervising Adults
						4-8	6	1
						9-12	8	1
						13-18 (40)	10	1

Policies attached: **Consents to be signed:**

SLA		Parent consent to attend	
Safeguarding Policy		Parent consent to photography	
Code of Conduct			
Social Media			

Contract/SLA lead and contact	
Reference the minimum the safeguarding arrangements	

1. Consent

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Parental Consent		High				
Photography/Film Consent		High				
Social media Consent		High				
Consent for overnight accommodation		High				
Consent for overseas travel		High				

2. Suitability of staff and Volunteers

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Code of conduct		High				
Suitability of staff <ul style="list-style-type: none"> • DBS • Safeguarding Training 		High				
Staffing Ratios		High				
Under 18 referees appointed		High				

3. On-site

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Travel Arrangement		High				
Drop-off and pick-up arrangements		High				
Car Parking		High				
Changing Rooms		High				
Toilet Facilities		High				
WIFI Access						
Overnight accommodation						

4. Reporting Incidents

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Arrangements for referral of concerns and managing allegations		High				

5. Medical

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Relevant medical information in respect of participants		High				
Emergency Contact information		High				
Local Medical Centres/First Aid Arrangements		High				
Emergency Evacuation procedures		High				

6. Other considerations

Area of concern	Risk to children	Risk before mitigation	Solution	Risk after Mitigation	Review post-activity	Owner
Relevant insurance		High				
Playing and Training Area Is the area the area and surroundings safe and free from obstacles?						
Equipment Is the equipment fit and sound for activity and suitable for age group/ability?						

Participants Is/are the register(s) up to date? Are performers appropriately attired?						
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Date		Completed by:	
Date		Approved by DSO/DDS0	

Reviewed by:		Date	
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Accident Reporting (2019/20)

During a course the Tutor, Assessor, individual(s) in charge of the event (possible via delegation) involved in the accident/incident is responsible for ensuring that an investigation takes place and then an accident/incident/near miss report is completed.

In the case of an injury, following appropriate care for the injured individual, the Tutor/ Assessor/individual(s) in charge of the event must inform the nominated person Wayne Wardle at Liverpool County Football Association.

The Accident Report Form should be forwarded immediately via the quickest route to enable details to be recorded and any actions noted.

Please note that delivery/assessment sites might also have their own recording procedures which will also need to be followed.

Accident Report (2019/20)

Date, time, location and event details where the incident took place			
Date		Time	
Location (Venue)			
Event details (e.g. Qualification title and course number)			

Injured persons details			
Name:			
Occupation:			
Date of birth:			
Address:		Postcode	
Tel:			
Email:			

Details of all persons involved – insert details of all individuals actually involved in near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Details of all witnesses –insert details of all individuals who witnessed the near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Incident details			
Time of injury		Date of injury	
Description of the incident			
Treatment applied			
Name of person giving treatment			
Role of person giving treatment			
Loss of consciousness:	Yes/No	Ambulance called:	Yes/No
Person sent to Hospital:	Yes/No	If Yes, which Hospital:	
Name of person completing this report			
Date of report		Office use only: date report received	

Liverpool County Football Association Appeals Procedure (2019/20)

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

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the candidate is recommended to put the appeal in writing to Liverpool County FA. The assessor should explain his/her rationale for the decision that 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 Head of Centre at the County FA to retain with the centre's assessment and appeals records.

Stage 2

If candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the LCFA Head of Centre within **14 days** of the Stage 1 process. The Head of Centre will write to the candidate to acknowledge receipt of the appeal within **14 days** and outline the course of action to be taken. The Head of Centre will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review and will write to the candidate within **28 days** with the findings and a decision as to whether the appeal was justified. Candidates are required to provide as much information as possible regarding the disputed assessment decision. Information should include:

- The date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper).
- The name of the assessor involved.
- A brief outline of the reason for the appeal.
- Any associated documents (i.e. candidate evidence, record of feedback from the assessor involved).

Candidate Complaints Procedure

Should candidates wish to complain about any services provided by Liverpool County FA they are advised to follow the procedure stated below. In the unlikely event that candidates exhaust this procedure and remain dissatisfied with the decision made by LCFA they may take their complaint to the 1st4sport Quality Management Team (QMT). 1st4Sport Qualifications, Coachwise Limited, Unit 2/3 Chelsea Close, Off Amberley Road, Armley, Leeds LS12 4HP, supported by their full name, candidate registration number, the title of the qualification and the name of the approved centre.

Stage 1

An informal complaint can be made to the candidate's tutor/assessor. The tutor/assessor should discuss the complaint with the candidate and attempt to agree a way forward or a solution that suits both parties. Candidates should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

Candidates should voice their complaint within **14 days** of the course/programme or any assessment with which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of candidates, or if candidates feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing to the Head of Centre at LCFA. Candidates should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write to candidates to acknowledge receipt of the complaint within **14 days** and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant personnel, and will write to the candidate within **28 days** with findings and a decision as to whether the complaint was justified.

The Head of Centre - Complaints/Appeals Officer
Wayne Wardle
Liverpool County FA
Liverpool Soccer Centre
Walton Hall Avenue
Liverpool
L4 9XP

Liverpool County Football Association Malpractice Policy (2019/20)



Scope

Liverpool County Football Association is committed to pursuing the highest standards of probity and the elimination of malpractice and maladministration in the management of our organisation and in the delivery of qualifications. Liverpool County Football Association aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice and maladministration.

We operate in accordance with all relevant legislation, awarding organisational conditions and Liverpool County Football Association policy, procedure and related guidance arrangements. In doing so, we are able to prevent, mitigate or effectively manage the occurrence of any alleged malpractice or maladministration.

This policy therefore applies to all personnel, learners and any relevant third parties individuals involved with Liverpool County Football Association. Arrangements are in place to ensure all individuals have a safe, ethical and accessible environment in which to fulfil their role within the organisation. Where this is compromised, this policy ensures a safe and accessible procedure for reporting allegations of malpractice or maladministration in a confidential manner. As a result, Liverpool County Football Association takes appropriate steps to ensure that individuals reporting allegations are not penalised, are protected and that individuals accused are also protected against false, malicious or anonymous accusations.

Liverpool County Football Association is keen to encourage personnel, learners and any relevant third party to report allegations without fear and will ensure that any disclosure is treated with the utmost confidentiality. Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the awarding organisation (1st4sport Qualifications) for investigation.

In the deployment of this policy all personnel, learners and any relevant third parties are required to report any allegation of malpractice or maladministration. Cases of malpractice being withheld or confirmed may result in the imposition of sanctions, penalties or disciplinary procedures on personnel and on learners.

It is ultimately the responsibility of the Head of the Centre, Wayne Wardle, to ensure that this policy is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by learners who commence courses/programmes in their area.

Definitions

Malpractice is defined by Liverpool County Football Association as any **deliberate** activity, neglect, default or other practice that is unethical or unlawful, which breaches regulations or conditions placed upon us by awarding organisations. Such **deliberate** activity, neglect, default or other practices may compromise the integrity of our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications and related assessments we are approved to deliver. As a result, this is unacceptable. This includes deliberate non-compliance with any Liverpool County Football Association policy, procedure, guidance.

Maladministration is any activity which is **not deliberate**, but which neglects, defaults on regulation, conditions placed upon us by awarding organisations or compromises the integrity our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications and related assessments we are approved to deliver. This includes accidental non-compliance with any Liverpool County Football Association policy, procedure, guidance.

Objective

In the deployment of this policy, Liverpool County Football Association personnel, learners and any relevant third parties are required report allegations directly to Wayne Wardle. In doing so Liverpool County Football Association the key objective is mitigate and/or manage any adverse effects. Examples of malpractice or maladministration, which would require full investigation and subsequent mitigation or management, include¹:

- Committing plagiarism by copying and passing off the whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source.
- Failing to comply with the assessor's/invigilator's instructions and/or 1st4sport's regulations in relation to the assessment and security
- Misusing assessment material.

¹ This list is not exhaustive and each incident will be treated on a case-by-case basis.

- Impersonating others by pretending to be someone else, in order to produce the work for another, or arranging for another to take one's place in an assessment.
- Fabricating and/or altering results and/or evidence, documents and fraudulent claiming of certificates.
- Using unauthorised material in relation to the requirements of supervised assessment.
- Misusing the access arrangements via reasonable adjustments or special considerations with the aim of influencing the outcome of the assessment.
- Behaving in such a way as to undermine the integrity of the assessment.
- Failing to comply with qualification and assessment regulations².

² This will lead the relevant awarding organisation to withhold results.

Allegations Reporting and Handling Procedures

Liverpool County Football Association Personnel, learners and any relevant third party should submit any allegations of malpractice or maladministration and any evidence in writing directly to:

Malpractice Officer

Wayne Wardle

0151 523 4488 Ext. 113 / wayne.wardle@liverpoolfa.com

The Liverpool County Football Association Malpractice Officer will acknowledge receipt of the allegation within five working days ensuring that they inform the *1st4sport Incidents and Investigations Manager* of the situation. The Liverpool County Football Association Malpractice Officer will then:

- Evaluate the evidence and identify outcomes (where attached evidence is fully sufficient and consistent).
- Evaluate the evidence and conduct an investigation (where additional evidence needs to be collected and/or validated).

Once all reasonable steps have been taken to collect and authenticate the evidence, outcomes will be identified. All outcomes are then required to be forwarded to 1st4sport.

Investigation outcomes, which have identified malpractice and or maladministration, are required to be submitted to 1st4sport by the Liverpool County Football Association Malpractice Officer.

Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

The 1st4sport Incidents and Investigations Manager will validate and confirm all outcomes to all relevant stakeholders.

Outcomes and Penalties

Withholding information or failing to report promptly any suspected cases of malpractice or maladministration by centre personnel may result in the imposition of sanctions on Liverpool County Football Association. This may lead to withdrawal of centre statuses.

Personnel who commit malpractice, which is confirmed after investigation, may be subject to penalties, including:

- Exclusion from the delivery of the qualification.
- Exclusion from the assessment of the qualification.
- Exclusion from the internal verification/moderation of the qualification.
- Exclusion from the financial/quality management/administration of the qualification.
- Temporary suspension.
- Work only under supervision.
- Undertake specific training.

Learners are required to be aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- Written warning.
- Disqualification from entering one or more (re)assessments.
- Disqualification from the whole qualification.

Learners must understand that where the allegations are proven, certificates may be invalid and those already issued may be withdrawn.

Liverpool County Football Association Equal Opportunities Policy (2019/20)



Scope

Liverpool County Football Association recognises that everyone has a contribution to make to our society and a right to equal opportunity. Liverpool County Football Association is therefore committed to promoting a best-practice environment, where all individuals and groups are treated with respect and dignity. All staff, learners and any related third party are required to adhere to this policy and to the requirements of the Equality Act 2010 (as amended from time to time).

All staff, learners and any related third party are required to contribute to the effective implementation of this policy treating others equally and ensuring access for all. No one should feel threatened or degraded on the grounds of the following nine protected characteristics identified within the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This policy aims to prevent and tackle all types of discrimination also identified through the Equality Act 2010

Direct discrimination	Where someone is treated less favourably than another person because of a protected characteristic.
Associative discrimination	Direct discrimination against someone because they are associated with another person who possesses a protected characteristic.
Discrimination by perception	Direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to.
Indirect discrimination	Occurs when there is a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.
Harassment	Behaviour that is deemed offensive by the recipient. Employees can now complain of the behaviour they find offensive even if it is not directed at them.

Harassment by a third party	Employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, i.e. a contractor.
Victimisation	Occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

Objectives

Effective implementation of this policy ensures that we promote equal opportunities, eliminate discrimination, eradicate harassment and ensure access for all. This is achieved by:

- Ensuring that all staff, learners and any related third parties are treated equally at all times.
- Ensuring all staff, learners and any related third parties are made aware of this policy and any related responsibilities.
- Ensuring that all staff are responsible for creating an open and friendly learning environment.
- Ensuring that staff selection for employment, volunteering, promotion, training or any other benefit will be on the basis of aptitude and ability.
- Ensuring that learner and participant selection for courses and related initial assessments are conducted in accordance with the qualification pre-requisites and specific selection and initial assessment criteria.
- Ensuring that all selection/rejection decisions are recorded for staff, learners and any relevant third parties.
- Ensuring that an effective access arrangements procedure is in place and deployed through conduct of reasonable adjustments and special considerations.
- Opposing all forms of unlawful and unfair discrimination.
- Taking any allegations or incidents of discrimination or any type of unfair treatment extremely seriously and responding to them swiftly.
- Ensuring zero tolerance on any acts of discrimination on the grounds of the nine protected characteristics outlined within the Equality Act 2010. Where such instances of malpractice are proven, action will be taken in accordance with the Liverpool County Football Association Malpractice Policy.

It is ultimately the responsibility of the Head of the Centre, Wayne Wardle to ensure that this policy is published and accessible to all personnel, learners and any relevant third parties. However, to further support effective implementation, Qualification Coordinators (QCs) specific to each

qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Access to Fair Assessment Statement

Commitment

Liverpool County Football Association is committed to providing ongoing support to learners with particular requirements and aspires to eliminate discrimination. On this basis, we ensure accessible services, making reasonable adjustments and applying special considerations where these are required, to facilitate learners in completing each course/programme as independently as possible.

Access arrangements ensure that the conduct of reasonable adjustments and special considerations reduce substantial disadvantage caused due to a learner's disability or difficulty. In accordance with the Equality Act 2010, we have a commitment to provide access for learners with particular needs to prevent discrimination in the delivery of qualifications and the assessment of learners.

Reasonable adjustments

Reasonable adjustments are any arrangements made prior to the delivery or assessment of a qualification to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage. These arrangements are required to be granted by the awarding organisation for the assessment of learners with a permanent, long-term or temporary disability, a learning difficulty, illness or indisposition.

Special Consideration

Special consideration is the implementation of arrangements at the time of an assessment to allow competence to be demonstrated by learners who have been disadvantaged or were unable to attend the assessment due to emotional/physical difficulties or adverse circumstances. These arrangements are required to be granted by the awarding organisation for the assessment of learners who have experience temporary difficulties.

Objectives

Our personnel are committed to contributing to this practice and the overall aims are to assist learners in managing their individual situation and create a more accessible learning and assessment environment for all. In order for this to be achieved, we aim to determine learners' particular requirements and requests for the provision of access arrangements at an early stage. To ensure sure we give access to fair assessment and treating all learners equally we intent to:

- Ensure the access to fair assessment statement and practice are understood and complied with by any personnel involved in assessment and also by learners.
- Promote equality within of each learning programme and in the conduct of all qualification assessments.
- Adhere to related procedures and regulations regarding reasonable adjustments and special consideration; requesting permission to grant these for each learner from the relevant awarding organisation.
- Ensure buildings and assessment sites used for delivery and assessment are accessible to all learners, as far as is practicable.
- Ensure appropriate equipment/personnel (including technological equipment or any assistant personnel, i.e. reader, scribe, practical assistant, etc.) is available for selected adjustments to delivery and/or assessment.
- Use assistive equipment and personnel within the reasonable adjustments framework, as outlined by the awarding organisation, without disadvantaging others who are not affected by particular requirements.

Access Arrangements Procedure

Stage	Reasonable Adjustments	Special Considerations
Stage 1:	<p>The learner must request reasonable adjustments from the centre at the application stage of their course or by informing their tutor/assessor of the difficulty.</p> <p>This information will be passed to The Access Arrangements Coordinator Wayne Wardle, Football Development Officer 0151 523 4488 ext.113 wayne.wardle@liverpoolfa.com who will evaluate the request and will liaise with the learner to validate their difficulty/disability and to ensure the relevant reasonable adjustments are identified. At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to support their request. Outcomes will be confirmed via email to the learner (Validated requests will then be forwarded to the relevant AO. For invalidated outcomes, no further action will be taken).</p>	<p>The learner must request all special considerations by contacting the centre's appointed Access Arrangements Coordinator Wayne Wardle, Football Development Officer 0151 523 4488 ext. 113 wayne.wardle@liverpoolfa.com</p> <p>The Access Arrangements Coordinator will evaluate the need for the special consideration. At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to support their request. Outcomes will be confirmed via email to the learner (Validated requests will then be requested from the relevant Awarding Organisation. For invalidated outcomes, no further action will be taken).</p>
Stage 2:	The Access Arrangements Coordinator will request reasonable adjustments or special considerations from the relevant awarding organisation in accordance with the standard procedure.	
Stage 3:	The Access Arrangements Coordinator will ensure all reasonable adjustments and special consideration are implemented in accordance with outcomes confirmed by the Awarding Organisation. They will evaluate the implementation and audit all outcomes. All records relating to the application, relevant evidence and monitoring forms are securely retained for five years.	

Equality and Access Appeals

Where learners have requested reasonable adjustments or special considerations from but are unhappy with the outcomes they have a right to make an appeal via the Liverpool County Football Association Learner Appeals Procedure

Equality and Access Complaints

Learners have the right to raise any issues related to equal treatment and/or the implementation of access arrangements or make a formal complaint via the Liverpool County Football Association Learner Complaints Procedure.

Internal Quality Assurance Arrangements, Policy and Strategy Documents (2019/20)

1st 4 Sport FA Level 1 in Coaching Football



Section 3

Internal Quality Assurance (IQA)

The Internal Quality Assurance Arrangements: Introduction

IQA Strategy

1st4sport recognised centres must use FA Education's IQA sampling Matrix and IQA Report Template and are required to conduct an IQA intervention on 25% of courses. This must include:

- Quality checks of theoretical evidence from 25% of the cohort. This evidence will usually be contained within the Learning Journals but may be collected using other methods (e.g. Hive/LMS/audio recordings/video etc.). All 11 tasks should be sampled across the course of a season
- Quality checks through observation of practical coaching delivery from a minimum of 25% learners from within cohort. These 25% of learners do not necessarily need to be from within the 25% cohort from which theoretical evidence has been sampled, as it may not be logistically viable for the Recognised Centre. The IQA does not necessarily need to observe each of the 25% learners selected for the entire 15 minutes required from an assessment point of view. The IQA simply needs to ensure that the tutor/assessor is providing feedback that is valid against the competencies observed.
- Conduct at least one annual standardisation activity that reviews consistency of evidence across sampled courses.

IQA Sampling and Tools

An exemplar IQA sampling-planning tool can be provided upon request. This plan is a working Microsoft Excel document has been specifically designed to support the strategy outlined above. The tool is self-explanatory and has been designed by The FA Learning Design and Development team to assist CFA/Recognised Centres in conducting valid and reliable internal quality assurance activities.



Section 3

Internal Quality Assurance (IQA)

The Internal Quality Assurance Arrangements: Introduction

IQA Strategy

1st4sport recognised centres must use FA Education's IQA sampling matrix and IQA Report Template and are required to conduct an IQA intervention on 25% of courses. This must include:

- Quality checks of theoretical evidence from 25% of the cohort. This evidence will usually be contained within the Learning Journals but may be collected using other methods (e.g. Hive/LMS/audio recordings/video etc.). All sections of the learner's project should be sampled across the course of a season
- Quality checks through observation of practical coaching delivery from a minimum of 25% learners from within cohort. These 25% of learners do not necessarily need to be from within the 25% cohort from which theoretical evidence has been sampled, as it may not be logistically viable for the Recognised Centre. The IQA does not necessarily need to observe each of the 25% learners selected for the entire 40 minutes required from an assessment point of view. The IQA simply needs to ensure that the tutor/assessor is providing feedback that is valid against the competencies observed.
- Conduct at least one annual standardisation activity that reviews consistency of evidence across sampled courses.

IQA Sampling and Tools

An exemplar IQA sampling-planning tool can be provided upon request. This plan is a working Microsoft Excel document has been specifically designed to support the strategy outlined above. The tool is self-explanatory and has been designed by The FA Learning Design and Development team to assist CFA/Recognised Centres in conducting valid and reliable internal quality assurance activities.



Internal Quality Assurance Policy (2019/20)

Scope

Liverpool County Football Association will ensure that these arrangements are in place to quality assure the assessment of qualifications. The objective of these arrangements are therefore, to ensure that all assessments are fair, consistent and meet 1st4sport and national requirements.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and Internal Quality Assurance process and activities. It aims to ensure that standards of assessment are maintained consistently over time.

This document is applicable to everyone involved in the management, administration, training, assessment and Internal Quality Assurance of any qualification delivered within the breadth of this centre's activities.

Any activity related to centre satellite, delivery and/or assessment sites are also obliged to abide by this policy. When Internal Quality Assurance intervention is required, one Internal Quality Assurer will be identified and allocated to conduct the intervention, for that particular qualification, ensuring that the Internal Quality Assurance Strategy and Sampling Plans are effectively established, implemented and maintained.

For qualifications where, because of the size or geographic spread of assessments, more than one Internal Quality Assurance activity is required to ensure consistency and quality, the Internal Quality Assurance Team (IQAT) will conduct the necessary IQA activity. The Internal Quality Assurance Team is responsible for establishing, completing and maintaining the IQA Strategy, Sampling Plan and completion of all relevant IQA Documentation including:

- IQA Sampling Report
- Assessment Evidence, Verification and Sampling
- Summary and Sign-off
- All hard copy documents will be retained on file securely at Liverpool County FA and an electronic copy suitably retained and password protected.

The Internal Quality Assurance Aim

The aim of Internal Quality Assurance is:

- To ensure the effective management of assessment.
- To ensure the consistency and validity of verification processes.
- To ensure the effective support for assessment and verification personnel.
- To ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements.

Internal Quality Assurance Objectives

The objectives of Internal Quality Assurance fulfil a variety of quality assurance considerations. The list below outlines Internal Quality Assurance objectives, which ensure that the Liverpool County Football Association:

- Operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements.
- Ensures an effective induction is provided for all members of the Assessment and Quality Assurance personnel, as required.
- Ensures effective appraisal and continued professional development for all personnel associated with Assessment and Quality Assurance.
- Ensures that all Assessment and Quality Assurance personnel understand and are able to follow and advise on all centre policies and procedures.
- Ensures equality and diversity is embedded throughout the Internal Quality Assurance and Assessment activities.
- Ensures quality via accurate and effective assessment of all learners, monitor and ensure consistency of assessment outcomes via appropriate interpretation of 1st4sport's specific qualifications and/or National Governing Body requirements.
- Reviews and evaluates the quality and consistency of assessment at different stages of the assessment process, maintaining accurate and current records of Internal Quality Assurance interventions/activity.
- Standardise all components of the assessment process where appropriate.
- Carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including External Quality Assurers) are complied with.