COACH MENTORS
1. FA Email Account

2. Quarterly Returns

3. Mentoring Kit

4. Date for your Diary

5. Contact List

6. Appendix
FA Email Account

Using FA Emails
You will be provided with an FA email address to help you carry out your role as an FA Coach Mentor. Kirsty Cox/Jake Kemp will forward you an email after your induction which will contain your username, password and the link to access your FA email account [https://postbox.thefa.com/owa](https://postbox.thefa.com/owa). All FA email accounts follow the same format for all FA staff (firstname.surname@thefa.com) and your new FA Coach Mentor email address will also be added to the Coach Mentor distribution list. This group email address has been created to allow all mentors to share ideas, raise any issues that have arisen and for Administrators to send group emails.

Correspondence with the mentors both on a local and National level will be via your FA Email so it is important that you check this on a regular basis for updates and important information.

Devices and compatibility issues

You may experience compatibility issues if you are using mobile devices or certain web browsers. If you use a mobile device to access your FA Email please be aware that as these are not FA Devices and so IT Support cannot be offered. Please see attached the manual for hints and tips.

Passwords and Reminders

You will need to change your password every 90 days or you will be locked out. There will be a reminder tool bar appear on your web browser that will notify you when the password is due to expire. If you are using a mobile device or iPad you will not receive this notification and so it will be the users responsibility to remember to reset the password before the expiry date.

We would suggest that you set a diary reminder on your phone or mobile device to reset your password.

To change your password, please follow the steps below:

- Log onto [http://mymail.thefa.com](http://mymail.thefa.com) (use internet explorer)
- Click “options” (top right hand corner)
- Click “Change Password” (left hand side)
- Enter current password, new password & confirm new password.
- Click “ok”
Please Note:
Should you get locked out of your FA Email account on three occasions or more during the duration of 1 season (1st August - 30th June) then a charge will be incurred for every subsequent unlock as there is a cost to IT Support for resetting your password. This cost will be £10.00 and will be taken from your next quarterly invoice. Should you need your password resetting, please email your Administrator using your personal email account.

FA Email on Mobile Devices

To add your FA emails onto your iPad or iPhone, tap on Settings from the home screen, then Mail, Contacts, Calendars from the left-hand pane. Under accounts tap on Add account... and select Microsoft Exchange from the menu that appears.

Enter your email address, password, and any description you wish to identify this email account. When you hit next you will be asked to provide more details.

The server address is postbox.thefa.com and the domain is fa. Once you have entered those details, tap next and you should see that your email account has been verified. Finally select which items you wish to synchronise and then hit Save to finish. Your emails can now be accessed from the Mail icon found on the home screen.

If at any point you change your password then you will need to update your email settings to continue to receive mail. To do this go back into Settings, then Mail, Contacts, Calendars and select your mail account, then tap on your email address to bring up the settings for it.
On this page you can update your email account with your new password and save your changes.
**Quarterly Returns**

The data for the Club Mentor programme is collated by each mentor and sent through to your Administrator each quarter. The calendar year is split into four quarters (Jan – March, April – June, July – Sept and Oct – Dec) and there are three forms that need to be submitted. Towards the end of each quarter, your Administrator will send out an email to confirm the deadline date for each mentor to submit the three following forms:

- Mentoring CPD Form
- Club Mentor Invoice Form
- Coach Contact Form

All of these forms will be emailed to each mentor after they have completed their induction. When you make your returns please

1. Make sure the hours you claim do not exceed the hours you are contracted for
2. Make sure all information is filled in correctly and completely
3. Complete both the Ethnicity Data and the CPD template and attach this with your returns to your respective administrator by the Quarter deadline (Jake Kemp - North, Kirsty Cox – South) to guarantee payment on time.
4. If there are any issues with data please contact your administrator as soon as is possible

**CPD Spreadsheet**

As part of your quarterly returns you are required to complete a CPD Spreadsheet. This will allow the coaches you work with to gain CPD hours and will support the Administrators in recording the data to show the impact of the Coach Mentor Programme. Please be aware we are unable to accredit CPD Hours to Mentees who do not have their FAN, duration of the session and date of the session completed on your submitted form. Any incomplete entries will be deleted from the form resulting in the Mentee losing out on the hours.

The information collated on the Mentoring CPD form is used internally within The FA to report on the progress of the programme. The screenshots below provide examples of how to fill out each section of the form.

```
<table>
<thead>
<tr>
<th>Input your name here</th>
<th>Input the name of each mentee</th>
<th>Input the FAN number of each mentee</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA Mentor</td>
<td>Name of mentee</td>
<td>FAN (mentee)</td>
</tr>
<tr>
<td>*information needed from mentor</td>
<td>*information needed from mentor</td>
<td>*information needed from mentor</td>
</tr>
<tr>
<td>Dean Smith</td>
<td>Meggie Cook</td>
<td>57264072</td>
</tr>
</tbody>
</table>
```
The date your mentor session took place

Select the number of hours from a drop down box

Select the nature of session from a drop down box

---

<table>
<thead>
<tr>
<th>Date of session</th>
<th>Duration of session</th>
<th>Nature of session</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/07/2013</td>
<td>2</td>
<td>Observation</td>
</tr>
<tr>
<td>04/07/2013</td>
<td>4</td>
<td>Coach Education</td>
</tr>
</tbody>
</table>

On the second tab of the excel spreadsheet relates to the information required to report to Sport England. The screenshot below provides an example of how to complete this section.

Number of new qualifications achieved by coaches at your clubs (if any)

New FA LCC members within your allocated clubs

Number of new mentors developed by the club (if any)

How many coaches have remained at your allocated clubs

---

Below is a perfect example of how the form needs to be submitted:

<table>
<thead>
<tr>
<th>Andy Lowe</th>
<th>Name of mentor</th>
<th>FA (member)</th>
<th>Date of session</th>
<th>Duration of session</th>
<th>Nature of session</th>
<th>Group (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

7
How to get Mentee’s FAN numbers

All County FA’s can provide you with the Charter Standard health check which will have all the coaches and their FAN numbers recorded by the coach and team you are working with.

However it is best practice to obtain the Coach’s FAN number from them directly, either at the Club Induction evening, or at the session you work with them. If you are in contact with them prior to the session taking please, please email ahead and inform them that you will be needing to collect the FAN numbers at the session, so that they have them ready to give to you.

Should the Coach not provide his/her FAN number, then no CPD hours can be accredited and you are not to enter them onto the CPD form.

Please note that any incomplete data will be deleted resulting in no CPD being accredited.

Number of Coaches Form

The Number of Coaches Form is used to collate the number of coaches that each Mentor is working with, as well as record which target groups we are capturing, i.e. Male/Female, Disability, BAME.

This should be used to record each Coach that the Coach Mentor has worked with, but each Coach must only be recorded once over the whole season, e.g. should you work with John Smith in quarter 1, then he should not be recorded again throughout the season on this form.
Invoicing

The invoice raised will relate to the mentoring hours that you have performed over the past three months. For each invoice submitted there must be an invoice number and date at the top of the form. Should you have submitted invoices previously to The FA, then your next invoice number must be the follow on number, e.g. If you have submitted 4 invoices, numbered 1, 2, 3, 4 then the next invoice you submit will be number 5. These numbers continue even if you are starting a new season.

![COACH MENTOR INVOICE]

When you input the number of hours worked, the invoice form will automatically calculate the invoice total for you. An example is shown below:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>2</td>
<td>25</td>
<td>£50.00</td>
</tr>
<tr>
<td>November</td>
<td>4</td>
<td>25</td>
<td>£100.00</td>
</tr>
<tr>
<td>December</td>
<td>4</td>
<td>25</td>
<td>£100.00</td>
</tr>
<tr>
<td>Total</td>
<td>10</td>
<td>25</td>
<td>£250.00</td>
</tr>
</tbody>
</table>

Please ensure that all 3 columns are completed as per the above example, otherwise your Invoice will be returned to you for completion, which could result in your payment being delayed.

At the bottom of the Invoice Form you will also need to input your payment details and personal information section, as you are raising an invoice to The FA. If any of this information is missing then your invoice may be rejected by our finance department. An example of how to fill this out is shown below:

![Payment Information]

Name: Tom Nickels
Address: 25 Main Road, Burton On Trent
Postcode: DE13 9PD
Tel No: 01234 567 263
Email Address: tom.nickels@thefa.com
If you have any queries about completing any of the above forms, please contact your Administrator (contact details are below)

**Quarterly Deadline Dates 2015/16 Season:**

Quarter 1: 30th September 2016 (July – September)

Quarter 2: 19th December 2016 (October – December)

Quarter 3: 31st March 2017 (January – March)

Quarter 4: 30th June 2017 (April – June)
**Mentoring Kit**

After you have accepted the role of becoming an FA Coach Mentor you will be emailed by your Administrator to ask you for your kit size. The FA provides clothing for you to perform your role as a Coach Mentor and you will be provided with one item of each of the following kit:

- Tracksuit Top
- Tracksuit bottoms
- Training Top
- Polo T-Shirt
- Shorts
- Rain Jacket
- Pilot Jacket

(Only 1 Pilot Jacket will be issued for the duration that you are with the programme)

We will aim to get the above items of kit with you at your induction. However, if not, then these will be sent to your home address as soon as possible. Once you have started your role you will also be offered the opportunity to purchase additional kit if you wish to do so. This can be done by accessing the Kitlocker website, for which the link will be emailed to you by your administrator. Please note that all FA mentoring branded kit can only be worn by you for FA Mentoring business and cannot be purchased for any other purpose or individual.

The new kit is currently being distributed and will hopefully be with you by the end of July. We will issue kit in the sizes you have requested. Should you receive the kit and it not fit correctly, we will endeavour to change things where possible but cannot guarantee this once kit has been issued as we only order the kit requested.
Date for the Diary

National Mentor Development Days

Each year the Coach Mentor Programme holds a National event at St Georges Park, to bring all Mentors together. There will be an email sent out in October with details of the event and to check on your availability. When you receive this we would ask that you reply in the timeframes highlighted as places are limited.

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Coach Mentor Development Days</td>
<td>20th and 21st February 2017</td>
</tr>
</tbody>
</table>
Contact List
The Administration Team

**North**
Jake Kemp  
FA Grassroots Delivery Coordinator  
FA Education Technical Directorate  
The FA Group, St. George’s Park, Newborough Road, Needwood, Burton-Upon-Trent, Staffordshire, DE13 9PD  
T: 01283 576200 ext. 7570  
Fax: +44 (0)1283 576201  
Jake.Kemp@TheFA.com

**South**
Kirsty Cox  
Grassroots Delivery Coordinator  
Technical Directorate  
Postal address: St George’s Park, Newborough Road, Needwood, Burton on Trent, Staffordshire DE13 9PD  
Direct Line: +44 (0)1283 576211  
Fax: +44 (0)1283 576201  
Kirsty.Cox@TheFA.com

**Captured Tool:**

Chris Murrell  
Senior Partnerships Manager - Sport  
M: +44 7977 501803  
One Hammersmith Broadway, W6 9DL  
capturedhq.com
**CONTACT SHEET**

**Where and Who is My Support?**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name</th>
<th>Contact Number/Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>My County FA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County Development Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County Football Development Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County FA Child Welfare Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FA Community Club Child Welfare Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FA Skills Team Leader</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FA Skills Coach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FA Community Club</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FA Community Club Point of Contact</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix:

**IT Policy relating to internet, email and telephone usage**

This policy provides guidance on:

(A) The use of The FA e-mail, Internet, intranet, fixed and mobile telephone systems and all other mobile communication devices including appropriate equipment (together referred to as **The FA Communications System**); and

(B) The monitoring that may be undertaken of the use of The FA Communications System and other FA facilities.

### 1. To whom does this policy apply?

This policy applies to the following (referred to throughout the document as **Users**):

- The Football Association employees;
- County Football Association (CFA) employees;
- Wembley National Stadium Limited employees;
- FA Learning Limited employees; and
- Agency workers, temporary casual staff, contractors and any other third party authorised to access The FA Communications System.

Where referred to in this document, **Members of the FA Network** means:

- The FA
- Wembley National Stadium Limited; and
- All CFA’s

### 2. Personal use of The FA communications system

E-mail and Internet access is provided primarily for business purposes of Members of the FA Network, although access is permitted for reasonable private purposes where this does not interfere with normal work. Users should be aware that all e-mail and Internet access for private use is always subject to the rules of this policy and the relevant Users’ Employee Handbook and Equal Opportunities Policy. Users should also be aware that software is utilised that can monitor details of sites accessed and e-mails sent. Please see the Monitoring of Communications section below.

Users should also be aware that permission to use The FA Communications System can be withdrawn at any time at the relevant Member of the FA Network’s discretion.

Where communications systems are used for personal use, the following conditions must be complied with:

- Use must be limited to times outside normal working hours or during breaks unless it is an emergency or urgent.
- Use must not interfere with work responsibilities or other legitimate business activities.
- Use must not be excessive, including not circulating material to large distribution lists.
- Use should not result in unwarranted expense to the relevant Member of the FA Network, e.g. printing or copying.
- Communications systems must not be used to carry out your, or a colleague’s, private business activities.
3. Use of The FA communications system

This section sets out the acceptable usage of The FA Communications System. Users are responsible for using The FA Communications System for legitimate business purposes and for carrying out activities consistent with his or her responsibilities in a way that will not discredit or harm the reputation of any Member of the FA Network. The FA Network does not tolerate discrimination or harassment in any form whatsoever. This principle extends to information distributed or accessed via The FA Communications System. A User must not download, upload, use, retain, distribute or disseminate any images, text, materials or software which is abusive, sexist, racist, ageist, derogatory, intimidating, offensive, obscene, pornographic, harassing, defamatory or otherwise discriminatory or inappropriate, or which might incur liability on the part of the Members of the FA Network or adversely affect the image of the Members of the FA Network. To do so, may lead to disciplinary action, up to and including summary dismissal. The following section details specific examples of usage but is not intended to be a definitive statement of how and when the facilities can and cannot be used.

3.1 Sending and Receiving E-Mail

(a) It is unacceptable for Users of The FA Communications System to store, generate or pass on to others, jokes and other material which in text, picture or other form which is abusive, sexist, racist, ageist, derogatory, intimidating, offensive, obscene, pornographic, harassing, defamatory or otherwise discriminatory or inappropriate, or which might incur liability on the part of the Members of the FA Network or adversely affect the image of the Members of the FA Network. Users are also reminded that what constitutes “offensive material” is defined in terms of its effect on recipients. For example, items such as lewd jokes, or abusive language could be deemed as harassment. Users are reminded that the use of obscene language or swear words is not only prohibited, but it is actively monitored by content management software. Users should refer to the Equal Opportunities Policy.

(b) Any User may be held liable for any defamatory or otherwise inappropriate information circulated by them within or outside of The FA Communications System. Users should be aware that both words and pictures are capable of being libellous.

(c) E-mail attachments can sometimes contain viruses. Whilst the relevant parts of The FA Communications System have virus detection software and firewalls in place this does not guarantee that every virus or rogue programme will be detected. Opening an infected attachment may expose the network to the virus, which may lead to infection. If in doubt, e-mails should be deleted and you should contact IT Support.

(d) Users should avoid using their FA e-mail account for the purpose of registering for receipt of newsletters or commercial websites\’ profiles, such as e-bay, and other web forms as doing so will ultimately increase the amount of SPAM directed at The FA Communications System.

(e) E-mail is often seen as an informal means of communication. However, e-mail messages have the same legal status as information set out in a letter or fax. In particular, offers of contracts transmitted via e-mail are as legally binding as those sent on paper.
(f) E-mail is an insecure form of communication so colleagues should exercise particular care when sending messages by e-mail. Colleagues should not include in an e-mail anything which they are not prepared to account for. E-mails can be used as evidence against The FA and may have to be disclosed to other individuals who are named in the e-mails.

(g) Users should be aware that by forwarding an e-mail they may also be forwarding included threads or attachments from earlier correspondence. Consequently, sensitive matters can be spread exponentially by recipients, contrary to original intentions. Users are expected to carefully compose and review the wording, tone and content of communications prior to transmission.

3

(h) Users should avoid wherever possible sending e-mails with large attachments, as many systems will not allow e-mails over a certain size (typically 10MB) to be delivered to the intended recipient. If in doubt, contact IT Support.

(i) Users should be aware that e-mails can be forwarded exponentially by recipients, even if this wasn’t the intention of the originator. Furthermore e-mails originating from or passing through The FA Communications System are identifiable as such from the e-mail address. Please therefore consider the content of e-mails before sending or forwarding e-mails.

(j) E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organisations, or other business activities that are not legitimate business activities for the relevant Member of the FA Network.

(k) Users are reminded that e-mail messages which have been deleted can still be traced and retrieved. Anyone involved in creating or forwarding an e-mail can therefore be identified.

(l) Very important and/or contract related information contained within e-mails, whether sent or received by a user, should be printed off and kept as hard copy.

(m) If the content of an e-mail is commercially confidential, the User must ensure that appropriate steps are taken to protect confidentiality. In some circumstances, it might be necessary to consider an alternative, more secure, means of communication, such as registered post.

(n) E-mail should not be relied upon for time critical matters as messages do not always immediately arrive in the intended recipient’s account. Users should ensure that an alternative mode of communication is also used in such circumstances.

(o) E-mail and/or Internet messages should only be sent or copied to the individuals or organisations for which they are relevant in line with the legitimate business needs of Members of the FA Network.

(p) If a message is confidential, then the User should ask the recipient whether they are happy to receive the message by e-mail. It may be that the only way of sending a message confidentially is to use more traditional forms of communication such as the post. If an e-mail is confidential, it is recommended to state that in the subject.
3.2 Internet Access

(a) Access to online chat rooms is restricted to business use on behalf of Members of the FA Network only. Any other access to such websites is prohibited. You are reminded the contributions to discussion forums on the Internet are published throughout the world – not just one recipient, and e-mails can be intercepted or forwarded to a wider audience.

(b) When accessing the Internet, Users must not visit sites which contain any unsuitable material that could be deemed offensive, discriminatory or otherwise unsuitable. Caution should be exercised when following links from websites as this may lead to accidental access of such sites. In the event of inadvertent access to such a site, the browser should be closed immediately.

(c) Users must not visit sites that would bring Members of the FA Network into disrepute or discredit the reputation of the Members of the FA Network. You are reminded that websites accessed from The FA Communications System will record the fact that a User from the FA Network has visited that site.

3.3 Passwords

(a) Users must not write down, disclose or pass on (either internally or externally) any log-on or system passwords that they have been allocated in the course of their work, and are responsible for any material produced under their user profile.

(b) Network passwords will automatically expire and require changing every 90 days. Where Users no longer require access to The FA Network, those responsible must inform IT Support immediately so that the appropriate User IDs can be disabled.

(c) Users must not log onto The FA Communications System with another User’s log-on and password. If a User requires access to another computer on the network and the information stored on it, this can be arranged through FA IT Support.

3.4 Mobile Communication Devices

(a) The principles and rules set out in this section are applicable to usage of mobile communication devices issued to Users (for example, laptops, Personal Data Assistants (PDA), Blackberries and mobile phones) by The FA and/or WNSL. Where mobile communication devices are used for e-mail, Internet access, texts or picture messaging, all sections of this policy apply with the same meaning as for desktop equipment.

(b) Company mobile communication devices are available to qualifying individuals primarily for communication on matters directly concerned with the business of Members of the FA Network. Use for personal purposes is permitted, but must be limited to reasonable, brief exchanges where necessary, and Users must comply with all principles contained in this policy. Where individuals find they have to make significant personal calls, texts, or multimedia imaging on company phones, particularly when travelling abroad for holiday, Users should contact IT Support who will provide billing details. Users can either arrange to cover such expenditures by deducting it from their wages via an e-mail to Payroll with the total owed, or by providing Finance with a cheque. Please contact IT Support for further
information. Unusual or excessive spending will be brought to the attention of department heads and/or line managers.

(c) Each user issued with a laptop is responsible for the security of that laptop. Where equipment is left on-site for periods of non-attendance (such as non-working hours, overnight, sick leave, annual leave), appropriate action must be taken to ensure it is stored securely.

(d) Where mobile equipment is taken off-site it is the User’s responsibility to ensure it is stored securely when not in use. In particular where equipment is left in a vehicle it should be stored securely and out of sight. Mobile communication devices must never be left unattended in public places. Mobile communication devices must not be checked in with luggage for air travel.

(e) Expenditure incurred on personal mobiles in the course of fulfilling your legitimate business duties will, with pre-approval from your line manager, be recompensed through the expenses system.

(f) If your mobile communication device is stolen or lost it must be reported immediately to your departmental head, IT Support and the head of payroll. All stolen laptops will require a police report number in order to request a replacement.

3.5 Computer Equipment and Network Security

(a) Only equipment provided by IT Support can be connected to The FA Communications System. In the event that alternative equipment needs to be connected, this must be approved and configured in advance by IT Support.

(b) Users must not install, download or use any software, even if it is freeware or shareware, without getting prior written permission from IT Support. The introduction of any form of computer virus or password detecting software, hacking activities or knowingly seeking access to restricted data, websites or areas of the network is expressly prohibited.

(c) Dial-up/remote access will only be granted to The FA Communications System where the equipment used has been configured and/or checked in advance by IT Support.

(d) Reconfiguration of hardware or software on The FA Communications System is prohibited without prior approval from IT Support.

(e) Maintenance of hardware connected to The FA Communications System is prohibited without prior approval from IT Support.

(f) If a User leaves or no longer requires access to The FA Communications System it is the relevant line manager’s responsibility to notify IT Support (mailto:itsupport@thefa.com) of the individual’s departure and the various accounts or systems to which they had access. This will apply to all Users, whether the User is a member of staff or another authorised user of The FA Communications System, such as consultants, itinerant staff or temporary staff.

4. Breaches of the systems usage policy and disciplinary procedures
Breaches of this policy may result in disciplinary action by The FA and/or the relevant Member of the FA Network, up to and including summary dismissal. The FA and/or the relevant Member of the FA Network reserves the right to withdraw any of the communication facilities provided if it considers that a User"s use of it is in any way unacceptable.

The following list, although not exhaustive, provides examples of breaches of the FA Systems Usage Policy which may be regarded by Members of the FA Network as gross misconduct and which may lead to instant dismissal without notice or payment in lieu of notice:

(a) Providing any system password to an external person or organisation.

(i) If someone needs access, or requests a password, to The FA Communications System then you should immediately contact IT Support.

(b) The sending of internal or external e-mail, or Internet newsgroup or discussion group postings, which are considered by Members of the FA Network to be:

(i) Defamatory or damaging to the day to day operations or reputation of Members of the FA Network;

(ii) Obscene, or in any way constituting harassment;

(iii) Racist, sexist or otherwise discriminatory (including on the grounds of disability, sexual orientation, religion or belief) or likely to cause offence; and

(iv) An infringement of the legal rights of any individual or organisation, or otherwise unlawful misuse, or any action constituting a criminal offence.

(c) The downloading or uploading to The FA Communications System of material without the authority of IT Support, in particular unauthorised software, games, or any obscene images or the copying without permission of any copyright materials.

(d) The distribution of chain e-mails. This type of e-mail can be designed to spread viruses. Furthermore, it can create volumes of network slowing traffic. Be wary of e-mails that request you forward it to everyone you know.

(e) A breach of the User"s obligations of confidentiality to Members of the FA Network.

5. Monitoring of communications

The FA Communications System and other FA facilities may be monitored and communications retrieved and/or recorded at any time (as permitted by the relevant legislation) to:

☑ Check whether they are legitimate business communications that need to be dealt with in a colleague"s absence.

☑ Check that procedures are being followed (whether these are internal procedures or regulatory requirements).

☑ Check that the communications systems are being properly used.
Users of The FA Communications Systems understand and accept that all communications may be monitored and/or recorded at any time and that confidentiality cannot be guaranteed. If an individual wishes to make personal calls or send personal messages that they do not want to be monitored or recorded, they should not use company facilities.

Any information obtained in the monitoring process may be read and otherwise used by the relevant Member of the FA Network for the purposes outlined above, including, without limitation, establishing facts or in disciplinary proceedings.

We set out below some examples of, and reasons for, monitoring of communications that The FA undertakes at the present time. This list is not intended to be exhaustive and is by way of example only.

5.1 Specific examples of monitoring

(a) Incoming e-mail

All incoming e-mail is scanned automatically for viruses, inappropriate content (such as swearing and pornography) and unsolicited material (spam). Any e-mail found to contain any of the above is automatically quarantined. Only an administrator has access to this material once quarantined. The quarantine is automatically deleted after seven days. The scanning is carried out to maintain the integrity of The FA's IT systems and to prevent staff from receiving spam and/or inappropriate material.

(b) Outgoing e-mail

A record is kept of all outgoing e-mail. This is done to ensure that The Football Association is not compromised by inappropriate disclosures.

All such e-mails are reviewed periodically by an administrator and whenever warranted the User’s Senior Manager will be notified.

(c) Internet Use

A log is kept of all websites accessed and time spent at each site by each member of staff. This log is kept to ensure that staff do not abuse the Internet facility or use the facility for inappropriate purposes and in accordance with the FA System’s Usage Policy (e.g. those sites which are not in line with The FA's business practices or may compromise the integrity of Members of the FA Network). Most sites that are deemed to contain inappropriate content are blocked automatically.

The log is managed by an administrator and where it is felt necessary any issues are flagged to an employee’s Senior Manager. In certain circumstances, a Senior Manager may also request a copy of the log or a breakdown of it.

(d) Telephone and mobile

A record of the numbers called from each telephone and mobile are kept. The reason for keeping this record is as a financial control. However, records may be reviewed to identify specific numbers dialled – this is done for financial and security reasons as well as to establish the existence of facts. Certain numbers are also “blocked” for these purposes.
Such records are only accessible by an administrator and whenever warranted the User’s Senior Manager will be notified.

(e) Miscellaneous

Each member of staff has been issued with an electronic access swipe card. A record of card usage is maintained primarily for security purposes. However this record may also be used for administrative purposes and to establish the existence of facts.

6. Data protection

Users must not put any information (including any photographs) onto The FA Communications System (via e-mail, the Internet or otherwise), which contains personal data other than their own, unless the User has obtained prior written consent of the individual to whom the personal data relates.

7. Further information or enquiries

If you have any enquiries regarding this note please contact the Human Resources department or the Head of IT.

Any enquiries related specifically to Data Protection should be addressed to the Legal department