

POLICIES AND PROCEDURES

Amateur FA



AMATEUR FOOTBALL ALLIANCE COACHING AND EDUCATION SCHEME

Codes of Conduct

The AFA respect the rights, dignity worth and value of all participants and will treat them equally within the context of sport.

We promise to do our best to:-

- Help each candidate fulfil their potential.
- Teach and support the candidates learning effectively.
- Develop productive working relationships with the candidates.
- Provide the support to give each candidate a chance to succeed.
- Ensure assessments and reviews are clear and regularly carried out.
- Provide resources that meet the candidate's needs on the course.
- Offer advice on further opportunities for Coaching.
- Deal promptly with any complaints the candidates may have.

Course Tutors/Coaches

The Course Tutor is responsible for teaching the candidates the elements of a Course they are enrolled on, added to this the Tutor should:-

- Arrive punctually for all timetabled schedules, in the case of illness or injury they must notify the Course Organiser immediately.
- Have all the equipment necessary for the designated Course.
- Consistently display high standards of behaviour and appearance.
- Explain clearly and concisely what is expected of each candidate at the start of the Course.
- Ensure the well-being and safety of each candidate.
- Treat each candidate equally in accordance with equal opportunities.

Health and Safety

The AFA will provide safe, healthy working learning conditions and premises and safe systems of work, to ensure so far as is reasonably practical the safety and well-being of staff, candidates and the general public. We encourage staff and candidates to be conscious of safety matters in all of their activities.

All reasonable steps will be taken to ensure safe working arrangements are applied and to prevent accidents and risks to health for any of our Coaching and Education Courses.

We must all:-

- Take reasonable care for the health and safety of ourselves and others affected by our activities.
- Ensure that our activities are carried out safely with no risk of danger to anyone and in accordance with the training and instructions received.
- Report any incident affecting health and safety to the Course Organiser

Equality Policy

The AFA is committed to eliminating discrimination and encouraging diversity amongst our workforce and throughout AFA football.

Our aim is to ensure that everyone is treated fairly and with respect and that The AFA coaching and education scheme is equally accessible to all. To that end the purpose of this policy is to provide equality and fairness for all in our employment and across AFA football. The AFA is committed to promoting inclusion and eliminating discrimination whether by reason of age; gender reassignment; marital status or civil partnership; pregnancy and maternity; disability; ethnicity; religion or belief; sex; sexual orientation.

The AFA will provide additional support to disabled candidates. Discrimination on any grounds is actively discouraged. We believe that everyone, including staff from outside organisations who may be working within our environment, must be treated fairly and with respect. We expect everyone to treat each other with respect and consideration.

What can you expect from the Amateur Football Alliance?

We will ensure through the application, monitoring and review of Human Resources policies, procedures and practices that equal opportunities are applied to:-

- Employment opportunities within the Company.
- External trainees/candidates.

And that all involved in the Coaching and Education Scheme will be able to work without discrimination, harassment or bullying.

We will fully investigate any concerns raised through the Complaints procedure about equal opportunities on AFA Courses and take appropriate action where necessary.

Codes of Conduct - Learner

Candidate Responsibilities

We want every candidate to succeed on their chosen Course; however each candidate will be expected to:-

- Inform Course Tutor of any change in personal details/circumstances.
- Attend all timetabled sessions punctually and account for any absences or lateness to the Course Tutor.
- Complete the work to the best of your ability and by the agreed deadlines.
- Take responsibility for your learning by bringing all you need with you to the sessions and by participating fully.
- Co-operate with Course, county Staff and fellow candidates to maintain a socially acceptable standard of behaviour.
- Play an active part in Equal Opportunities by respecting the rights of others, refusing to take part in behaviour which degrades others and by reporting any inappropriate behaviour.
- Follow all Health and Safety guidelines.
- Take care of the Venue's buildings, furniture and equipment.

We operate a zero tolerance policy in relation to the following forms of poor behaviour. We will take immediate action against any learner found to have engaged in any of these actions and in the most serious cases this could lead to the exclusion of the learner permanently from the course and future courses with the Amateur Football Alliance.

- Bullying and harassment whether this is in person or over the internet, text messages or telephone
- Any form of discrimination, this includes making racist, sexist or homophobic comments or offensive comments about students or staff with a disability.
- Bringing illegal drugs, alcohol or offensive weapons to the course and venue or attending the course under the influence of either.
- Putting young people or vulnerable adults at risk, whether this is physically, sexually or emotionally.

Disabled Candidates

The AFA will endeavour to ensure that assessment requirements and methods used within its Coaching and Education Scheme are accessible to all. There are requirements within certain Coaching Courses for the candidate to demonstrate the development of practical football skills.

If you need assistance / have any additional access needs in order to complete either the course or the assessment process please contact courses@amateur-fa.com in advance of the course starting.

Illness and Injury

There are requirements within certain Coaching Courses for the candidate to demonstrate the development of practical football skills that may limit access for some candidates.

Your Course Tutor will explain the assessment criteria and requirements of the Course to you. If you believe that there are reasons why you might find it difficult to show your competence through the methods proposed by the Tutor, you should discuss the alternatives which may be available to you.

In the light of the above the AFA will encourage tutors to consider the following alternative methods to enable candidates to demonstrate competence:-

- In situations where candidates are unable to attend scheduled assessments, through illness, injury or acceptable and justified reasons, an alternative date for the assessment may be arranged for the candidate.

Candidate Appeals Procedure

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.

It is ultimately the responsibility of the Amateur Football Alliance to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) 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.

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 using the Amateur Football Alliance. 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 Amateur Football Alliance QC and the Appeals Officer 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 Amateur Football Alliance Appeals Officer within 14 working days of the Stage 1 process.

The Appeals Officer will write to the candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant QC specific to the qualification, and will write to the candidate within 20 working 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 and 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).

All Stage 2 complaints should be sent to:

The Complaints Officer
Unit 3, 7 Wenlock Road,
London N1 7SL

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or relevant QC may review/reassess the candidate's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the candidate by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the candidate an opportunity for a resit/reassessment free of charge
- overturn the original decision.

The decision will also be communicated to the original assessor and also the assessor/internal verifier and QC who assisted in Stage 2 of the appeal.

Copies of records of appeals are retained with the assessment and appeals records. The Amateur Football Alliance will retain records of appeals for a minimum period of five years.

Stage 3

If candidates have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre.

The 1st4sport appeals procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

FAO: Quality Assurance Officer
1st4sport Qualifications
Coachwise Ltd, Chelsea Close
Off Amberley Road
Leeds LS12 4HP
Email: gmt@1st4sportqualifications.com

Candidate Complaints Procedure

Should candidates wish to complain about any services provided by the Amateur Football Alliance, 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 the Amateur Football Alliance, they may take their complaint to the 1st4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Amateur Football Alliance, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) 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.

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 20 working 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 [Amateur Football Alliance. 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 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant QC (where required) and other members of personnel, and will write to the candidate within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

The Complaints Officer
Unit 3, 7 Wenlock Road, London N1 7SL

Stage 3

If candidates have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport complaints procedure can be accessed online via www.1st4sportqualifications.com. On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 complaints should be sent to:

Address: Quality Management Team
FAO: Quality Assurance Officer
1st4sport Qualifications
Coachwise Ltd, Chelsea Close

Off Amberley Road
Leeds LS12 4HP
Email: qmt@1st4sportqualifications.com

Malpractice Policy

The AFA 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. The AFA 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 The AFA 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 The AFA. 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, The AFA 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.

The AFA 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 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 The AFA 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 The AFA 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 of 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 The AFA policy, procedure, guidance.

Objective

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

- 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
- 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 regulations

Allegations Reporting and Handling Procedures

The AFA Personnel, learners and any relevant third party should submit any allegations of malpractice or maladministration and any evidence in writing directly to:

Malpractice Officer

The Complaints Officer – courses@amateur-fa.com

The AFA 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 AFA 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 AFA Malpractice Officer.

FAO: Incidents and Investigations Manager

1st4sport Qualifications

Coachwise Ltd, Chelsea Close

Off Amberley Road

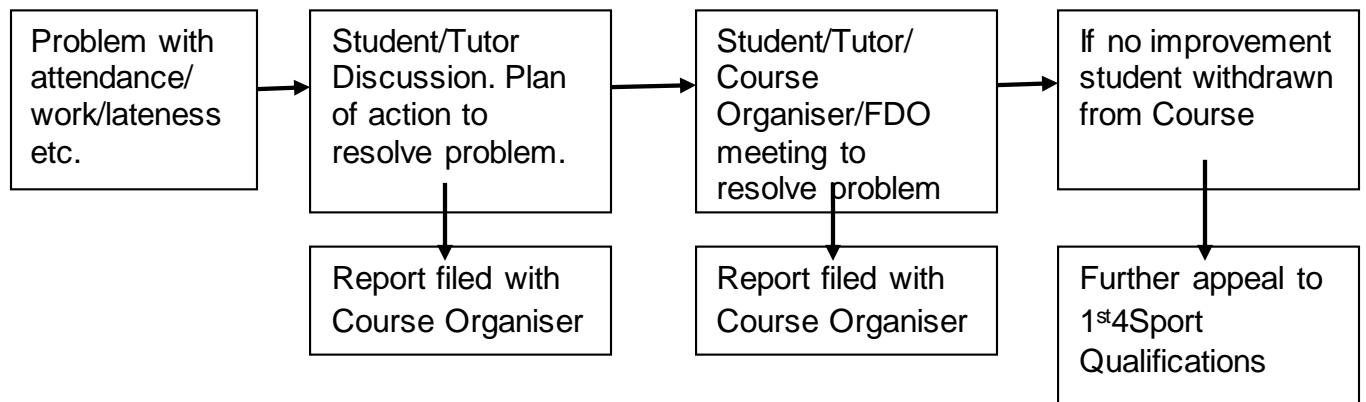
Leeds LS12 4HP

Email: IManagement@1st4sportqualifications.com

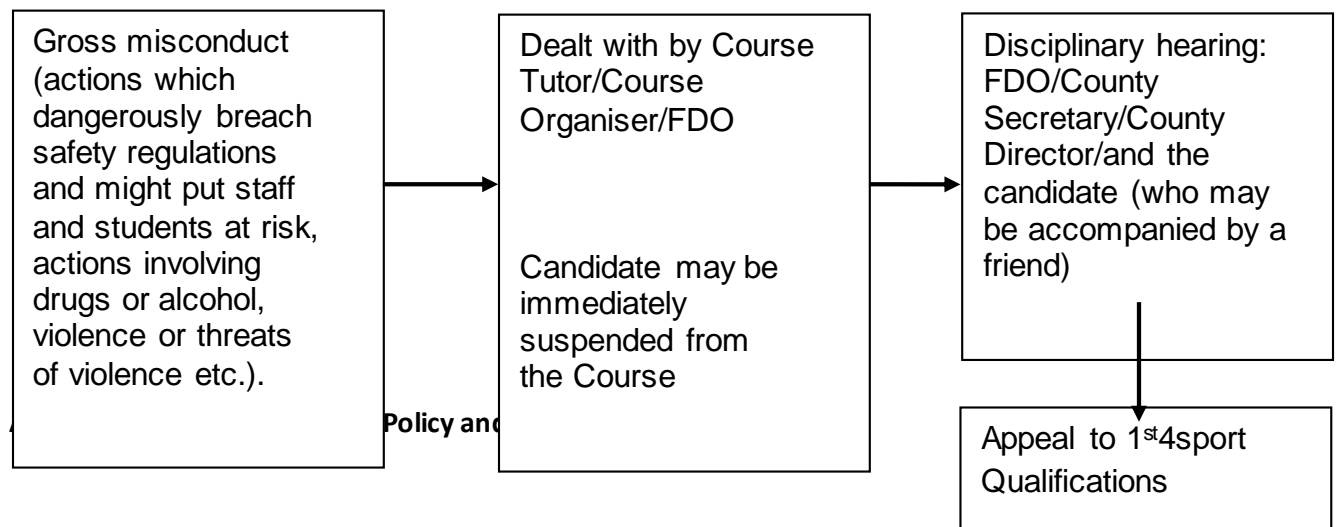
The 1st4sport Incidents and Investigations Manager will validate and confirm all outcomes to all relevant stakeholders.

Referral and Disciplinary Procedure

Referral Procedure



Disciplinary Procedure



The AFA seeks to maintain a safe and friendly environment for all staff and learners and is committed to preventing harassment.

What are harassment and bullying?

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of, affecting your dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment. Such conduct is commonly (but not always) related to sex, sexual orientation, gender reassignment, marital status, race, religion and belief, colour, nationality, ethnic or national origin, disability or age. Harassment generally arises where a worker has made it clear that they find certain behaviour unwelcome and that behaviour has continued unchanged although a single incident may amount to harassment if sufficiently serious. It is important to remember that even though the conduct may only be unwanted or offensive to one individual it can still amount to harassment.

Examples of harassment might include, but are not limited to: unwanted physical contact whether or not of a sexual nature; unwelcome sexual advances; propositions or pressure for sexual activity; continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome; offensive or intimidating comments; suggestions that sexual favours may further an employee's career or that refusal of sexual favours may hinder it, isolation or ostracism, unfair allocation of work or responsibilities, humiliating, demeaning, threatening or persistently criticising an individual; the display or circulation of pictures, objects or written materials that may be sexually suggestive pornographic or offensive to particular ethnic or religious groups and insensitive jokes or pranks or transmitting any such messages or images via electronic mail.

Bullying includes offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power intended to undermine, humiliate, denigrate or injure a colleague or peer

What do I do if it happens to me?

You should notify the following:

- The Course Tutor and / or
- The AFA Course Administrator.

They will follow The AFA Harassment and Bullying Policy. If you wish to see a copy of the policy, please contact the AFA office.

The AFA recognises that it has a responsibility to protect children and vulnerable adults who wish to participate in football. As such the AFA has adopted The FA's Safeguarding Children and Vulnerable Adult's Policy. Any person taking part on a course run by The AFA will be expected to adhere to these policies.

Safeguarding Children Policy

Every child or young person, defined as any person under the age of 18, who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from abuse. That is the responsibility of every adult in football.

The AFA recognises its responsibility to safeguard the welfare of all children and young people by protecting them from physical, emotional or sexual harm and from neglect or bullying. The AFA is therefore committed to working to provide a safe environment for all children and young people to participate in football.

Vulnerable Adult Protection Policy

The AFA will follow The FA's Vulnerable Adults Policy. To view a copy of this policy please visit <http://www.amateur-fa.com/more/equality>

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:

- whether by reason of age; gender reassignment; marital status or civil partnership; pregnancy and maternity; disability; ethnicity; religion or belief; sex; sexual orientation
- 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
- 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.

Reporting Concerns

You should follow the flow diagrams on how to deal with possible poor practice or abuse inside and outside of a football setting. These diagrams can be found inside your Safeguarding Children Workshop pack or the Safeguarding Children Policies and Procedures.

You should also contact The AFA's Designated Safeguarding Officer on safeguarding@amateur-fa.com or 07904 649 876 or 020 8733 2613.

Data Protection Policy

The AFA is fully committed to protecting the rights and privacy of individuals operating in accordance with the statutory legislation outlined within the Data Protection Act 1998. In doing so we are committed to protecting the privacy and confidentiality of data provided to us. Any decisions for the disclosure, retention or disposal of information are made in line with relevant legislation.

We recognise that the first priority under the Data Protection Act 1998 is to avoid causing harm to individuals. On this basis we keep information securely in the right hands, maintain the quality of the information and retain or dispose information as appropriate.

Information about our personnel, learners and other individuals will only be used 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. This also includes sensitive information such as ethnic background, political opinions, religious beliefs, health, sexual health and criminal records.

It is ultimately the responsibility of the Head of the Centre to ensure that this policy is published, accessible and implemented across all personnel, learners and by 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 also by the learners who commence courses/programmes in their area.

List of Courses

1st4sport Level 1 Award in Coaching Football
1st4sport Level 2 Certificate in Coaching Football
FA Youth Awards
Goalkeeping Coaching Certificate
Emergency Aid Courses
FA First Aid for Football Courses
Safeguarding Children Workshops

Coaching and Education Scheme

The AFA wish you luck in completing your chosen Coaching Course

For information on further Coaching Courses please contact the AFA Office

020 8733 2613

courses@amateur-fa.com