



Leicestershire and Rutland CFA Course Policies and Procedures

Health and Safety

Emergency Evacuation Procedure:

The tutor will make you aware if there are any planned fire alarms at the venue during the first part of the course, they will also highlight the 2 nearest fire exit doors and clarify (if in the event of an emergency) where the meeting point is. This is usually the main car park of the facility.

In the event of an Emergency Evacuation, an alarm will signal. Candidates must then stand up, leave everything where it is (not making an attempt to pack belongings) and walk in an orderly manner (NOT RUNNING) to the make their way to the nearest fire exit and follow outside to the meeting point and assemble. The tutor will ensure everyone has left the room and will close the door behind them, then follow out to the meeting point.

The tutor will then go through the register to ensure all candidates are out of the building safely. Depending on the incident the tutor will then contact the relevant services.

Candidates and the tutor must then wait for further information and not return into the building unless told to do so by the said services.

Smoking:

A no smoking policy is in force during course times.

First Aid:

In the case of minor injuries or accidents first aid equipment is made available on all courses. All tutors have a minimum first aid qualification. When using Holmes Park, if a stretcher is required, this is kept in the HOME TEAM dressing room. At all other venues please contact the tutor and or premises officer. In case of a medical emergency please call 999.

Risk Assessment:

A risk assessment will be carried out at the venue before a course takes place by the tutor(s) and at other times as when it is necessary.

Your First Day

On your first day all candidates will need to provide photographic Identification to the course director and tutor. Without this you will not be able to continue the course.

Practical Sessions

Injuries and/or Medical Conditions:

Candidates will be required to take part in the practical sessions unless injured/medical conditions apply. If you have any injuries/medical conditions that prevent you from taking part in a practical session, you should notify LRCFA immediately so alternative arrangements can be made. Please also ensure any medication needed is with you at all times e.g. inhaler for asthmatics.

Clothing and Equipment:

Ensure you have appropriate clothing for all weathers (hot/cold/wet/dry), in hot/sunny weather sun protection is advised. Shin guards (Shin pads) are compulsory during all practical sessions. Appropriate and safe footwear for the playing surface is essential. For grass – studded boots should be used. On the third generation (rubber crumb) area – training shoes or moulded boots (not blades or nylon/metal studs). Please ensure you bring plenty of fluids as drinks are not provided. Balls, bibs and cones will be safe to use. Corner flags (if used) will conform to the Laws of the Game. With regards to Goalposts, the FA goal post safety guidelines will be adhered to (all portable goals will be firmly secured).

Other:

Warm up/Cool down – always undertake a warm up prior to a practical session and a cool down after the physical activity is completed.

Non-glass drink bottles should be brought for your personal use (drinks not normally supplied).

Classroom Sessions

Housekeeping

The tutor(s) will notify you of the nearest exists, planned fire alarms and the location of toilets during the first part of the course. All mobiles must be turned OFF during the session unless otherwise directed by the tutor(s). Unless directed otherwise, dress code will be informal.

Arrival

Please ensure you arrive at least ten minutes before commencement of the session. Should you arrive after the session has commenced the tutor(s) has the authority to make an informed decision of whether you can continue that session or if you must be dismissed from the course. You will need to attend the full duration of the course in order to be awarded and/or certificated.

What you need to bring

If applicable to the course, portfolios/folders/books should be brought to each session. A pen and notebook are advisable. Please ensure you bring plenty of fluids as drinks are not provided.

Registration

You must sign in on the register to confirm your attendance at each session. If you have not signed in on the register you will be unable to be marked as competent or certificated. This is unfortunately unnegotiable in all circumstances.

Conduct of Behaviour

On the course your behaviour will consist of:

- Respecting the view of others
- Using appropriate language at all times
- Being honest
- Helping other candidates and the tutor(s) on the course
- Being a role model
- Treating others how you'd like to be treated

You will understand that if your behaviour, language or conduct is deemed 'unacceptable' 'offensive' or 'harmful' for any reason, the Leicestershire & Rutland County FA and the venues reserves the right to exclude you from continuing your chosen course and if necessary, future courses. This includes respecting the tutor(s), other candidates, the venue and staff at LRCFA.

Car Parking

Please follow the signs as indicated at the site (this applies to disabled, reserved parking and 'keep clear' site rules). If unsure, please check with the premises officer and tutor(s). Whilst we try to ensure the venues we use to deliver our coach education courses are safe, vehicles and contents are left at owners own risk. LRCFA cannot be held liable or responsible for any loss and/or damages.

Collection Process

Any candidates under the age of 18 will need to be collected by a designated parent/carer from the course classroom. This parent or carer will need to make themselves known to the course tutor/director before the course begins.

Equal Opportunities

The Leicestershire and Rutland County FA is committed to developing the game of Association Football for everyone within the County through the principles and practices of equal opportunities within its Coach Education programme, both as an employer and in the delivery of our services to candidates.

Employment opportunities, qualifications, services and support are available to all sections of the community and we will not discriminate on the grounds of gender, marital status, race, colour, ability, sexuality, age, occupation, religion or political preference

The Leicestershire and Rutland County FA will:

- Ensure that its equal opportunities policy is communicated to all members of staff and candidates undertaking a course organised by the Leicestershire and Rutland County FA.
- Provide training for all members of staff in the implementation and evaluation of our equal opportunities policy through in-service training events for the Leicestershire and Rutland Coach Education group.
- Monitor the effectiveness of our policy through an internal verification strategy to ensure it is maintained and improved.
- Collect data which enables the policy to be reviewed to ensure that the courses are accessible to everyone within Leicestershire and Rutland and share this information with others who may have a legal right to access the data.
- Encourage anyone who believes they have been discriminated against to raise the matter with the Course Organiser who will bring it to the attention of the Leicestershire and Rutland County FA Development Department for review and any action if necessary.

Cause for Concern Procedure (Safeguarding U18's/Vulnerable Adults)

In the event of a candidate having a concern with Safeguarding/welfare of a candidate U18/vulnerable adult on the course they should contact LRCFA's Designated Safeguarding Officer using the following details:

Tel: 0116 2867828 (option 1)

Email: Safeguarding@leicestershirefa.com

Complaints Procedure

In the event of a candidate having a grievance with the Leicestershire and Rutland County FA, or an employee of the Leicestershire and Rutland County FA with regards to the delivery or training for the course leading to a qualification, the candidate should first contact the Coach Education Development Officer via emailing coacheducation@leicestershirefa.com to air this grievance, if appropriate. This grievance needs to be logged with the County FA within a 14 day period of completing the Course.

Following receipt of a grievance the Internal Verifiers or a member of County FA Staff will be asked to investigate the allegations, they may ask support from the External Verifier at this stage, the outcome of which will be presented to the Leicestershire and Rutland County FA Development Department and the following outcomes may result:

- **Grievance justified:** further investigation and an appropriate action plan developed. Candidate will receive an offer to re-take the course or receive a full refund.
- **Grievance not justified** - no action taken.

If the candidate is unhappy with the outcome of the appeal from the Leicestershire and Rutland County FA they are advised to follow the appeals procedure of 1st4sport Qualifications.

Candidate appeal of Outcomes

Where candidates wish to appeal against the assessment outcome provided by tutor(s)/assessors employed by the Leicestershire and Rutland County FA, they should follow the above procedures and the following outcomes may result:

- **Grievance justified** – the candidate will be given another assessment opportunity.
- **Grievance not justified** – no action taken – assessment outcome confirmed.

If the candidate is unhappy with the outcome of the appeal from the Leicestershire and Rutland County FA they are advised to follow the appeals procedure of 1st4sports Qualifications.

Where candidates wish to appeal against an assessment outcome provided by Independent Assessor employed by Leicestershire & Rutland County FA, they are first advised to follow the appeals procedure of the Leicestershire & Rutland County FA, and then follow the appeals procedure of 1st4sport Qualifications.

Cancellation Policy

Should a candidate need to cancel their place on a course for any reason, the following criteria will apply:

- **21 working days' notice** – Full refund less a £10 administration charge, transfer may be available at a £10 charge.
- **14-20 working days' notice** – 50% refund, transfer available at a £10 administration charge.
- **0-7 working days' notice** – No refund or transfer available.

Consideration will be given to candidates who, for health reasons are unable to attend and require a transfer to another course. A letter from a doctor or medical professional may be requested.