



## LONDON FOOTBALL ASSOCIATION TERMS AND CONDITIONS

### (COACHING & REFEREEING EDUCATION COURSES)

#### **London FA Contact Details & Other Useful Contacts**

London Football Association Ltd      [Coaching@londonfa.com](mailto:Coaching@londonfa.com) & [Refereeing@londonfa.com](mailto:Refereeing@londonfa.com)  
1<sup>st</sup>4Sport                                      [footballcoaching@1st4sportqualifications.com](mailto:footballcoaching@1st4sportqualifications.com)  
FA Education                                 [education@thefa.com](mailto:education@thefa.com)

When booking on a London FA Coach Education course, please be aware you are accepting the below Terms & Conditions:

#### **London FA Codes of Conduct**

The London FA respects the rights, dignity, worth and value of all participants and treats 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 candidates needs on the course.
- Offer advice on further opportunities for coaching.
- Deal promptly with any complaints the candidates may have.

#### **Attendance & Transfer of Candidates**

By enrolling onto our course(s), you agree to attend all dates associated to the course. Failure to attend all dates will result in non-qualification.

- I am aware that I am required to attend the course in full, and as such cannot bypass days, or transfer between days from another course unless determined otherwise by the County FA.
- I am aware that if I do not attend one of the pre-determined course days, I cannot then subsequently attend the other dates and I must transfer to a new course.
- I am aware if I cannot attend one or more of the pre-determined course dates, I am allowed one free transfer onto another course. If I then request another transfer, I must pay a transfer fee of **£30**.
- I am aware failure to complete a transferred course within 12 months of the original course start date will result in the original course cost being retained by London FA.
- I am fully aware I am the only participant who can attend my chosen course, I understand that no other person may attend in my place should I be unable to attend.



- I am fully aware I must have access to be able to coach a team/group of players in England during my qualification (Level 2 and UEFA B).
- I am fully aware that I am required to attend the fully course duration and that the Tutor has the right to dismiss me if I am deemed to be considerably late (Tutor discretion).

### **Cancellation**

London FA adheres to a strict cancellation policy and by enrolling onto our course(s) you agree to have read and to be bound by our Terms and Conditions.

- If I cancel my booking, I will inform London FA and will be entitled to a full refund unless less than 14 days' notice is given in which I will not be entitled to a refund however, I will still be entitled to a transfer. (Referees courses)
- If I cancel my booking, I will inform London FA and will be entitled to a full refund unless less than 7 days' notice is given in which I will not be entitled to a refund (CPD Events and courses)

### **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

### **Qualification**

- I am fully aware of the previously stated mandatory pre-requisites to attend my course and agree to meet them before day one.
- If I do not deliver payment for my course fee before the commencement of the course, my certificate will be withheld until payment is settled.
- I am aware that, should I be serving General Suspension, I cannot attend the course until I have been cleared by the Discipline Department.
- You must be able to demonstrate fluent (or almost) speaking, listening, reading and writing English language skills to take part on any London FA course.
- If I have any Criminal Convictions, then I agree I MUST inform London FA of such convictions before booking.
- Please note it is the learner's responsibility to update the details on their FAN as failure to do so may result in your certificate being sent to an incorrect address or your name being inputted incorrectly. A replacement copy will result in a fee of £12.00 (Inc. postage).



### **On Course**

- London FA holds no responsibility for any injuries or death which may occur as the result of our courses. Learners need to be aware they participate in the course at their own risk.
- London FA is not liable for the loss of any personal belongings. We advise learners to consider taking out their own Personal Accident Insurance prior to the course.
- I will respect the course tutor, course venue and the other candidates and their points of view. I understand that if my behaviour, language or conduct is deemed 'unacceptable', 'offensive' or 'harmful' for any reason, the London FA and the venues reserves the right to exclude me for continuing on my chosen course and if necessary, future courses.
- I am fully aware that my chosen course may be one which includes the FA Safeguarding Children Workshop, which discusses some sensitive 'hypothetical' issues and some real issues regarding child abuse in its various forms.
- I confirm that I understand the above statements, and their implications, and that the information I have provided on this form is correct to the very best of my knowledge.

### **Liability.**

We do not accept and shall have no liability for any loss or damage to your personal possessions whilst you are attending any Course. As such, you may wish to take out insurance for any valuable possessions that you bring with you to any Course. In addition, we shall have no liability for any injury or damage to your or any other person's computer or IT systems relating to or resulting from applying for or participation in any Course.

We do not accept and shall have no liability for any injury or death which may occur as the result of our courses. We would advise learners to take out their own Personal Accident Insurance prior to the course.

We do not accept and shall have no liability for any indirect or consequential loss of any kind in contract, tort or otherwise arising from your attendance at, booking of or attempt to book any Course.

Our liability pursuant to these terms and conditions or in connection with any Course which is not otherwise expressly excluded or limited in these terms and conditions shall be limited to the Booking Fee for the relevant Course.

### **Candidate Codes of Conduct**

Failure to comply to this code of conduct will result in removal from the course.

#### *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 along 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.
- Show respect and observe to take care of the venue's buildings, furniture and equipment.

### **COVID-19 Disclaimer**

London FA adheres to a strict cancellation policy and by enrolling onto our course(s) you agree to have read and to be bound by our Terms and Conditions.

- Candidates can choose to be booked onto the rescheduled course or to receive a refund and be removed from the course. Rescheduled courses will be non-refundable.
- By agreeing to the rescheduled course dates, candidates need to be fully aware that if they do not attend the rescheduled course they are not entitled to a refund.

The following exceptions apply to this policy. If a candidate agrees to the rescheduled course dates but cannot attend because they either: -

- a. Tested positive for COVID-19 and have to isolate.
- b. Have been in contact with someone with COVID-19 and have been informed they must isolate.

Candidates must provide evidence of this with the NHS Track and Trace confirmation text message with the date and the learner's full name. If this evidence is provided, the candidates status will be reviewed by our Coach Education team and may be entitled to a refund.

### **COVID Code of Conduct**

In participating in this course, candidates are agreeing to a strict code of conduct in relation to COVID-19: -

- Daily Lateral Flow Tests for each day of a course until 31<sup>st</sup> December 2021
- Applicable to all learners, tutors and visitor/guest on educational courses
- To have their temperature taken prior to the start of each day of the course.
- To bring a face covering to each day of the course.
- To adhere to the 1m plus rule where possible.
- Masks mandatory for all at in-door events until 31<sup>st</sup> December 2021; this is classed as the greatest measure requiring 100% compliance
- if the room is large enough, with a minimum of 2m between individuals at all times, masks may be removed at the discretion of the course lead

**Commented [PB1]:** Should this be a separate bullet? Or does it relate to the point above?



#### Social Distancing (SD)

- Where SD can be maintained it would be encouraged
- Indoor venues to consider additional space between learners where feasibly possible
- Indoor venues to also have good ventilation (open windows/doors or vaulted ceilings)
- Learners to understand that where SD is no longer applied there is an increased risk on individuals which mask wearing, and daily testing will help to mitigate risk
- Learners and tutors to ensure they interact safely in their own downtime

#### Hand hygiene

- Where 'other' staff are interacting with Courses they must comply with the guidance that is higher e.g. logistics, operations, catering and cleaning

*Please note these standards will be reviewed at regular intervals and where any alteration to measures is deemed necessary will be made with the full consideration of The FA COVID-19 Steering Group*

#### Health and Safety

London Football Association Ltd will provide safe and healthy working and learning conditions and premises, 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 in accordance with the training and instructions received.
- Report any incident affecting health and safety to the course organiser.

#### Equal Opportunities

As the governing body of the game, The London Football Association is responsible for setting standards and values to apply throughout the game at every level. Football belongs to, and should be enjoyed by, anyone who wants to participate in it.

The London FA's commitment is to eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, age, nationality, ethnic origin, colour, religion or belief, ability or disability.

The London FA is also committed to promoting equality by treating people fairly and with respect, recognising that inequalities may exist, by taking steps to address them and by providing access and opportunities for all members of the community.



### London FA Equality Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that the London FA is equally accessible to them all.

The London FA is responsible for setting standards and values to apply throughout football at every level. Football belongs to and should be enjoyed by anyone who wants to participate in it.

The London FA's commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, age, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.

This policy is fully supported by the Board of the London Football Association and the Chief Executive is responsible for the implementation of this policy.

The London FA, in all its activities, will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. The London FA will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

The London FA will not tolerate harassment, bullying, abuse or victimisation of an individual, which for the purpose of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. The London FA will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

The London FA is committed to the development of a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within football.

The London FA is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the relevant equalities legislation – Equality Act 2006, Race Relations Act 1976, Sex Discrimination Act 1975 and Disability Discrimination act 2005 as well as any amendments to these acts.

The London FA commits itself to the immediate investigation of any claims, when it is brought to their attention, of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and sanctions imposed as appropriate.



### **What can you expect from the London FA?**

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

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 complaint's procedure (Please see next paragraph) about equal opportunities on London FA courses and take appropriate action where necessary.

Any issues or complaints relating to the LFA Coaching courses to be provided in writing (email is acceptable) in the first instance to:

[Neil.fowkes@londonfa.com](mailto:Neil.fowkes@londonfa.com) (Course Coordinator)

An Escalation process is available to the Head of Dept, if you are unhappy with the initial investigation to: Neil Twitchett on [neil.twitchett@londonfa.com](mailto:neil.twitchett@londonfa.com) and also London FA CEO Paul Bickerton on [paul.bickerton@londonfa.com](mailto:paul.bickerton@londonfa.com)

### **Candidates with Learning Difficulties and Disabilities**

The London FA endeavour to ensure that assessment requirements and methods used within its coaching and education scheme are flexible enough to enable the widest range of candidate to fairly and reliably demonstrate competence. We must ensure that you are not given an unfair advantage or that others think you are given advantage.

Particular assessment requirements may take a number of forms. Examples may include:

- Being unable to complete written tasks through a temporary or permanent disability
- Being unavailable through illness or injury to attend a scheduled practical assessment
- Being unable to effectively demonstrate practical aspects of coaching through illness or 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 London FA 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 acceptance and justified reasons an alternative date for the assessment MAY be arranged for the candidate.