

This page outlines the various policies and procedures that we use to ensure candidates make the most of their course.

Personal Accident Insurance

As a responsible body, we have arranged personal accident insurance to cover you whilst you are attending your course. This insurance is described below and is placed with CNA, one of the world's biggest insurers, through our brokers, Bluefin Insurance.

Obviously, we hope that you will not have to avail yourself of the protection it provides, but we realise that as most of our courses involve some practical work when bodily contact will occur, an injury could arise that might otherwise cause you short or longer term financial loss.

Whilst not a compensation scheme, the levels of benefit that are shown should assist you should you sustain an injury and be prevented from attending work or college/university. Cover is in place whilst you are actually attending sessions arranged by MFA but NOT whilst you are travelling to and from those sessions. Cover is not provided to candidates delivering coaching sessions where a Middlesex Learning appointed Tutor is not present i.e. delivering club coaching sessions as part of attaining an award.

We have many students and unwaged candidates on our courses and are pleased to confirm that such persons ARE included in the scheme (*i.e. you do not have to be in full or part-time employment to benefit from this policy*).

Should you suffer an injury and need to make a claim, please make immediate contact with us and we will arrange for you to receive a claim form, which has to be completed and returned to us within fourteen days of the date of the injury (unless a cause which is acceptable to the insurers is explained if the 14 day deadline cannot be met).

The actual Insurance Certificate and Policy is held centrally by the Middlesex Football Association and a copy of those documents is available upon reasonable request.

For the purposes of the Candidate Cover Insurance Scheme, **Insured Persons** are defined as all persons attending courses (as declared to the insurers) run by the Insured (MFA). The **operative time of cover** applies whilst attending a course run by the Insured excluding commuting to and from any such course unless arranged by and at the expense of the Insured. Cover is not provided when completing logged coaching hours away from the core delivery of a course.

Benefit	Benefit Limit
Accidental Death	£20,000
Permanent Total Disablement	£20,000
Loss of two limbs or Loss of sight of both eyes or Loss of one limb or Loss of one limb and the loss of sight in one eye	£20,000
Loss of one limb or the Loss of sight in one eye	£20,000
Emergency Dental Expenses	£100
Hospitalisation Benefit - payment is per night in hospital, up to a maximum of 28 nights	£25
Temporary Total Disablement – subject to a 14 day Deferment Period and maximum Benefit	£75 per week
Period of 104 weeks	
Fracture Benefit (skull, collar bone, arm or leg)	£150

Complaints Procedure

Complaints refer to displeasure which a candidate might have experienced with regards the administration, content or delivery of a course. This can also include the manner of delivery and behaviour of tutors or participants during the course.

This procedure **MUST NOT** be followed if a candidate wishes to challenge the decision of the Independent Assessor.

In the unlikely event that a course candidate has a complaint, this should, where appropriate, initially be taken up with the Course Tutor as soon as possible after the problem arises.

If the issue is not addressed to the satisfaction of the candidate or if the issue is one that cannot be taken up with the Course Tutor directly, the matter should be referred in writing to the Middlesex FA's Chief Executive within ten days of it arising for investigation.

The complaint will be acknowledged within 72 hours of its receipt. Within ten days of us receiving the written complaint we will advise the complainant of our decision and if you are still not satisfied with the outcome you should write directly to 1st4Sport Qualifications at the address below with the appropriate administration fee.

Appeals Procedure

An appeal can only be made after an assessment has taken place and the candidate is not satisfied with the outcome.

The appeal should be referred in writing to the Middlesex FA's Chief Executive within ten days of it arising who will investigate the appeal.

The appeal will be acknowledged within 72 hours of its receipt and within ten days of us receiving the written appeal we will advise the candidate of the outcome. Should you be dissatisfied with the outcome of the original appeal, you have the right to appeal directly in writing to 1st4Sport Qualifications at the following address with the appropriate administration fee.

The Manager, 1st4Sport Qualifications
Chelsea Close off Amberley Road
Armley, Leeds LS12 4HP

Please note that neither the Middlesex FA nor 1st4Sport can consider any complaint or appeal which is not put in writing and signed by the candidate.

Assistance with physical & learning difficulties

The Middlesex FA is committed to offering opportunities for anyone to take part in our coach education programme. If you suffer from a condition that you believe may affect your involvement on a course on either the practical or theoretical elements, please notify us immediately of any support you may require and we will make every effort to ensure that you are supported throughout the course of delivery and given every opportunity to successfully attain the relevant course award.

Child Protection Policy

Please [click here to view our Child Protection Policy](#) in full.

Health & Safety Policy

The Middlesex Football Association is committed to ensuring that all of its courses are organised at safe and comfortable venues appropriate to the course being delivered.

All participants have a responsibility to ensure that the environment in which they are working is safe both to themselves and to any other user whether that the person or persons are connected with the course or organising body.

Any dangerous or hazardous occurrence must be reported to the course instructor and/or venue manager or their deputy. Providing that the person making the report is not placed in danger personally, he or she should tell others of the hazard.

Any accident or incident must be reported to the course organiser and recorded accordingly.

Racism in Football

The Middlesex County Football Association will not tolerate racism in any form. Football provides us with a unique opportunity to show unity between peoples of different origins. However, the experience of some participants is of abuse and/or harassment because of their ethnic origin or the colour of their skin.

All participants are reminded that racist abuse (such as name calling) is not to be tolerated and should be reported to the Association as soon as is practical after the incident.

Racism in football is a problem that we all have a responsibility to address and challenge for the good of the game.

Equal Opportunities Policy

The Middlesex Football Association is committed to providing a non-discriminatory environment for all its learners and is active in providing policies and procedures which enables equal rights regardless of sex, race, parental or marital status, age, religion, sexual orientation, disability or any other criteria not specifically related to skills and abilities.

All participants on courses organised by the Middlesex Football Association, whether instructors, students or providers of any services related of our courses are bound by this policy.

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