



Policies and Procedures Booklet for Learners and Course Tutors



EQUAL OPPORTUNITIES POLICY FOR THOSE TRAINING WITH GROWING THE GAME LTD

Growing The Game Ltd practises the principles of equal opportunities in its learning programmes, courses and workshops. The company is committed to the development of practices that do not discriminate, either directly or indirectly, on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age or disability. It is company policy to treat learners equally, fairly and consistently. It is the responsibility of each manager to ensure that the following policy is understood and carried out and each employee has personal responsibility for the implementation of the Policy. Not to do so is unlawful under UK legislation, under the Sex Discrimination Act 1986, the Race Relations Act 1976 and the Disability Discrimination Act 1995. All employees are expected to abide by the requirements of these Acts.

TRAINING WITH GROWING THE GAME LTD

- Growing The Game Ltd maintains and seeks to apply a series of core values which it believes make it a reputable, professional and high quality training organisation.
- Growing The Game Ltd takes very seriously the welfare and safety of those attending its learning programmes, courses and other events, and the quality of the work of its employees.
- The company aims to ensure the best possible levels of customer care, learning environment, learning resources and value for money.
- In the event that any customer or client to the company expresses dissatisfaction with the standards and quality of work of the company or any of its employees, the company will listen to any complaints or suggestions, endeavouring where possible to correct and improve on the cause of the initial complaint, subject only to feasibility, practicality, the economic viability and the company's wish for it.

SPECIFICALLY DISCRIMINATION IS PROHIBITED IN:

- Treating any individual on the grounds of nationality or colour, ethnic, racial or national group, religion or belief, gender, marital status, gender reassignment, age, disability or membership or non-membership of a trade union, less favourably than others.
- To expect an individual for any reason whatsoever related to their training, to comply with requirements that are different to the requirements for others solely on the grounds stated above.
- Victimisation of a candidate on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientation, disability or membership or non-membership of a trade union.

Growing The Game Ltd will immediately investigate any written claims of discrimination on the above grounds. Growing The Game Ltd will not discriminate, either directly or indirectly, on the grounds of colour, race, gender, marital status, disability or any other grounds of discrimination not prohibited by legislation, such as religion, age and sexual orientation. Every possible step will be made to ensure that decisions relating to an individual's training are based solely on course-related criteria.

SCOPE

The policy applies to the training of coaches and to the treatment of those coaches and others who may receive assistance, training through a learning programme, course or workshop provided by Growing The Game Ltd.

PEOPLE WITH DISABILITIES



Growing The Game Ltd commits itself to the training of people with disabilities whenever possible, and will treat such candidates in aspects of their training in exactly the same manner as other candidates, the difficulties of their disablement permitting. Assistance may be given and reasonable adjustments made, wherever possible, to ensure that people with disabilities are helped in their training and assessments (for example by providing individual assessments), in gaining access to course premises, and in progressing in their training and development, subject only to the opportunity existing, the economic viability, the applicant's suitability, talent, and wish for it. Appropriate training may be made available to such personnel who request it. Growing The Game Ltd is keen to hear ideas whereby its courses can be made more user-friendly for the benefit of people with disabilities.

COMPLAINTS OF DISCRIMINATION

To make a complaint about direct or indirect discriminatory conduct the company's Grievance Procedure should be used. Growing The Game Ltd will investigate immediately any written claim of discrimination and, where a case is proved, take action to ensure the discrimination is stopped. If the matter relates to sexual or racial bullying or harassment, or bullying and harassment on the basis of disability, then the grievance may be raised.

Under the terms of the Company's 'Bullying and Harassment' Policy, complaints of discrimination must be submitted in writing to the offices of Growing The Game Ltd and addressed to the Company Secretary. To make a complaint of discrimination, bullying and harassment, victimisation or unfair treatment, the complainant should try to have available:

- written details of what, when and where the occurrence(s) took place
- any witness statements or names
- names of any others who have been treated in a similar way
- details of any former complaint made about the incident, date, where and to whom made
- a proposal for a solution to the incident.

The company is concerned to ensure that employees feel able to raise such grievances and no individual will be penalised for raising such a grievance unless it is false and found to be malicious, in which case it will be dealt with under the company's Disciplinary Procedure.

DISCIPLINE

Any employee accused of discrimination will be investigated. Any employee guilty of discrimination, who is responsible for harassing any other employee on the grounds of gender, race or disability, will be subject to the company's Disciplinary Procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and, as such, may result in summary dismissal, under the terms of the company's Disciplinary Procedure.

MONITORING

Applicants for learning programmes and courses delivered by Growing The Game Ltd may be asked to complete a form denoting their gender, race, ethnic origin and any disabilities in accordance with the Monitoring of Ethnic Origins Policy. The company guarantees that this form will be used for the purpose of monitoring the effectiveness of its Equal Opportunities Policy only.

GROWING THE GAME HEALTH AND SAFETY

One of your primary responsibilities as a tennis coach is the safety of the players to ensure that:



- the environment of the coaching situation is as safe as possible – e.g. the surface is not slippery or, in the case of indoor centres, the fire exits are known
- the physical demands put on the players during coaching do not cause injury – either in the short or long term.

This section provides information and guidelines to help you carry out the above responsibilities.

GUIDELINES ON HEALTH AND SAFETY IN TENNIS

These guidelines appear under the following headings:

- Players
- Equipment
- Court surface area and facilities
- Coach/assistant

PLAYERS

The number of players on a court, or courts, should be safe in terms of proximity and amount of space available for each player, and controllable by the number of coaches and assistants involved. The LTA gives guidelines on numbers for different ages. In general, young children need more adults for supervision. In hot weather dehydration can become a significant problem especially for younger players. Therefore, fluid intake before, during and after play is vital and rest periods are important.

Players with medical conditions such as asthma or diabetes, hearing impairment or those with a disability, should be known to coaches before the session begins. Coaches should ensure that application forms request information on health issues which may affect the players during coaching sessions. Players should be given information concerning the procedures in situations such as fire or security emergencies in indoor centres. These will vary from centre to centre. Plastic lenses should be used if glasses are worn. Players should:

- only practise particular skills in tennis for reasonable periods of time to reduce the possibility of muscle or overuse injury. Age and ability should be a major consideration in what is reasonable
- be aware, and reminded as necessary, of safety considerations when practising in groups, especially during activities such as serving
- be dressed in appropriate clothing and have suitable footwear for the court surface on which they are playing
- be taught always to warm up and cool down.

By law, there is an extra duty of care when coaching players with disabilities – the type of care depends upon the following situations:

- Players with a learning disability may be less aware of safety on court, with other people and of emergency situations such as fire alarms. They should be given a partner to help them in an emergency situation.
- Players with a hearing impairment may not hear the fire alarm (some centres now have flashing lights) and so should be given assistance.

EQUIPMENT

With regard to equipment:



- Rackets should be of the correct size for the height and age of the player. They should be inspected regularly regarding grips (e.g. too slippery for players to hold) and frame damage.
- Balls (foam, transition, tennis) should be available for the age and ability of the player.
- Nets should not have holes in which players can catch their feet and they should be close against the posts to prevent the net wire being exposed to players running about.
- Net-winders should not protrude because they can cause injury.
- Any supports to net posts should not protrude since players can trip over them.

COURT SURFACE AREA AND FACILITIES

With regard to court surface and facilities:

- Court size and net height should be appropriate for the age and ability of the player.
- Playing surfaces should be suitable for tennis.
- The surrounds and playing area should be clear of obstructions such as ball hoppers, ball machines and on some courts football and netball posts. Debris such as glass should either be removed or the court not used.
- Indoor courts should be clear of equipment which could obstruct players.
- The surrounds and playing area should be non-slip. Some court surfaces (particularly the lines) can become very slippery when wet.
- Court lines on courts with a loose surface should be completely flat to the court surface.
- The surrounding netting should not be damaged with holes or broken mesh, both of which can cause injury if a player runs into the netting.

COACH / ASSISTANT

Coaches and/or assistants should:

- Be very familiar with the techniques, tactics and rules of the game, and apply them with regard to the age and ability of the players.
- Be confident of helping a number of players of mixed ability on one court and be able to control several courts with safety.
- Be able to show players how to use all equipment safely and advise them of all situations (e.g. serving) in which the safety of themselves and other players are more under threat.
- Be able to stop the group immediately at any time.
- Know where the nearest phone is located.
- Have a contact name and telephone number for each player.
- Be familiar with any illness or medical condition – and remember to ask each time.
- Ensure they begin every session with a warm-up which follows the pattern of:
 - increasing the heart rate (perhaps by gentle jogging)
 - stretching
 - tennis related activities
- Finish every session with a cool-down.
- Be aware of situations which can increase the likelihood of accidents and constantly monitor all aspects of the safety of the session.
- Be familiar with possible tennis injuries and aware of relevant principles of First Aid.
- Stay calm, observe the situation, listen to the injured player, and, if necessary, then wait for assistance.



- Have a First Aid kit with them or know where one is (LTA Coach Education has a number of available First Aid kits which have been specially made up for tennis coaches).
- Have accident forms available and complete them if an accident occurs (a sample form is attached to these guidelines).
- Hold public liability insurance, or be sure that the facility/centre management has the necessary insurance cover.
- Know how to obtain help in the event of an accident.

The coach/assistant must also be aware of the health and safety requirements of the venue as well as the LTA's policy on health and safety.

If you have any queries relating to the health and safety issues raised in these Guidelines, please contact the Growing The Game Ltd office.

COMPLAINTS AND APPEALS PROCEDURE FOR COACHES TRAINING WITH GROWING THE GAME LTD

Growing The Game Ltd aims to deliver all its courses to the highest standards and prides itself on its excellent reputation. In the unlikely event that you may wish to make a complaint you should follow the guidelines below.

If you wish to make a complaint:

Stage 1

- Firstly, complete the course evaluation questionnaires following the course.
- If this is insufficient, an informal complaint can be made to your tutor/assessor. The tutor/assessor will discuss the complaint with you and attempt to agree a way forward or a solution that suits both parties.
- Learners should allow the tutor/assessor sufficient time to investigate the grievance in the timescales agreed.

Stage 2

- If the complaint cannot be resolved informally to your satisfaction, or if you feel that you cannot make an informal complaint to your tutor/assessor, the complaint should be submitted in writing to the Company Secretary at Growing The Game Ltd.
- You should give a detailed account of your grievance to the Coach Education Manager at Growing The Game Ltd so that it can be investigated. The Coach Education Manager will write to you to acknowledge receipt of the complaint within seven days and outline the course of action to be taken.
- The Coach Education Manager will carry out an investigation and write to you within one calendar month with their findings and a decision as to whether the complaint was justified. (Centres are required to retain records of complaints for a minimum period of two years)

Stage 3

- If you have followed Stage 1 and/or Stage 2 of the complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to the Internal Verifier for the course, for whom Growing The Game Ltd will provide all necessary contact details.



The Internal Verifier is responsible for internal quality assurance of all courses delivered by Growing The Game Ltd.

CONFIDENTIALITY

Growing The Game Ltd undertakes that none of its employees or tutors will disclose matters relating to the complaint beyond the party or parties involved unless legally required to do so.

QUALITY ASSURANCE

- Growing The Game Ltd is committed to providing a first class service to all their customers and to ensuring they are treated in a courteous and considerate manner.
- Growing The Game Ltd will investigate any complaint fully, where enquiry is required and facts are in dispute.
- Where failings are demonstrated, Growing The Game Ltd will undertake to address them and remedy them where resources permit.

APPEALS PROCEDURE FOR COACHES TRAINING WITH GROWING THE GAME LTD

Growing The Game Ltd is required by 1st4Sport Qualifications to have an explicit Appeals Procedure in place. The procedure ensures that candidates undergoing assessment have access to an appeals procedure should they wish to challenge an assessment decision made by an assessor employed or contracted by Growing The Game Ltd. The purpose of this procedure is to describe the process in which a candidate can appeal against any assessment decision or procedure that they consider to be unfair and/or inaccurate.

Learners wishing to appeal must do so within 14 days of receiving the assessment decision and are advised to keep copies of all documents relating to the appeal.

Stage 1

The first line of appeal should be to the tutor/assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable although you are advised to put the appeal in writing. The tutor/assessor may choose to explain their rationale for the decision which is being disputed. They are also required to record an overview of the appeal and the outcome of the discussion, and then forward this to the Coach Education Manager at Growing The Game Ltd to retain with the centre's assessment records.

Stage 2

If you are still dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then you should take your appeal to the Internal Verifier. At this stage, the appeal must be made in writing within 14 days of the Stage 1 process. You are advised to provide as much information as possible regarding the disputed assessment decision, including:

- the date and nature 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 tutor/assessor involved
- a brief outline of the reason for the appeal



- any associated documents (i.e. learner evidence, record of feedback from the tutor/assessor involved)

The nominated tutor/assessor or internal verifier may review/reassess your work against the assessment criteria for the qualification and consider the appeal. Growing The Game Ltd will then make one of the following decisions:

- to uphold the original assessment decision
- to offer the learner an opportunity for a resit/reassessment with a different assessor free of charge
- to overturn the original decision

The decision will be communicated in writing to you, the original tutor or assessor and the tutor/assessor who handled Stage 2 of the appeal. Copies of records of appeals will also be forwarded to the Coach Education Manager for retention with other assessment records.

Stage 3

If you have followed Stage 1 and/or Stage 2 of the complaints procedure and are still dissatisfied with the outcome, you have the right to take the complaint to 1st4Sport Qualifications, the Awarding Body for the Level 1, Level 2 and Level 3 Certificates in Coaching Tennis. Complaints should be made in writing and sent to:

1st4Sport Qualifications
Coachwise Ltd
Chelsea Close
Off Amberley Road
Armley
Leeds LS12 4HP

GROWING THE GAME (GTG) PREVENT DUTY

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies, listed in Schedule 3 to the Act, to have 'due regard to the need to prevent people from being drawn into terrorism'. To ensure the GTG's compliance, we will:

- Ensure all members of staff have an understanding of the factors that make people vulnerable to being drawn into terrorism
- Ensure all members of staff understand what action to take in response to a concern about a vulnerable individual
- Ensure all members of staff challenge extremist ideas used by terrorist groups and which can purport to legitimise terrorism. Extremism is defined in law as: 'vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas'. (Counter-terrorism and Security Act 2015)



- Ensure Safeguarding and Prevent specialist staff understand the process and policies in place for when vulnerability has been identified, know when to make referrals through the local authority specified 'Channel' processes and where to get advice and support
- Promote British Values, defined as 'Democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs'
- Ensure that we promote mutual respect and tolerance encouraging students to respect other people with particular regard to the protected characteristics of the Equality Act (2010) Prevent Duty Responsibilities All staff, volunteers and board members will:
 - Undertake appropriate Prevent training identified by leaders and managers
 - Understand the risk of radicalisation
 - Implement the Duty effectively
 - Know how to refer an individual who is vulnerable

Leaders and managers will:

- Implement the Prevent duty strategy
- Review the implementation of the Prevent duty and report on this to the Directors
- Ensure all staff and volunteers undertake appropriate Prevent duty training
- Include the Prevent duty as part of the Safeguarding duty
- Operate an effective Prevent reporting system which will normally be part of the Safeguarding process
- Communicate to all staff that the relevant Prevent Lead, Nick Elliott, will receive reported concerns

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