



AMATEUR FOOTBALL ALLIANCE



COACHING AND EDUCATION SCHEME

Policies and Procedures

www.amateur-fa.com

Coaching and Education Scheme

Codes of Conduct

The AFA respect the rights, dignity worth and value of all participants and 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 candidates 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

Equal Opportunities

The AFA are committed to the principles and practices of Equal Opportunities, both as an employer and in the delivery of our Coaching and Education Scheme.

The Coaching and Education Scheme is available to all sections of the community regardless of gender, marital status, ethnicity, sexuality, age, occupation, religion or political opinion. The AFA will actively support those with disabilities or additional learning needs and believes that all such learners should have access which enables them to reach their potential.

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

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.

Candidates with Learning Difficulties and Disabilities

The AFA endeavour to ensure that assessment requirements and methods used within it's 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 an advantage

Particular assessment requirements may take any 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 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:

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: qmt@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
Samantha Brown
Unit 3, 7 Wenlock Road, London N1 7SL

Stage 3

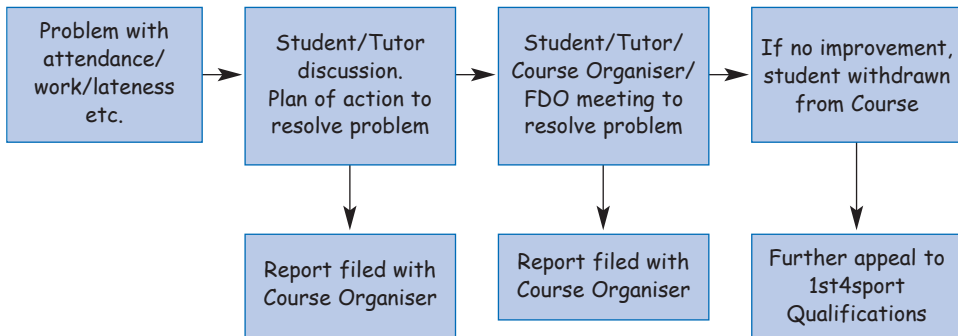
If candidates have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding body (1st4sport Qualifications) within 20 working days of the decision being communicated to them by recognised centre. The 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:

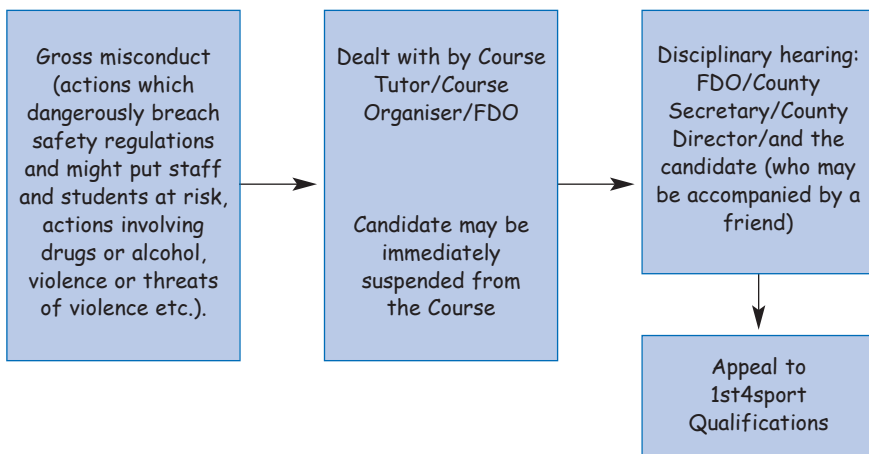
Address: Quality Management Team
 FAO: Quality Assurance Officer
 1st4sport Qualifications
 Coachwise Ltd, Chelsea Close
 Off Amberley Road
 Leeds LS12 4HP
Email: qmt@1st4sportqualifications.com

Referral and Disciplinary Procedure

Referral Procedure



Disciplinary Procedure



Harassment Policy and Procedure

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

What is Harassment?

Harassment is unwanted conduct of a sexual, racial, intimidating or humiliating nature which is unwelcome and offensive to the recipient. It may be persistent or an isolated incident and may be directed towards one or more individuals. Conduct which could constitute harassment includes the following:-

- Remarks which are humiliating or which ridicule.
- Physical contact ranging from touching to serious assault.
- Bullying, coercion, isolation or non co-operation at work.
- Requests or demands for sexual favours.
- Compromising invitations which are unwelcome or unwanted.
- The display or circulation of offensive material.

What do I do if it happens to me?

In the first instance, it may be possible to deal with the problem yourself by explaining to the person harassing you that you find the behaviour offensive and asking them to stop.

If you do not feel able to raise the issue personally to the harasser, or your initial approach has failed to stop the behaviour, or the complaint is too serious, notify:-

- The Course Tutor.
- The AFA Course Administrator.

They will then solve or deal with the problem or contact the people who are trained to help.

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 policy 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 FA recognises it's 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 FA is therefore committed to working to provide a safe environment for all children and young people to participate in football.

Child/Vulnerable Adult Protection Policy

The Amateur Football Alliance has a professional duty to provide children and vulnerable adults with appropriate safety and protection. As the welfare of the child/vulnerable adult is paramount, we are committed to providing safe equipment and facilities so that children/vulnerable adults may participate in courses/programmes in a secure environment. Additionally, we promote ethical behaviour, providing children/vulnerable adults with a sense of being valued. On this basis, we aim to ensure safe recruitment practices are always followed, to establish the suitability of personnel to work with children and/or vulnerable adults.

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, whatever their age, culture, disability, gender, language, ethnic origin, religious beliefs or sexuality
- 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 County Welfare Officer - Jackie Newing via Jackie.newing@amateur-fa.com or 0208 733 2613 option 5.

List of Courses

1st4sport Level 1 Award in
Coaching Football

1st4sport Level 2 Certificate in
Coaching Football

FA Age Appropriate - Introductory Module

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

Football Development Team

Bob Leeds

020 8733 2613 option 7
bob.leeds@amateur-fa.com

Samantha Brown

020 8733 2613 option 4
samantha.brown@amateur-fa.com