



Devon County Football Association Ltd

Coach Road
Newton Abbot

Devon
TQ12 1EJ

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Coach Education

Policies and Procedures



Devon County Football Association

Education & Training Devon County Football Association

Equal Opportunities

The Devon County Football Association Ltd is committed to the principles and practices of Equal Opportunities, both as an employer and in the delivery of our Education and Training Programme. As the governing body for all football in Devon we are responsible for setting standards and values to apply throughout the game at every level. Football belongs to and should be enjoyed by everyone equally. Our commitment is to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.

The Devon County FA is an equal opportunities employer. We are committed to equality of opportunity within our own organisation and to encourage similar commitment from every organisation or individual acting within the game.

Equality of opportunity at the Devon County FA means that in all our activities we will not discriminate, or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. This includes:

- Advertisement of Jobs
- Selection of candidates for employment or promotion
- Job location or working environment
- Pay and employment terms and conditions
- Internal training and development activities
- External coaching and education activities and awards
- Football Development activities
- Selection for Representative teams
- Appointments to Honorary positions

Devon County FA will try to ensure that all involved with the Devon County FA will be able to work without discrimination, harassment or bullying.

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Contact Details

For further information on any Coaching Courses or Coach Education matters please contact the following:

Annie Watts
Football Development and Coach Education
Administrator
01626 325914 annie.watts@devonfa.com

Devon County Football Association Ltd
Coach Road
Newton Abbot
Devon TQ12 1EJ
Website: www.devonfa.com

*Devon County Football Association
wish you every luck
in completing your
chosen coaching course
and
hope you have an enjoyable
and successful experience.*

Please note that certificates will come direct to your home approx. 6-8 weeks after the end of your course. If you do not receive your certificate in that time please contact Devon FA.

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CANCELLATION POLICY

Cancellation of place on a course

Learners must give a minimum of **14 days notice** to cancel their place on the course they are booked on and to receive a refund of the course fee. **An administration fee of £20 will be taken from the amount to be refunded.** If they cancel inside the 14 days they will **not** be entitled to a full refund. If clubs have not yet paid an invoice for the course fee this will still have to be paid. This policy applies to all courses including Safeguarding Children, First Aid and Welfare courses.

Refunds will **not** be made to any learner who fails to turn up for the start of the course, or who withdraws during the course. There is also **no** transfer option available.

If a learner has received a bursary towards the course fee, then the **bursary is cancelled** and the **whole course fee will become payable** and we will recoup the bursary monies from the learner/club.

Transfer to another course

If a learner cancels their place on the course they are booked on within the 14 day cancellation period we may, at our discretion, offer a transfer to a future course, room permitting. **A transfer fee of 50% of the new course fee will be payable** before booking a place on a future course. A learner will only be permitted to make **one** transfer per specific course. If a learner then wishes to transfer to a further course, **the full course fee** will become payable.

Level 1 candidates – Transfer to another course

Once booked on a Level 1 coaching course, if a person is then unable to attend one or more of the sessions as part of their Level 1 course, they may transfer to another course to complete these sessions, room permitting, but there will be a **transfer fee of 50% of the new course fee** which must be payable upfront. If they then ask to be transferred to another course then the **full course fee** will then be payable upfront.

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Devon County Football Association Ltd seeks to maintain a safe and friendly environment for all staff and learners. Devon FA will not tolerate sexual or racially-based harassment or other discriminatory behaviour, whether physical or verbal and will work to ensure that such behaviour is met with the appropriate disciplinary action in whatever context it occurs. Conduct that may constitute this type of behaviour 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.

If this happens to you

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 ask them to stop.

If you feel that this is not possible, or your initial approach fails to stop the behaviour, or the complaint is too serious, you must notify the Administrator or Football Development Officer.

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

The Devon 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 its own organisation and, in the wider context, within football as a whole.

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Candidates with Learning Difficulties/Disabilities/Special Needs

In line with Devon FA Ltd Equal Opportunities, we will endeavour to give everyone who attends a course as part of our Education and Training Programme the opportunity to fulfil their potential and achieve the highest award or level of competence possible.

We will ensure that assessment requirements and methods used within our Education and Training Programme are as flexible as they can be, to enable as many candidates as possible to fairly and reasonably demonstrate the required level of competence.

Once the course assessment criteria and requirements have been explained to you, if you feel that there may be a reason why you might find it difficult to show the required level of competence through the proposed methods, you should discuss the alternatives which might be available to you with the Tutor. The alternative methods available to the Tutor to assess your competence include

:

- 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.
- For candidates unable to complete written assessments, projects or tasks through a permanent or temporary disability, an alternative method of meeting the outcomes should be considered. This might include electronic forms, a scribe, additional time to complete, recording of answers verbally.
- For candidates who through illness or injury are unable to provide effective demonstrations of Football techniques and/or skills may nominate a substitute. However the substitute must be correctly briefed and the candidate must provide feedback to participants on the substitute's demonstrations.

If your particular need is not catered for by the suggestions above, you should discuss it with either the Tutor or Administrator.

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Candidate Responsibilities

Devon County Football Association want every candidate to succeed on their designated Coaching Course; however each candidate will need to:

- Attend all timetabled sessions punctually, and account for any absences or lateness to the Tutor
- Complete the work to the best of your ability and by agreed deadlines
- Take responsibility for your learning by bringing all you need with you to sessions and by participating fully
- Co-operate fully with all 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 partake in behaviour which degrades others and by reporting any inappropriate behaviour
- Follow all Health & Safety guidelines
- Take care of site venue's buildings, furniture and equipment
- Inform Tutor and Administrator of any change of details/personal circumstances

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Codes of Conduct

Devon County Football Association Ltd

The Devon County FA respect the rights, dignity, worth and value of each and every course participant and treat each equally within the context of sport. We promise to do our best to:

- Help each candidate fulfil their potential
- Teach and support the candidate's learning effectively
- Develop productive working relationships with the candidate
- Provide the support for each candidate to succeed
- Ensure assessments and reviews are clear and regularly carried out
- Provide resources that meet the candidate's needs on the course
- Offer advice on further opportunities for Coaching
- Deal promptly with any complaints the candidate may have

Tutors/Coach Educators/Coaches

The Tutor is responsible for teaching the candidates the elements of a Coaching course they are enrolled on. However each Tutor/Coach Educator must:

- Arrive punctually for all timetabled schedules. In the case of illness or injury they must notify the Administrator or FDO immediately
- Have all the equipment necessary for the designated Coaching Course
- Consistently display high standards of behaviour and appearance
- Explain clearly and concisely what is expected from each candidate at the onset of the Coaching Course
- Ensure the well-being and safety of each candidate
- Treat each candidate equally in accordance with equal opportunities

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Health and Safety

Devon County Football Association Ltd will provide safe and healthy working and 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, visitors 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 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 Football Development Administrator

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Complaints and Appeals Procedure

If you are unhappy with any decision regarding your assessment or the delivery of your training the following procedure must be followed:

Bring the matter to the attention of the Tutor/Coach Educator concerned who will give you a response as soon as possible and certainly within seven working days. Most matters are resolved at this stage, without you needing to take it further.

If no agreement can be reached with the above parties, then you are asked to put your grievance in writing to Devon FA's Football Development Officer or Football Development Administrator. They will investigate your case and report back to you as soon as possible and certainly within fourteen working days.

If you are still not satisfied, you may ask for the matter to be investigated further by The FA/1st4Sport Qualifications. They will report back to you as soon as possible. They will provide one of the following outcomes:

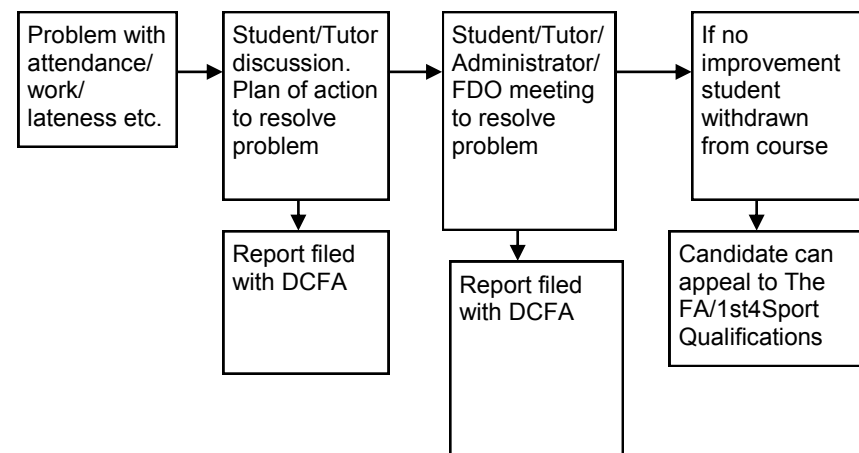
- Grievance justified – the outcome of the assessment amended.
- Grievance unjustified – no action taken – assessment outcome confirmed

If you wish to appeal against a decision made by either Devon County Football Association Ltd you will have to write to 1st4Sport Qualifications within fourteen days of the decision for the matter to be investigated further.

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Referral and Disciplinary Procedure

Referral Procedure



Disciplinary Procedure

