

Index

Terms and Conditions

1. Terms and conditions

Page |
1

Code of Conduct for Behaviour

1. Code of conduct for Young Players
2. Code of conduct for Spectators – Expected Etiquette for Players and Spectators During Matches
3. Code of conduct for Coaches and Managers
4. Code of conduct for Match Officials

Club Polices

1. Safeguarding Children (2014)
2. Press Release Guide
3. Player Recruitment
4. Refereeing Recruitment and Development
5. Equality and Fairness
6. Social Networking
7. Volunteer Recruitment
 - Recruitment Form
8. Anti-Bullying
9. Coach Recruitment and Development
10. Guidance for U18s

How to...

1. Deal With Incidents or Accidents (including accident report)
2. Make A Complaint
3. [Venue Risk Assessment](#) (Click to access form)



Terms and Conditions

Crouch End FC & Exceltots Terms and Conditions

By making a partial/full payment, filling up our enquiry form or attending one of our activities you are binding to our Terms and Conditions

All CEFC & Exceltots coaches are fully CRB checked, hold the FA's 'Safeguarding Children' certificate and are qualified in Emergency Aid.

The Child Protection Policy and Codes of Conduct are available on the Child Protection page of CEFC & Exceltots website, or please ask if you would like these in paper form.

I understand that although every effort is made to ensure a safe playing environment for the children, that football is an active sport and sometimes accidents/injuries can happen. I understand that CEFC & Exceltots groups children according to a variety of factors, not just on age. This means that children may be playing and competing in games with children who are younger and/or older than them, and/or bigger and stronger than them. I agree that CEFC & Exceltots is not liable for injury or accident resulting from football or sport activities. In the event of illness, having parental responsibility for the above named child,

I give permission for medical treatment to be administered where considered necessary by a nominated first aider, or by suitably qualified medical practitioners. If I cannot be contacted and my child should require emergency hospital treatment, I authorise a qualified medical practitioner to provide emergency treatment or medication.

Classes, Club & FA/CEFC League Fees. The Fee is non-refundable under any circumstances one payment is made and received by the club. Except with a prior written agreement of CEFC & Exceltots.

Classes: Your enrolment will start on your first day of classes and it lasts for 12 consecutive sessions. Excluding Seasons Holiday, Half terms and cancelled classes. When a trial is offered, it will be free if you don't join us otherwise will be included in the 12 sessions block payment. **Cancelled classes, league, holidays camps and Venues closure/time changing**

In the event of a venue closure or lesson /league / camps cancellation we will make every attempt to contact our customers as soon as possible and only in the case of the cancelled classes the remaining lesson credit balance will be carried forward scheduled lesson. Only In case of holiday camp cancellation the fee will be refunded. I agree that CEFC & Exceltots is not liable for any cancellation or closure of any venue, league, classes or holidays camps.

Outdoor Classes. We play football shine or rain. We will notify you if a class is cancelled due to weather condition, no refunds will be given. Catch up classes are available on any of our indoor venues.

CEFC & Exceltots reserves the right to cancel classes should numbers fall below our minimum number per group. If this happens you will be offered an alternative lesson of the same level.

If the venue closure is likely to affect the football lessons on the long term, every effort will be made to offer space at another venue. If classes are cancelled as a result of an "Act of God" (e.g. disruption resulting from extreme weather conditions, earthquakes, etc), strikes, terrorist activity, or where local authorities/public guidance advise that classes should be temporarily suspended for health or other reasons, then no refunds will



be given and it will not be permitted to defer classes during the affected period. CEFC & Exceltots may cancel this contract at any time before the Pupil commences the Course for any reason whatsoever. CEFC & Exceltots shall not be liable for any loss or damage whatsoever arising from such cancellation.

Missed lessons. Programme fees are non-refundable/transferable where the pupil has either missed lessons or decided to withdraw from the programme altogether. Lessons run consecutively, the lesson credits will be utilised as each lesson regardless of pupil attendance (with the exception of venue closure/lesson cancellation). When missing a class you are welcome to attend to any other venue for a catch up class during the same 12 weeks block booked only.

Refund. CEFC Exceltots fee per class is £12.41 and this amount is used for the calculation of the refund regardless the amount paid by the customer when joined us. In case a refund is agreed prior the payment is received by the club the

customer has to provide an account details no later than 3 months since the notification otherwise no refund will be given.

Changing Coach. We will use reasonable endeavours to provide the same football coach for each lesson within the term. However, relief coaches may be used without prior notification. We reserve the right to appoint a new coach at anytime and may, at times need to provide an alternative coach for a class or classes due to illness or for any other unforeseen circumstances. In the event a coach is away for a long period of time we will try to keep the same cover coach for the time period where possible. If a coach is absent, CEFC & Exceltots reserves the right to join classes together if considered appropriate and safe.

I have been made aware that CEFC & Exceltots have developed a Child Protection Policy which includes policies on photography, anti-bullying, disciplinary procedures, designated person for child protection, a clear recruitment policy, and guidelines on confidentiality. I have been made aware that CEFC & Exceltots I have developed Codes of Conduct for parents/spectators, children and coaches. I agree to read, understand and adhere to the parents/spectators Code of Conduct, and to read the children's Code of Conduct with my child. I understand that CEFC & Exceltots may take photos/video of games/sessions, for the purpose of promotion of the programme or coach development. This may include putting photos on the internet. I agree that CEFC & Exceltots can use photos and/or video of my child(ren) in this way. This includes photos/video from this year or any previous year. I understand that CEFC & Exceltots use shared facilities, and cannot be responsible for child safety in shared-use areas such as toilet areas. I understand that it is my responsibility to take my child to use the toilet before a session, and that if they use the toilet during sessions they do so unsupervised and at their your own risk. I understand that CEFC & Exceltots is not responsible for children before/after sessions, or outside of the immediate playing/hall area, or between games during Mini-League events.

I will inform CEFC & Exceltots of any important changes to my child's health, medication or needs and also of any changes to our email/address or phone numbers given. CEFC & Exceltots is committed to ensuring that any information gathered in relation to our programme meets the responsibilities as set out in the Data Protection Act 1998. CEFC & Exceltots will store the above information on their database until you inform us to delete it or update it. I understand that I must be present during the session. I must join the class if my child is in the parent/child group. I confirm that all details are correct to

CEFC CROUCH END FC



Respect

the best of my knowledge and I am able to give parental consent for my child to participate in all activities.

We all have a responsibility to promote high standards of behaviour in the class/game. CEFC & Exceltots is supporting The FA's Respect programme to ensure our classes/games can be enjoyed in a safe, positive environment. Any form of violence towards our staff won't be tolerated. It will result in the removal of the membership and the child/ren won't longer be allowed to attend our classes.



Code of Conduct for Behaviour

Young Players

We all have a responsibility to promote high standards of behaviour in the game.

As a player, you have a big part to play. That's why The FA is asking every player to follow a Respect Code of Conduct

When playing football, I will

- Always play to the best of my ability
- Play fairly – I won't cheat, complain or waste time
- Respect my team-mates, the other team, the referee or my coach/manager
- Play by the rules, as directed by the referee
- Shake hands with the other team and referee at the end of the game
- Listen and respond to what my coach/ team manager tells me
- Talk to someone I trust or the club welfare officer if I'm unhappy about anything at my club.

I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA or The FA:

I may:

- Be required to apologise to my team-mates, the other team, referee or team manager
- Receive a formal warning from the coach or the club committee
- Be dropped or substituted
- Be suspended from training
- Be required to leave the club.

In addition:

- My club, County FA or The FA may make my parent or carer aware of any infringements of the Code of Conduct

The FA/County FA could impose a fine and suspension against my club

Spectators and Parents/Carers

We all have a responsibility to promote high standards of behaviour in the game This club is supporting The FA's Respect programme to ensure football can be enjoyed in a safe, positive environment.

Remember children's football is a time for them to develop their technical, physical, tactical and social skills. Winning isn't everything.

Play your part and observe The FA's Respect Code of Conduct for spectators and parents/carers at all times.

I will:

- Remember that children play for FUN
- Applaud effort and good play as well as success
- Always respect the match officials' decisions
- Remain outside the field of play and within the Designated Spectators' Area (where provided)
- Let the coach do their job and not confuse the players by telling them what to do
- Encourage the players to respect the opposition, referee and match officials
- Avoid criticising a player for making a mistake – mistakes are part of learning
- Never engage in, or tolerate, offensive, insulting, or abusive language or behaviour.

I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA, league or The FA:

I may be:

- Issued with a verbal warning from a club or league official
- Required to meet with the club, league or County FA Welfare Officer
- Required to meet with the club committee
- Obligated to undertake an FA education course
- Obligated to leave the match venue by the club
- Requested by the club not to attend future games
- Suspended or have my club membership removed
- Required to leave the club along with any dependents.

In addition:

- The FA/County FA could impose a fine and/ or suspension on the club.



Coaches and Team Managers

We all have a responsibility to promote high standards of behaviour in the game. This included the abuse of match officials and the unacceptable behaviour of over competitive parents, spectators and coaches on the sideline.

Play your part and observe The Football Association's Respect Code of Conduct in everything you do.

On and off the field, I will:

- Show respect to others involved in the game including match officials, opposition players, coaches, managers, officials and spectators
- Adhere to the laws and spirit of the game
- Promote Fair Play and high standards of behaviour
- Always respect the match official's decision
- Never enter the field of play without the referee's permission
- Never engage in public criticism of the match officials
- Never engage in, or tolerate, offensive, insulting or abusive language or behaviour

When working with players, I will:

- Place the well-being, safety and enjoyment of each player above everything, including winning
 - Explain exactly what I expect of players and what they can expect from me
 - Ensure all parents/carers of all players under the age of 18 understand these expectations
 - Never engage in or tolerate any form of bullying
 - Develop mutual trust and respect with every player to build their self-esteem
 - Encourage each player to accept responsibility for their own behaviour and performance
-
- Ensure all activities I organise are appropriate for the players' ability level, age and maturity
 - Co-operate fully with others in football (e.g. officials, doctors, physiotherapists, welfare officers) for each player's best interests

I understand that if I do not follow the Code, any/all of the following actions may be taken by my club, County FA, league or The FA:



- Required to meet with the club, league or County Welfare Officer
- Required to meet with the club committee
- Monitored by another club coach
- Required to attend an FA education course
- Suspended by the club from attending matches
- Suspended or fined by the County FA
- Required to leave or be sacked by the club

In addition:

- My FACA (FA Coaches Association) membership may be withdrawn.



Match Officials

We all have a responsibility to promote high standards of behaviour in the game.

The behaviour of the match officials has an impact, directly and indirectly, on the conduct of everyone involved in the game – both on the pitch and on the sidelines.

Play your part and observe The FA's Respect Code of Conduct of match officials at all time.

_____ I will:

- Be honest and completely impartial at all times
- Apply the Laws of the Game and competition rules fairly and consistently
- Manage the game in a positive, calm and confident manner
- Deal with all instances of violence, aggression, unsporting behaviour, foul play and other misconduct
- Never tolerate offensive, insulting or abusive language or behaviour from players and officials
- Support my match official colleagues at all times
- Set a positive personal example by promoting good behaviour and showing respect to everyone involved in the game
- Communicate with the players and encourage Fair Play
- Respond in a clear, calm and confident manner to any appropriate request for clarification by the team captains • Prepare physically and mentally for every match
- Complete and submit, accurate and concise reports within the time limit required for games in which I officiate.

_____ I understand that if I do not follow the Code, any/all of the following actions may be taken by the County FA or The FA:

_____ I may be:

- Required to meet with The FA/County FA Refereeing Official
- Required to meet with The FA/County FA Refereeing Committee.



POLICY AND PROCEDURES

Safe Guarding Children

1. CEFC Crouch End FC acknowledges its responsibility to safeguard the welfare of every child and young person who has been entrusted to its care and is committed to working to provide a safe environment for all members.

A child or young person is anyone under the age of 18 engaged in any Club football activity.

We subscribe to The Football Association's Safeguarding Children - Policy and Procedures and endorse and adopt the Policy Statement contained in that document.

2. The key principles of The FA Safeguarding Children Policy are that:

- The child's welfare is, and must always be, the paramount consideration
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual orientation
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Working in partnership with other organisations, children and young people and their parents/carers is essential.

We acknowledge that every child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse.

CEFC Crouch End Football Club recognises that this is the responsibility of every adult involved in our club.

3. CEFC Crouch End Football Club has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. It is noted and accepted that The Football Association's Child Protection Regulation (see The FA Handbook) applies to everyone in football whether in a paid or voluntary capacity. This means whether you are a volunteer, match official, helper on club tours, football coach, club official or medical staff.

4. We endorse and adopt The FA's Responsible Recruitment guidelines for recruiting volunteers and we will:

- Develop a role profile
- Request identification documents
- As a minimum meet and chat with the applicant(s) and where possible conduct interviews before appointing
- Request and follow up with two references before appointing
- Require an FA CRB Unit Enhanced Disclosure where appropriate in line with FA guidelines.



All our current members who are regularly caring for, supervising, training or being in sole charge of children and young people will be required to complete a CRB Enhanced Disclosure via The FA CRB Unit . If there are concerns regarding the appropriateness of an individual who is already involved or who has approached us to become part of our club, guidance will be sought from The Football Association. It is noted and accepted that The FA will consider the relevance and significance of the information obtained via The FA CRB Unit Enhanced CRB Disclosure and that all decisions will be made in the best interests of children and young people.

It is accepted that The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of 'grooming' within football.

Please note: The policy on CRB Enhanced Disclosures will be subject to change, in light of the Protection of Freedoms Act 2012. Further information will be provided on this via TheFA.com and via the County FA Welfare Officers.

5. CEFC Crouch End Football Club supports The FA's Whistle blowing Policy. Any adult or young person with concerns about a colleague can 'whistle blow' by contacting The FA Safeguarding Team on 0844 980 8200 4787, by writing to The FA Case Manager at The Football Association, Wembley Stadium, PO Box 1966, London SW10 9EQ or alternatively by going direct to the Police, Children's Social Care or the NSPCC. Our club encourages everyone to know about this information and utilise it if necessary.
6. CEFC Crouch End Football Club has appointed a Club Welfare Officer (CWO) in line with The FA's role profile and required completion of the Safeguarding Children and Welfare Officers Workshop. The post holder will be involved with Welfare Officer training provided by The FA and/or CFA. The CWO is the first point of contact for all Club committee members regarding concerns about the welfare of any child or young person. The CWO will liaise directly with the CFA Welfare Officer and will be familiar with the procedures for referring any concerns. They will also play a proactive role in increasing awareness of Respect, poor practice and abuse amongst their Club members.
7. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable in our league. If bullying does occur, all players or parents/carers should be able to tell and know that incidents will be



dealt with promptly. Incidents need to be reported to the CWO or alternatively, in cases of serious bullying, we may contact the CFA Welfare Officer.

8. Respect codes of conduct for Players, Parents/Spectators, Officials and Coaches have been implemented by our Club. In order to validate these Respect codes of conduct the Club has clear actions it will take regarding repeated or serious misconduct at Club level and acknowledges the possibility of potential sanctions which may be implemented by the CFA in more serious circumstances. All registering members will be required to adopt the Respect codes.

Page |
15

9. Reporting your concerns about the welfare of a child or young person - Safeguarding is everyone's responsibility. If you are worried about a child it is important that you report your concerns - no action is not an option.

- If you are worried about a child then you need to report your concerns to the CWO
 - If the issue is one of poor practice they will either:
 - a. Deal with the matter themselves or
 - b. Seek advice from the CFA Welfare Officer
 - If the concern is more serious - possible child abuse - they will, where possible, contact the CFA Welfare Officer first, then immediately contact the Police or Children's Services
 - If the child needs immediate medical treatment take them to a hospital or call an ambulance and tell them this is a child protection concern. Let your CFA Welfare Officer know what action you have taken
-
- If at any time you are not able to contact your Club Welfare Officer or the matter is clearly serious then you can either:
 - a. contact your CFA Welfare Officer directly
 - b. contact the Police or Children's Social Care
 - c. call the NSPCC 24 hour Helpline for advice on 0808 800 5000 or text 88858 or email

help@nspcc.org.uk

Please note: The FA's Safeguarding Children Policy and Procedures is available via www.TheFA.com/Footballsafes. Click on the 'downloads' under Policy and Procedures. It outlines in detail what to do if you are concerned about the welfare of a child and includes flow diagrams to describe this process. This is also covered within the Safeguarding Children workshop, where participants are given the



opportunity to discuss how this feels and how best they can prepare themselves to deal with such a situation.

10. Further advice on Safeguarding Children matters can be obtained from AFC CWO:

- Graham Conroy
E: grahamc@crouchendfc.com
- County Football Association's Welfare Officer
- www.TheFA.com/Footballsafes
- Footballsafes@TheFA.com
- The FA Safeguarding Children general enquiry line 0845 210 8080

If at any time you are not able to contact your Club Welfare Officer or the matter is clearly serious then you can either:
contact your CFA Welfare Officer directly
contact the Police or Children's Social Care
call the NSPCC 24 hour Helpline for advice on 0808 800 5000 or text 88858 or email
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Further advice on Safeguarding Children matters can be obtained from AFC CWO:

- Graham Conroy
E: grahamc@crouchendfc.com

County Football Association's Welfare Officer

www.TheFA.com/Footballsafes
Footballsafes@TheFA.com
The FA Safeguarding Children general enquiry line 0845 210 8080



CEFC Crouch End Football Club

Press Release Guidelines

Many people in the football industry have a poor view of the media - often because negative football stories achieve larger headlines - but, due to the huge public interest in the game, their power in communicating messages to a wide audience is unrivalled.

Page |
18

Whilst it often appears that the media is only interested in these negative stories, tremendous opportunities exist to promote your activities and the role of football generally.

Developing a Media strategy

Effective communication with the Media should ideally be managed through a strategy, which sets out what messages you want to communicate, and how you go about doing it.

Develop the message you want to get over

- What does your Association/ Club do? Provide a 'profile'. Outlining your full range of activities is a useful tool to have, to help external organisations gain an understanding of the scope of your work
- Information about regular activities: competitions, coaching courses, refereeing
- New developments: grants, local initiatives and sponsorship deals.

Who communicates?

- Identify a Press Officer
- Encourage your associations, leagues and affiliated organisations to do the same
- Establish internal lines of communication to ensure the relevant information gets to the press officer for dissemination.

Get to know who your local media contacts are

- When and where they appear
- What audience they cover



- Identify sections or programmes that can be planned in advance
- Be aware there are other issues which will also need to be addressed at short notice
- Regular: fixtures/results for competition.

How to communicate

- Press releases
- Bulletins and newsletters
- Posters, leaflets, websites etc
- Personal contacts.

Effective communication tools

- Press releases
- Telephone interviews
- Face to face interviews
- Photocall opportunities
- Local radio
- Regional television
- Open days/special events
- Sponsorship
- Newsletters and bulletins



- Developing long-term relationships with the media.

Producing a good press release

- The date
- A good headline with the correct layout
- The key message should appear in the first paragraph:
-Who? -What? -Where? -When?
- Check spelling and grammar
- Note to editors, contact name and telephone number
- If you are the nominated spokesperson, make sure YOU are available.



Identifying a Club's needs

It is essential to identify a club's recruitment needs in order to select the appropriate group to target. Factors, which may affect target group selection in order to develop the club, i.e. junior, youth or senior players are as follows:

- Demand from the local community
- Existing playing opportunities
(e.g. Local Authority/Football in the Community schemes/other local Clubs)
- Existing league opportunities available (e.g. Mini-Soccer, Girls/Boys League, County League etc.)
- Local Schools, Colleges or Universities who are able to provide new players.

If a group is targeted in order to attract new members, it is important that the appropriate structure and support of the whole club is in place to cater for the needs of the players and that there should be a local opportunity where that new club can play games. It is also important to remember that every player joining your club will probably do so for very different reasons.

Benefits of targeting specific groups Senior Players

- a. Are needed to strengthen and develop existing senior and reserve sides.
- b. Assist with the general running of the club, especially coaching younger players and being role models.
- c. Generate income through increased membership.
- d. Bring organizational skills to the club through their existing job.
- e. Raise people from playing side as role models to Junior Youth Players, reflecting exit route for Junior Players.

Junior Youth Players

- a. Are the future of the sport and of your club.
- b. Provide future Players, Coaches, Officials and Administrators for all teams.



- c. Help raise the profile of the club in the local community.
- d. Provide an opportunity to identify parents who may have footballing or organizational skills; they may wish
To assist with the administration or organization of the club.
- e. Assist in the development of existing Coaches and can become potential Coaches themselves.
- f. Generate income by increased membership and enhance the likelihood of grant aid (see Funding Handbook).
- g. Provide better access to local authority and school facilities and equipment.
- h. Are offered the chance to participate in meaningful activities which support a young person's health and social skills development.

Methods of Recruitment

There are numerous methods of attracting players to clubs. Activities to recruit new players can be organized in partnership with Local Authority, Sports Development Officers, and Football in the Community Officers, County Schools' Associations, County Football Association, and Football Development Officers.

Recruiting in partnership with existing football providers will ensure your club gains maximum promotion opportunities and that every potential player is aware that you are developing a new team.

Player Recruitment (juniors)

- Come and Try It, Introductory Coaching Sessions
- Taster Days
- Kick Start Coaching Schemes (Active Sports)
- Coaching Courses
- Top Sport Community Football Clubs



- Mini-Soccer Centers
- Coaching Weeks/Holiday Courses
- Festivals
- Club Open Day/Parents Meeting
- Taster Sessions in Schools
- Posters/Flyers/Adverts
- Press Releases
- Local Business/Sports Centre competition
- Youth Games
- Tournaments
- Club Information Leaflet (See FA Resources Leaflet)
- Recreational Games
- Veterans.
- It is important to keep records of players once they have been recruited to your club in case of emergencies etc. See "Membership Register" located in the "Other Forms" section of this
- CD ROM. It is also essential that all newly recruited players are issued with your club's Code of Conduct - see "Respect Code of Conduct for Players" in the "Mandatory Templates" section of this CD ROM.
- Insurance
- All football clubs are urged to obtain adequate insurance cover for their players in case of injury or accident whilst playing or travelling to matches.



- This may even be mandatory for some competitions or County Football Associations. Clubs must also protect themselves by obtaining suitable public liability insurance and coaches' personal insurance. For further information please contact your County Football Association.

Refereeing Recruitment and Development Policy

There are three main advantages for clubs to develop their own referees:

1. If a referee isn't appointed to your game you have someone within your club with knowledge and experience who can officiate.
2. If a referee is appointed to your game you have an assistant who is qualified as a referee.
3. You have someone available to assist in educating your club members and players with regard to the Laws of the Game, thus enhancing their enjoyment of football.

How to become a referee:

All County Football Associations regularly organise referee training courses.

The course is now modular based, has a practical focus and includes refereeing six games as a trainee referee. The final module looks at the next steps to take to progress your refereeing. There are exams, both multiple choice and video analysis.

What happens next?

On completing the course, you become a Level 7 referee. Under 16s are registered as a Level 8 referee and can only officiate in youth football. Many County Football Associations organise a mentoring or coaching scheme to support their newly-qualified referees. You can referee as often as you wish.

For those who take to refereeing and enjoy the unique and important role referees play in football, there is a career pathway which could one day lead to games in semi-professional and professional football.

Promotion through the levels will be based on a referee's performance, assessments, attendance at in-service training events, and successful completion from time to time of exams on the Laws of the Game.

Refereeing onwards and upwards

Level 8 - Youth Referee

Level 7 - Junior County Referee Level 6 - County Referee

Level 5 - Senior County Referee

Level 4 - Supply League Referee

Level 3 - Contributory League Referee

Level 2 - Panel League Referee

Level 1 - National & International List of Referees

Equality and Fairness

The aim of this policy is to ensure that everyone is treated fairly and with respect and that our club is equally accessible to all.

CEFC Crouch End Football Club is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by anyone who wants to participate in it.

CEFC Crouch End Football Club in all its activities will not discriminate or in any way, treat anyone less favourably on grounds of age, gender, gender reassignment, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. The club will ensure 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.

CEFC Crouch End Football Club will not tolerate harassment, bullying, abuse or victimization of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination.

This includes sexual or racially based harassment or other discriminatory behavior, whether physical or verbal. The club will work to ensure that such behavior is met with appropriate action in whatever context it occurs.

This policy is fully supported by the Club Officers who are responsible for the implementation of this policy.

CEFC Crouch End Football Club is committed to taking positive action where inequalities exist and to the development of a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination and promote equality in football.

CEFC Crouch End Football Club 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 Equality Act 2010.

CEFC Crouch End Football Club commits itself to the immediate investigation of any claims when brought to its attention, of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and sanctions are imposed as appropriate.



OUR COMMITMENT

It is to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.

Social Networking

Social Networking Policy

CEFC Crouch End Football Club is committed to the safety and wellbeing of every child and young person under the age of 18, by providing 'Best Practice' guidance whilst entrusted in its care.

CEFC Crouch End Football Club acknowledges that members may choose to communicate information that provides a messaging service through Social Networking sites. However, the use of 'Facebook', 'Twitter', 'YouTube' or other Social Networking sites, must be managed appropriately. It is against FA and Club rules to post comments that are or may be conceived as:- offensive, insulting, abusive, threatening, racist, harassment, homophobic or any other reference that may cause offence or harm to other members of CEFC Crouch End Football Club or bring the Club into disrepute as a result. Any evidence of this will be brought before the Executive Committee and dealt with accordingly.

Coaches, Managers, Medics, Referees or Officials are not recommended to use Social Networking sites as a source of communicating messages to team players under the age of 18, unless that member is a close relative and Club Officials, Referees, Managers, Coaches should NOT accept these as 'friends'. This not only safeguards the young person, but also the adult. Please Note: Further details can be found on the F.A.'s website (see 'Using texts and e-mails with U18's – Do's and Don'ts').

PLEASE NOTE: Only those aged 13 or above should be registered on 'Facebook'.

It is Club Policy that no Official, Manager, Coach, Medic or Referee use any web based communication to contact children or young people involved in youth football or send personal messages (which could be misinterpreted) and any correspondence that might be entered into should only contain information relative to football activities, i.e. (Cancellation of a match, amended times etc.), and not in a derogatory way and must only be sent to the parent/guardian.

Children and young people should be advised that any inappropriate communication from other club members (whether manager/coach, referee, parents/guardians or another young person), should be reported to their parent/guardian or Club Welfare Officer in the first instance and a record MUST be kept as evidence. Should the matter be taken further, evidence may be a print out, saved web page or similar in order for the inappropriate communication to be verified. Inappropriate behaviour via Social Networking Sites, texts etc. will be dealt with by the Club who may deem it necessary to report the matter to the service provider as routine.

We also insist that any members of the club who are under 18 do not make a request to your coach or manager to be your social networking site friend. Never make any comment or post/send a picture or video that may be hurtful, upsetting or untrue. Always think very carefully before posting comments or pictures as you may regret an action taken in the heat of the moment. Do not post/send photos of other club members taken in connection with club activities as it may breach the club's policy on photographs and video. Abide by the terms and conditions of your service provider. The most important piece of information is how old you must be to use the service, usually over the age of 13 years. The terms of service usually tell you what is and what is not acceptable behaviour and how you can contact them if you have a complaint or a concern

Any young leader involved within Aylesbury Football Club, holding a position of trust are also vulnerable and points raised above **must** be adhered to. For example, referees under the age of 18 may frequently be contacted. It is 'best practice' to use a 'landline' telephone number initially, or if a mobile number(s) is the only way of communicating, then a copy of the text **must** be sent to the parents/guardians or ideally, the parent/guardian must pass it on. They **must** also give written consent that their son/daughter can be contacted this way.

Mobile numbers or e-mail addresses of young leaders, referees etc. under 18 must **not** be hosted onto Aylesbury Football Club's web

Volunteer Recruitment Policy

The first stage of any recruitment process involves planning. Club officials should draw up a role profile, which highlights the main areas of an identified voluntary role. They should also decide upon the skills and experience that an individual would need to fulfil the requirements of the role and draw up a person specification. The club recruitment process must be developed in such a way that they treat every applicant in a fair and consistent manner.

Advertising

In order to attract new volunteers it may be necessary to advertise outside the club itself, for example, on a sports hall notice board, a local school, shop/community hall or newspaper.

The advertisement should reflect the club's Child Protection Policy and it should contain the skills and experience required and the duties to be undertaken. However, it should not discriminate in terms of age, race, gender or disability.

Application Form

Clubs should use application forms to collect information on each applicant. The Volunteer Application Form can be adopted for club use. Each applicant's information is then collected in a consistent way.

More than one official should look at the application forms to ensure that a fair and equitable scrutiny is completed. It's very important that clubs ask for identification documents to confirm the identity of the applicant, for example, a passport or driving licence.

Meeting/Interview

It is highly recommended that club officials meet with all applicants prior to any recruitment decisions being made. More than one official should be present. The meeting/ interview will enable the club to explore further the information provided in the application form. The questions to be asked should be prepared in advance and should provide the applicant with the opportunity to recount previous experiences and give examples of how they have or would handle situations.

Whilst it is important to elicit information regarding an applicant's technical capabilities it is also necessary to explore his or her attitudes and commitment to child welfare. Listed below are examples of questions that could be used to discover this information:

- Tell us about any previous experience you have working with children or young people.
- Give a child related scenario and ask the applicants what they would do. For example, 'It is a winter evening and the training session has

finished. A parent has not arrived to pick up their child. What would you do?' The applicant would be expected to say that they would stay with the child and contact the parents to find out where they were.

- Is there anything we should know that could affect your suitability to work with children or young people?

the person has a history of drug dealing or racist offending.

Volunteers and others in football should be assured that The FA will take into account the Rehabilitant of Offenders Act³⁰ and only consider offences which are relevant to the care, supervision and training of children.

Page |

30

References

At least two references should be requested from individuals who are not related to the applicant. One reference should be associated with the applicant's place of work and if possible one that demonstrates the individual has been involved in sport, particularly children's football previously. References should be followed up prior to any offer of appointment being made. If the references raise any concerns you are advised to contact The FA Safeguarding Children department for advice and guidance (see example of Volunteer Reference Form).

The FA is not allowed to tell the club or County FA about the actual offending and so applicants can be assured of confidentiality. The FA will however tell the club and County FA whether or not the person is considered suitable to work with children.

Applications for CRB checks should be dealt with by the club's designated person for Child Protection. If an applicant claims to have an FA CRB Unit Enhanced Disclosure the club should seek advice from The FA CRB Unit or the Goal website on how to proceed.

Criminal Record Bureau (CRB) Disclosures
CRB checks are another tool in the recruitment procedure.

Further information can be found by visiting www.TheFA.com/Goal

A CRB Enhanced Disclosure tells The FA about a person's recorded offences. It can indicate that a person is not a suitable person to work with children, for example if they have a history of sexual offending. It may also tell The FA that further investigations are required, for example if

Recruitment Decisions

Clubs should consider all the information they receive via the application form, confirmation of identity, the outcome of the take up of references and the FA CRB Unit Enhanced Disclosure. This information should then be considered alongside the outcome of the meeting/interview to make an informed decision as to whether





or not to accept the applicant into their club.

Post Recruitment

It is important that once a new volunteer has been recruited follow up action is taken, for example:

- Any qualifications should be substantiated, for example, requesting photocopies of coaching certificates
- That new volunteers are made aware and sign up to the club's Safeguarding Children policy and procedures, best practice guidelines and any codes of conduct
- That any training needs are established and actioned statement of the roles and responsibilities of the new volunteer is prepared
- Initially, a period of supervision/observation or mentoring could be introduced to support the new volunteer.

Summary

Safeguarding Children is about putting in place the best possible practices and procedures; this will protect not only the child but also you, the adult, in football. If you have any comments on this guideline or require any further support or guidance relating to children and young people, please contact The FA Equality and Safeguarding Children Department.

CROUCH END FC Volunteer Application Form



ANTI-BULLING POLICY

STATEMENT OF INTENT

We are committed to providing a caring, friendly and safe environment for all of our members so they can participate in football in a relaxed and Secure atmosphere. Bullying of any kind is unacceptable at our club. If bullying does occur, all club members or parents should be able to tell

And know that incidents will be dealt with promptly and effectively. We are a TELLING club. This means that anyone who knows that bullying is happening is expected to tell the club welfare officer or any committee member.

WHAT IS BULLYING?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be:

- **Emotional** being unfriendly, excluding (emotionally and physically), sending hurtful text messages and tormenting, (e.g. hiding football boots/shin guards, threatening gestures)
- **Physical** pushing, kicking, hitting, punching or any use of violence
- Racist racial taunts, graffiti, gestures**
- **Sexual** unwanted physical contact or sexually abusive comments
- **Homophobic** because of, or focusing on the issue of sexuality
- **Verbal** name-calling,

OBJECTIVES OF THIS POLICY

- All club members, coaches, officials and parents should have an understanding of what bullying is
- All club members, officials and coaching staff should know what the club policy is on bullying, and follow it when bullying is reported
- All players and parents should know what the club policy is on bullying, and what they should do if bullying arises
- As a club we take bullying seriously. Players and parents should be assured that they would be supported when bullying is reported
- Bullying will not be tolerated.

sarcasm, spreading rumours, teasing.

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect.

Individuals who are bullying need to learn different ways of behaving. This club has a responsibility to respond promptly and effectively to issues of bullying.



SIGNS AND INDICATORS

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

- says he or she is being bullied
- is unwilling to go to club sessions
- becomes withdrawn
anxious, or lacking in confidence
- feels ill before training sessions
- comes home with clothes
torn or training
equipment damaged
- has possessions go "missing"
- asks for money or starts
stealing money (to pay
the bully)
- has unexplained cuts or bruises
- is frightened to say what's wrong
- Gives improbable excuses for any of the above.

IN MORE EXTREME CASES

- starts stammering
- cries themselves to sleep at night or
has nightmares
- becomes aggressive, disruptive or
unreasonable
- is bullying other children or siblings
- stops eating
- Attempts or threatens
suicide or runs away. These
signs and behaviours may
indicate other problems, but
bullying should be considered
a
Possibility and should be investigated.



1. Report bullying incidents to the Club Welfare Officer or a member of the clubs committee or contact the County FA Welfare Officer.
2. In cases of serious bullying, the incidents will be referred to the County FA Welfare Officer for advice and possibly to The FA Case Management Team.
3. Parents should be informed and will be asked to come in to a meeting to discuss the problem.
4. If necessary and appropriate, the police will be consulted.
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour.
7. If mediation fails and the bullying is seen to continue the club will initiate disciplinary action under the club constitution.

1. The County FA Welfare Officer should always be informed and will advise on action to be taken where appropriate.
2. It is anticipated that in most cases where the allegation is made regarding a team manager, official or coach, The FA's Safeguarding Children Education Programme may be recommended.
3. More serious cases may be referred to the Police and/or Children's Services.

1. The club will have a written constitution, which includes what is acceptable and proper behaviour for all members of which the anti-bullying

policy is

One part.

2. All club members and parents will sign to accept the constitution upon joining the club.
3. The Club Welfare Officer will raise awareness about bullying and why it matters, and if issues of bullying arise the club, will consider meeting with members to discuss the issue openly and constructively.



warning.

If the club decides it is appropriate for them to deal with the situation they should follow the procedure outlined below:

1. Reconciliation by getting the parties together. It may be that a genuine apology solves the problem.
2. If this fails/not appropriate a small panel (made up from Chairman, Club Welfare Officer, Secretary, committee members) should meet with the parent and child alleging bullying to get details of the allegation. Minutes should be taken for clarity, which should be agreed by all as a true account.
3. The same three persons should meet with the alleged bully and parent/s and put the incident raised to them to answer and give their view of the allegation. Minutes should again be taken and agreed.
4. If bullying has in their view taken place the individual should be warned and put on notice of further action i.e. temporary or

Permanent suspension if the bullying continues.

Consideration should be given as to whether a reconciliation meeting between parties is appropriate at this time.

5. In some cases the parent of the bully or bullied player can be asked to attend training sessions, if they are able to do so, and if appropriate. The club committee should monitor the situation for a given period to ensure the bullying is not being repeated.
6. All coaches involved with both individuals should be made aware of the concerns and outcome of the process i.e. the

This policy is based on guidance provided to schools by KIDSCAPE. KIDSCAPE is a voluntary organization committed to help prevent child bullying. KIDSCAPE can be contacted on 0207 730 3300 or you can access their website via www.kidscape.org.uk.

You may also wish to access any of the following websites designed to give advice and guidance to parents and children who are faced with dealing with bullying:

www.anti-bullyingalliance.org.uk
www.stoptextbully.com
www.bullying.co.uk



Qualified Coaches

It is imperative for the development of the game that all coaches at all levels within clubs hold a recognized FA qualification or are working towards becoming qualified.

Recruitment of suitable Coaches

Research has consistently shown that the major factors, which motivate individuals to become involved in coaching, are:

- A desire to continue their involvement in sport after playing and continue to meet their competitive needs
- A desire to help young people to develop sport, particularly their own children
- A desire to put something back into sport.

When recruiting new coaches it is always useful to contact your County Football Association Football Development Officers or Local Authority Sport Development Officer to seek advice. Remember when recruiting to follow the advice from the Safeguarding Children Workshop and

From the section in this manual on recruitment.

Finding new coaches is not an easy task; however, it is a good idea to target the following group of individuals:

- Ex-players or players who are coming to the end of their playing career
- Students, particularly those studying Physical Education or Sports Degrees, A-Level Physical Education, G.N.V.Q Leisure and Tourism, C.S.L.A students, Junior Football Organisers and Step into Sport



- Parents/Carers. (This could be part of your Soccer Parent sessions)
- Young players to work towards taking a qualification, working alongside more experienced coaches
- Teachers, particularly those who have an interest in football.

Advertising within the local community. The Football Association recommends for the safety and welfare of coaches and players, the following measures are adopted when recruiting coaches:

- Clubs should follow The FA Best Practice and Procedures
- Coaches should be required to complete an application form identifying experience, qualifications and references. (See Volunteer Application Form)
- Coaches should be required to be interviewed
- Coaches should be required to sign up and deliver the club's Respect Code of Conduct. (See Club's Respect Code of Conduct for Coaches in "Mandatory Templates")
- Coaches should be required to work in pairs wherever possible.

Coach Development

Helping coaches to become qualified and develop is a key factor in the development of clubs.

The Football Association provides a range of courses for coaches at all levels.

See www.TheFA.com/GrassrootsNew/ FALearning/



Coach Recruitment and Development

Coach Recruitment and Development Policy

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CEFC CROUCH END FC



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It is recommended that all coaches join the Football Association Coaches Association (FACA) and their local county coaches association to keep coaches up to date. FACA provides the following services and support to coaches; Continued Professional Development, regular coaches' magazine (Insight), insurance cover and access to resources.



Guidance for U18s

Using club webpage's, social networks, email and texts. • If you receive an image or message which you find offensive, threatening or upsetting tell an adult you trust. Make sure you copy and save the image/message elsewhere or print it off

Mobile technology is a key part of everyday life including how and where you can find information about football. Whether it's about professional teams you follow or your own team or club it's a great way to get and share information.

Within football we want you to use social networks, the internet, texts and email safely to get the information you need. We have produced the guidance below to keep us all safe and to ensure that we respect each other:

- Tell an adult you trust about any communications that make you feel uncomfortable or that asks you not to tell your parent/carer
- Know who from your club should be contacting you and how they should be contacting you
- You can talk to your club's welfare officer if you are unhappy about anything sent to you or said about you over the internet, social networking sites, text messages or via email
- Don't post, host, text or email things that are hurtful, insulting, offensive, abusive, threatening, or racist as this would go against football rules and could also be against the law
- Don't give out personal details including mobile numbers, email addresses or social networking account access to people you don't know well offline

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Respect

- Facebook has different 'set up' guidelines for U18s to help to keep you safe – use them
- Even if you get on with your coach, manager, club officials, adult referees or mentors, don't invite them to become your friends online, they have been asked not to accept such invitations
- Tell an adult you trust if an adult involved at your club or within refereeing asks you to become their friend online and inform your club welfare officer before you remove and destroy it because this may be needed as evidence
- You can also report concerns directly to the police by clicking on this Button or by using the link below

www.clickCEOP.net

If you want to know more about how to keep safe online follow the links below

<http://www.thinkuknow.co.uk/>

<http://clickcleverclicksafe.direct.gov.uk/index.html/>

<http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/2010BeOnTheBall>

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Let's make football safe - not sorry

HOW TO...



Dealing with an Incident/Accident & Report Form

1. Stay calm but act swiftly and observe the situation. Is there danger of further injuries?
2. Listen to what the injured person is saying
3. Alert the first-aider who should take appropriate action for minor injuries
4. In the event of an injury regarding specialist treatment, call the emergency services
5. Deal with the rest of the group and ensure that they are adequately supervised
6. Do not move someone with major injuries. Wait for the emergency medics
7. Contact the injured person's parent/guardian
8. Complete an accident report form (download from club website)

[Report Form](#)



Make A Complaint

Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below:

- 1 They should report the matter to the Club Secretary or another member of the Committee in writing.

The report should include:

- i. Details of what, when and where the occurrence took place
 - ii. Any witness statement and names
 - iii. Names of any others who have been treated in a similar way
 - iv. Details of any former complaints made about the incident, date, when and to whom made
 - v. A preference for a solution to the incident.
- 2 The Club's Management Committee will sit for any hearings that are requested.

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- 3 The Club's Management Committee will have the power to:
- i. Warn as to future conduct
 - ii. Suspend from membership
 - iii. Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.