

## WSRC COACHING POLICY & CODE OF CONDUCT

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Woking Squash Rackets Club's ("WSRC" or the "Club") squash and racketball (also known as Squash57) coaching programmes are delivered independently by Club members who are both England Squash accredited coaches and approved by WSRC's Management Committee to provide their coaching services at the Club's premises ("Authorised Coaches"). Authorised Coaches are not employees of WSRC.

Only Authorised Coaches may market themselves as a coach – and provide paid coaching services – at the Club's premises. The administration of coaching sessions is the Authorised Coach's sole responsibility.

All Authorised Coaches must at all times comply with WSRC's Management Committee requirements and instructions, including but not limited to this policy and code of conduct.

### WSRC COACHING STRUCTURE

**Head of Coaching** – working collaboratively with the Management Committee, the Head of Coaching leads the coaching activities for the Club. As a minimum an England Squash level 3 qualified coach, this role supports both men's and women's squash and racketball uptake and development for the Club, and includes the overall supervision of all coaching. Driven by his/her passion for the sport and as a Head Coach, this remit is centred on nurturing club talent creating a healthy, thriving Club by managing, facilitating and delivering the Club's adult coaching programmes.

**Head of Juniors** – leading the junior coaching with England Squash level 3 qualification (minimum level), this Head Coach role runs a comprehensive junior programme supporting WSRC's objective of developing the next generation of squash players.

At the Management Committee's discretion, each of the above roles may be undertaken by two Authorised Coaches sharing the position such that they are known as 'Co-Heads' for the particular role.

**Associated Coaches** – WSRC's Management Committee may authorise individual coaches who are accredited England Squash coaches and meet other relevant criteria (defined from time to time by the Management Committee) as "Associated Coaches". Associated Coaches are permitted to offer private lessons using the Club's facilities in accordance with the requirements set out in this policy and with compliance to the Code of Conduct.

A list of the current Authorised Coaches affiliated with the Club in the above roles is set out in Appendix 1 to this policy.

### COACH QUALIFICATIONS & PROFESSIONAL INSURANCE

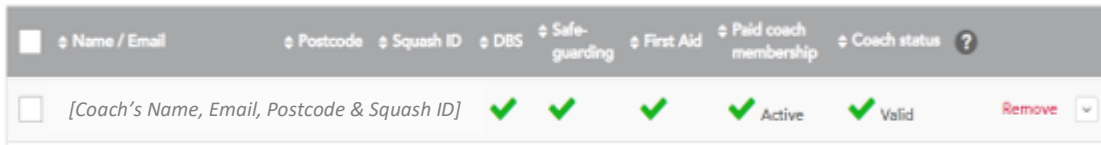
Only England Squash qualified and accredited coaches who are DBS certified and approved by the Management Committee as Authorised Coaches may charge club members for squash or racketball lessons which take place at the Club's premises.

The following are essential requirements for England Squash coach accreditation which are expected by the Club to be in place for all Authorised Coaches:

1. Fully registered with England Squash ID;
2. Disclosure & Barring Service (DBS), Safe-guarding, and First Aid requirements up-to-date; and

### 3. Active coach membership and valid coach status

These requirements shall be evidenced on the England Squash membership website as shown below.



The above England Squash coach accreditation requirements demonstrate that Authorised Coaches have completed appropriate safeguarding training, first aid training and undergone DBS checks in the event they will be working with children. Furthermore, this ensures and evidences that Authorised Coaches are covered by adequate Public Liability Insurance, which may become necessary should a student become injured while in their charge.

## COACHING & COOPERATION FRAMEWORK

To avoid any conflict or clashes from coaching activities and events being marketed and run at the same time as other Club events, Authorised Coaches must communicate and cooperate with the Club's Management Committee, and obtain advance written approval from the Management Committee when organising and promoting coaching events at the Club.

Permission to display advertising or engage in any other form of communication with the Club's members, including group email communications, should be sought from the Management Committee in advance.

This requirement does not include email communication for arranging 1-2-1 coaching sessions directly with students.

## COACHING FEES AND WSRC COACHING LEVY

Private coaching fees are agreed between Authorised Coaches and their students and paid by the student directly to the Authorised Coach.

WSRC reserves the right to levy a charge on Authorised Coaches using the Club's facilities for the purpose of squash or racketball coaching or other paid services (the "**Coaching Levy**"):

- The Coaching Levy is payable for each 45-minute court session booked for private coaching.
- The rate for the Coaching Levy will from time to time be reviewed and may change at the discretion of the Management Committee. Any such changes will be communicated in writing to Authorised Coaches.
- Authorised Coaches will be invoiced monthly in arrears by the Club following the end of each calendar month for the number of 45-minute court sessions used for paid coaching services.
- The Coaching Levy may be waived or reduced at the absolute discretion of the Management Committee, for example in instances where the Authorised Coach is collaborating more widely with the Club or actively involved in driving the success of the Club.
- If Authorised Coaches provide coaching services to students who are not active (fully paid) members of the Club, the Authorised Coach will be invoiced the Guest Fee in addition to [50 percent of] the Coaching Levy for the relevant coaching session.

## CODE OF CONDUCT

Coaches must adhere at all times to WSRC's policies, including this Coaching Policy & Code of Conduct, and consistently maintain standards of personal and professional behaviour which reflect positively on themselves and WSRC. The following requirements are not intended to be exhaustive and Authorised Coaches should exercise good judgement in determining if any particular behaviour could be considered as opposed to the Management Committee's expectations for appropriate conduct.

### Ethics, Safety and Wellbeing

All Authorised Coaches:

- Have a responsibility to ensure the safety of students and all reasonable steps should be taken to provide a safe coaching environment and practices whilst on and off court at the Club. The activity being undertaken should be suitable for the age, experience and ability of the players.
- Are expected to create an environment in which students feel encouraged and motivated to maintain participation in the sport and improve their performance.
- Must report any Health & Safety concerns about the Club's facilities to a member of the Management Committee at the earliest opportunity.
- Must report any Welfare concerns regarding any student or member to the Club's Welfare Officer.
- Must treat all students equally and fairly, regardless of any personal characteristics including gender, ability, place of origin, colour, sexual orientation, religion, political belief or economic status.
- Should create a culture of openness, trust, mutual respect and honesty with students, and encourage and guide students to accept responsibility for their own behaviour and performance.
- Must ensure they do not in any way misrepresent their qualifications, affiliations or personal competence to any member or prospective member of the Club.
- Must ensure that any advertising or promotion of their services is accurate and professionally presented.
- Should be a positive role model and act as an ambassador for the sport of squash and racketball.
- Should take steps to maintain their ongoing effectiveness as a coach by continually seeking professional development.
- Should recognise and accept when to refer students to other coaches and sport specialists.
- May book available WSRC courts at any time of day for the purpose of private coaching, however they should show consideration to other Authorised Coaches and members by avoiding blocking out back-to-back sessions and booking of multiple courts, in particular during peak times.
- Must refrain from public criticism of the Club or fellow coaches.
- Must not solicit away business from other Authorised Coaches or the Club.
- Must not behave inappropriately in terms of language used (for example sexist remarks or profanity) or engage in overly close physical contact when coaching students.
- Must not attempt to exert undue influence over a student in order to obtain personal benefit or reward.
- Must comply with their obligations under the General Data Protection Regulations (GDPR) and must not divulge confidential information relating to a student without their express consent.

### Criminal Convictions

- Authorised Coaches must report any alleged criminal offence against them, or witnessed by them in connection with their coaching services, to the Management Committee as soon as practicable.
- Any convictions by a court of law capable of reflecting adversely on WSRC may lead to sanctions by the Management Committee.

— Cases of a minor personal nature are unlikely to be regarded as breaches of the code and all such situations will be considered on a case-by-case basis.

## MISCONDUCT

Any instances of misconduct by Authorised Coaches may result in sanctions from WSRC's Management Committee.

General Misconduct includes, but is not limited to, poor time keeping, damage to WSRC's property or equipment.

Gross Misconduct includes, but is not limited to, serious misconduct such as theft, falsification of information to avoid the Coaching Levy, violence or abuse, bullying, harassment, indecency, or any serious breaches of this policy.

Should the Management Committee become aware of a potential misconduct by an Authorised Coach, a fair and impartial disciplinary procedure will be followed. Such procedure will include an investigation of the matter, a disciplinary hearing chaired by an appropriate member of the Management Committee with the opportunity for the Authorised Coach to ask questions and make representations. If misconduct is found, depending on the circumstances sanctions by the Management Committee may include a verbal warning, written warning, termination of Authorised Coaching status or revocation of Club membership – or such other action as the Management Committee may deem appropriate under the circumstances.

## GRIEVANCES

Should an Authorised Coach wish to make a complaint to the Club, this should be preferably be discussed in the first instance with the WSRC Chairman. In the event the complaint is not satisfactorily dealt with, concerns the Chairman or is of sufficiently serious nature, the Authorised Coach should submit their grievance in writing to the Club Secretary at [secretary@wokingsquashclub.org](mailto:secretary@wokingsquashclub.org). The secretary will respond within 5 business days.

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## APPENDIX 1 - COACHES AFFILIATED WITH THE CLUB

Below is a list of the current Authorised Coaches operating at WSRC:

1. **Head of Coaching:** Paul Reilly - England Squash level 3 qualified
2. **Head of Juniors:** Rob Beaumont - England Squash level 3 qualified

### ASSOCIATED COACHES:

1. Phillip Hall – England Squash level 2 qualified
2. Dominic Kuk – England Squash level 2 qualified

Should you have any questions regarding this Coaching Policy & Code of Conduct, please do get in touch with the Management Committee at [committee@wokingsquashclub.org](mailto:committee@wokingsquashclub.org).