

Ace of Clubs Policies and Procedures

Statement of Purpose - Aims of the club

- To promote the sport of trampolining (recreational and competitive) and to encourage participation of members and parents in all aspects of trampolining
- To ensure that a programme is in place for all members for onward progression in the sport who show willingness and commitment.
- To ensure that coaching is provided consistently and in accordance with equality and diversity legislation of England and Wales.
- Ace of Clubs Trampolining adopts and implements all our names policies herein, of whatever nature.
- Ace of Clubs Trampolining undertake enhanced level criminal records disclosures (DBS) for each person who may have significant contact with children or vulnerable adults. Anyone over the age of 16 with substantial access to young people or anyone with a managerial responsibility for individuals in this position, will have a DBS in place before working with Ace of Clubs Trampolining.
- Ace of Clubs Trampolining:
 - Adopts the named policies herein on child protection
 - Has a designated Welfare Officer with lead responsibility for child protection
 - Ensures that the Club implements Child Protection policies and procedures
 - Ensures that all competitions and events for which it is responsible, implement procedures for Child Protection – including those that relate to the use of recorded images
 - Ensures that all staff, coaches, and volunteers have access to adequate training on Child Protection
 - Will inform the management of any incidents or allegations of poor practice or abuse involving Ace of Clubs Trampolining members.
- Ace of Clubs Trampolining maintains a record of all persons within the Club who have significant contact with children and vulnerable adults.

Coaching Standards

- All actively coaching members will adhere to the Club's agreed coaching standards to ensure similar standards are applied throughout the Club.
- Coaches are encouraged to develop within the Club and the sport generally. Where appropriate, financial assistance will be given to attend coaching courses.
- All coaches will ensure that, where possible, members can progress through the Club and in the sport generally.
- The coaches are responsible to the Club for the programme that they provide and will always adhere to the herein named codes of conduct and ethics.
- There will always be 2 or more coaches at each class. No Ace of Clubs Trampolining classes will take place with only 1 coach. In the event this cannot be the case, the session will be cancelled and rescheduled accordingly.

Club Standards

- Ace of Clubs Trampolining adopts the safety regulations named herein and shall ensure that these safety regulations are made available to all members as required.
- Ace of Clubs Trampolining expects all members to adhere to a high standard of behaviour at Club sessions and competitions. Failure to adhere to these standards will result in the member's exclusion from the Club's activities.
- Members shall be expected to wear suitable sportswear which is deemed appropriate during sessions and to be in Club kit for competitions.

Club Code of Conduct - Participants; Parents/guardians of participants; and Officials/coaches/volunteers

Ace of Clubs Trampolining are fully committed to safeguarding and promoting the well-being of all our members. The club believes it is important that members, coaches, officers and parents associated with the club should show respect and understanding for the safety and welfare of others. Members are encouraged to always be open and share any concerns or complaints that they may have about any aspect of the club with the Club Welfare Officer.

As a member of Ace of Clubs Trampolining you are expected to abide by the following club rules:

Participants

- All members must participate within the rules and respect coaches, judges, and their decisions
- All members must respect opponents and fellow club members
- Members should keep to agreed timings for training and competitions or inform their coach beforehand if they are going to be absent or late
- Members should always remain within the hall unless given express permission to leave by their coach; absence from the hall should be for no more than sufficient time to undertake the approved activity
- Members should be actively engaged in their training programme during a session either by taking their go on a trampoline, undertaking approved conditioning activity, or spotting for others
- Unless with prior consent from their coach, all electronic equipment (mobiles phones, iPads etc) must be switched off during training sessions and kept away from the trampolines
- Members must pay any fees for training or events promptly
- Members must not smoke, consume alcohol, or take drugs of any kind whilst at training, representing the club at competitions or other events
- Members must not attempt to bring the Club or coaches into disrepute. The correct channels should be followed regarding any complaints as specified in the Complaints Policy.
- Members should not climb onto a trampoline whilst others are bouncing
- Members must listen to instruction by the coach and attempt new skills only after progressive training and permission
- Members must avoid going under or swinging under the trampoline or end-decks
- Members should treat all equipment with respect and provide coaches with reasonable assistance in setting up or putting away before and after sessions they attend
- Members must inform the head coach of any injuries or illness they may have before the warm-up begins
- Members should not eat or chew gum during a session
- Members must not use bad language
- Members should remain with coaches at the end of a session until collected by their parent or guardian, unless Ace of Clubs Trampoline has written consent from the parent/ guardian that the member will be making their own way home.
- Members who fail to comply with the above, can lead to removal from the Club. This is discretionary and will be the final decision of the Ace of Clubs Trampoline management team.
- If it is deemed that failure to comply with the above is gross misconduct of that member, the member will be removed from the Club with immediate effect and no refunds will be given.

Parents/ guardians

- Encourage your child to learn the rules and participate within them
- Discourage challenging/ arguing with officials
- Publicly accept officials' judgements
- Publicly support the Club, its coaches, and other officials and volunteers
- Help your child to recognise good performance, not just results
- Set a good example by recognising good sportsmanship and applauding the good performances of all
- Never force your child to take part in sport
- Always ensure your child arrives promptly before the scheduled start of a session or event dressed ready for the session and with a water bottle
- Keep the club informed if your child is ill or unable to attend sessions or has any suspected injury or ailment that might impair their performance
- Keep the club informed of any changes of contact details, address, emergency numbers or medical conditions
- Endeavour to establish good communications with the club, coaches and officials for the benefit of all
- Share any concerns or complaints about any aspect of the club through the approved channels in accordance with the Club's Complaints Policy
- Support your child's involvement and help them to enjoy their sport
- Use correct and proper language at all times
- Never punish or belittle a child for poor performance or making mistakes
- Always drop off and collect your child from the hall promptly at the start and end of a session

Officials/ coaches/ volunteers

The essence of good ethical conduct and practise is summarised below. All Club Coaches and where appropriate, Officials and Volunteers must:

- Consider the well-being and safety of participants before the development of performance, after assessing the readiness of the pupil by observing ability, confidence and background experience
- Ensure no one goes underneath the trampoline, especially small children
- Warn participants of the potential danger and give guidelines for safe practice
- Check evidence that members are fit to participate, particularly after illness or injury
- Ensure that all members are trained in the safe mounting and dismounting of trampolines and that they then follow those practices
- Make sure all activities are appropriate to the age, ability and experience of those taking part and ensure all participants are suitably prepared physically and mentally when learning new skills
- Use recommended progressive practices, including manual or rig support, and push-in mats where appropriate
- Ensure that members do not over-exert themselves through too many repetitions of moves or routines without rest
- Develop an appropriate working relationship with performers based on mutual trust and respect
- Check that members are complying with the Club's kit requirement/ correct dress for the sport
- Hold the appropriate, valid qualifications and insurance cover
- Ensure that drinks and food are kept well away from the trampoline area
- Display consistently high standards of behaviour and appearance, dressing suitably and not using inappropriate language at any time whilst involved with club activities
- Ensure that where appropriate trained spotters of suitable size are on all sides which are not protected by alternative safety measures. The spotters should always be attentive. If children are too small to act as spotters other trained people of suitable size will be used
- Never consume alcohol immediately before or during training or events
- Obtain prior agreement from the parent/guardian of performers before transporting them anywhere (training/ competitions)
- Never have performers stay overnight at your home
- Never exert undue influence over performers to obtain personal benefit or reward
- Always report any incidents, referrals, or disclosures immediately to the Club's Welfare Officer
- Make sure that confidential information is not divulged unless with the express approval of the individual concerned
- Promote the positive aspects of the sport (e.g. fair play)
- Encourage performers to value their performances and not just results
- Follow all guidelines laid down by the NSPCC and Ace of Clubs Trampolining

Child Welfare & Child Protection Matters

As a Club we take our commitments to safeguarding children in our care very seriously. All of our coaches are Safeguarding trained. All the contact details for our Welfare Officer can be found on our website.

If you have any concerns about Child Welfare/Protection, including concerns about possible poor practice, abuse, bullying or abuse of positions of trust, then you must raise them either with the Welfare Officer or any of the coaches present at sessions who will ensure that it is taken seriously and dealt with in accordance with the Ace of Clubs Trampolining policy.

Club Complaints & Grievance Policy & Procedure

Policy

It is the Club policy that this procedure will be adopted in a manner so that those wishing to register a complaint or grievance feel they can do so safe in the knowledge it will be dealt with fairly. The complainant must make a legitimate complaint. If it is felt this is a false complaint, Ace of Clubs Trampolining reserves the right to dismiss the member from the Club, on the grounds of attempting to bring the Club or coaches into disrepute.

Procedure

Stage 1 - Informal review

This stage applies only to grievances against club officials. Under no circumstances should members share grievances with other members other than directly with club officials.

As soon as an aggrieved party is clear about their concerns they should, wherever reasonably possible, approach the club official they believe to be the principle source of the grievance for an informal discussion. Such discussions must not be held in open forum or, if involving a coach, during training times if there is any reason to consider that discussion might become prolonged or disruptive.

All club officials are charged with making themselves available to listen to such concerns objectively and, where the concerns are legitimate and appear to be in breach of club policy, to remedy the issue as soon as is reasonably practicable. Should the concern not be considered legitimate for good reason and such reasons are clearly stated to the aggrieved party who accepts the explanation then no further action is required.

In the event the parties are unable to reach such an agreement the procedure will proceed to stage 2.

Stage 2 - Formal review

Any formal grievance must be submitted in writing to the Club's management committee for the attention of either the:

- Head Coach where it relates to a coaching or training matter,
- Welfare Officer where it relates to a child (or vulnerable person) welfare issue, or
- Club Secretary where it relates to any other issue (or to one of the above).

All such complaints will be registered by the Club Secretary and become a matter of record (subject to appropriate confidentiality being maintained). Upon receipt of a written grievance the recipient (Responder) will:

- Acknowledge receipt of the grievance within 5 days of its receipt;
- Consider the significance of the grievance (with other designated responders where appropriate) to determine an appropriate course of action. Should the grievance be considered serious it may be referred directly to the next higher designated authority.
- Where a decision is made to progress the complaint within the club the Responder will inform the person(s) against whom the complaint is made and provide detail of the allegations or complaint. The accused person will be invited to provide a signed written statement in response to the allegations within 5 days of receipt.
- Upon receipt of the accused person(s) statement the Responder may request written statements from other relevant persons/witnesses to obtain corroborative evidence.
- Then, depending on the nature or significance of the complaint, the Responder may either:
 1. Attempt to resolve the situation by implementing an action which is fair, reasonable and proportional to the complaint, or
 2. If the matter cannot be resolved it should be passed to the next higher designated authority or body as considered in bullet 2 above.
- Responders will aim to respond fully to all grievances within 15 days of receipt of the original grievance or, where that is not reasonably practicable, to provide an alternative timescale within that timeframe.
- Once an action has been determined, the accused person(s) will be notified in writing of the course of action to be taken and the aggrieved party will be informed about the outcome of the enquiry.
- In the event the grievance is upheld, and action is taken against the accused person(s) they will have the right to appeal within two weeks of receipt of the letter describing the course of action and Stage 3 of this procedure will then be implemented.
- Should a grievance not be upheld, the aggrieved party will have the right to appeal within two weeks of receipt of the letter describing the outcome and Stage 3 of this procedure will then be implemented.

Stage 3 – Escalation or Appeal

Appeals will be made in writing to the Director. Such appeals must include the original grievance, the documented response, and clear justifications for the basis of the appeal explaining why the outcome was flawed.

Appeals made to the Director become a matter of club record (subject to appropriate confidentiality being maintained) and will be acknowledged within 5 days of receipt. Such appeals made the Director will be submitted on the basis that the outcome will be binding on all parties.

Upon receipt of an appeal the Director will:

- Review the submission and determine whether there is a clear case of error or not. In the event the appeal is considered frivolous or argumentative the appeal may be rejected at this stage without further review. Where the Director considers the appeal may have merit, he/she will:
- Appoint three of the club management team, one of whom should be a member who may have relevant expertise or perspective and the third a welfare officer, to review the appeal in a closed meeting with the Director (the Appeal Committee).
- Following such meeting the Appeal Committee will arrange a formal review with the appellant, the accused Person(s) (should they not be the appellant), any witnesses the Appeal Committee consider necessary and any person(s) the appellant/accused person(s) may wish to represent or assist them. The date of such review will not be set so early as to prevent adequate preparation, nor so late as to incur inappropriate delay. Normally such reviews will take place behind closed doors starting one hour before a scheduled committee meeting.
- Chair the Appeal Review inviting submissions from all relevant parties, directing discussions and summarising the events/issues as described by the parties present.
- Wherever possible, following such review, the Appeal Committee will either uphold the original decision or reject it. Exceptionally they may consider it appropriate to modify the original determination in which case such ruling may itself become subject to appeal.

Club Dress Policy

Ace of Clubs Trampoline requires that all participants of trampolining activities can do so comfortably and safely in accordance with NSPCC's guiding principles. It is intended to protect performers, coaches, and spotters from risk.

Training Kit

All participants (performers, coaches, and spotters) should wear suitable sports clothing such as leotard, tracksuit, joggers, t-shirts etc, whether they are on or off the trampoline. Socks or trampoline shoes are essential on the trampoline. Any clothing that is excessively loose or ill-fitting is not permitted. Jeans, buckles, prominent zips and buttons or other raised adornments are not allowed since they are liable to either damage the trampolines or the performer if they catch in the beds or the coach if working on support moves.

Long hair must be tied back. No glitter sprays or other glitter substances must be applied. Long nails must be trimmed to a safe length.

Footwear worn before and after training, and to competitions should be sensible and facilitate safe movement around the floor whilst warming up or assisting coaches with mats or other similar activities.

Beginners are encouraged to wear long sleeves and have legs covered (leggings or track suit bottoms) to avoid grazed elbows and knees.

PERSISTENT FAILURE TO WEAR THE CORRECT CLOTHING & FOOTWEAR WILL MEAN THE GYMNAST WILL NOT BE ABLE TO TAKE PART IN THE SESSION.

Competition wear

In addition to training wear requirements, which still apply, competitors have to wear club leotards/ kit at all competitions.

Jewellery & body piercings

All jewellery and body piercing should be removed for trampolining competition and training and preferably left at home to avoid risk of loss. Taped jewellery will no longer be permitted under any circumstance and all body piercing

should be removed, even if it is under the leotard. This also applies to spotters who should also be in suitable sports clothing. Competition rules state that:

- Chairs of Judges at competitions are asked to follow this rule very strictly.
- Clubs need to speak to their performers about this, as children with 'newly pierced ears will have to remove them if they intend to compete. It is the responsibility of the club coach/team manager to ensure this rule is followed.

Equality and Diversity Policy Statement

Ace of Clubs Trampoline is committed to ensuring equality of opportunity in terms of employment and access to services for all who work for or with us. We value and celebrate differences in age, disability, gender, race, sexual orientation, gender reassignment (including transsexual and transgender), and religion or belief.

Ace of Clubs Trampoline believes that all forms of prejudice and discrimination are unacceptable and will strive vigorously to tackle these and to remove conditions which place people at a disadvantage. The Equality and Diversity Statement is set within the context of Ace of Clubs Trampoline's Vision, Mission and Core Values. One of Ace of Clubs Trampoline Core Values is "Ethical Behaviour", and as such Ace of Clubs Trampoline aims to:

- promote equality of opportunity;
- celebrate and value diversity;
- eliminate unlawful direct and indirect discrimination.

Ace of Clubs Trampoline will provide equality of opportunity as an integral part of good practice. The organisation is committed to a working environment in which the contribution and needs of everyone are fully valued and recognised. Academy of Training Centres Ltd will support staff and members in challenging any inappropriate, violent or abusive behaviour from colleagues, other organisations and members.

- The Equality Act 2010 makes it unlawful to discriminate against a person on the basis of their marital or civil partnership status. Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters including protection under the Equality Act. Ace of Clubs Trampoline is committed to promoting equality irrespective of marital or civil partnership status and valuing the contribution made by all citizens.

Data Privacy Notice

In May 2018, the regulations surrounding how companies and organisations can hold your personal data changed. This Notice tells you how we handle your Personal Data and the rights you have, when we hold it. This Notice is intended to comply with the provisions of the General Data Protection Regulation EU 2016/679 (GDPR) which governs how Personal Data is processed within the European Economic Area (EEA).

Who are we?

Academy of Training Centres Ltd wholly own Ace of Clubs Trampoline. Company Number 14331851. Our address is Suite 43 Basepoint Business Centre, Little High Street, Shoreham-By-Sea, England, BN43 5EG

You will find our contact details on our website www.aceofclubs.org. We are the "data controller" for the purposes of GDPR. This means that we decide how your Personal Data is processed and for what purposes.

Your personal data – what is it?

Personal Data is data that relates to a living individual who can be identified from that data. We might be able to identify you from the data itself or by linking that data to other information we have access to. GDPR tells us how we must process your Personal Data.

How do we process your Personal Data?

We comply with our obligations under GDPR in the following ways:

- by keeping Personal Data up to date;
- by storing and destroying it securely;
- by not collecting or retaining unnecessary or excessive amounts of data;
- by protecting Personal Data from loss, misuse, unauthorised access and disclosure; and
- by ensuring that appropriate technical measures are in place to protect Personal Data.

We use your Personal Data for the following purposes:

- To manage your membership information and process payments for the organisation we run.
- To inform you of news, events, activities or services which we think you might like to hear about.
- To share your contact details with officials and other authorised people and companies for the purpose of delivering the service we provide.

What is the legal basis for processing your personal data?

- You have given us consent to use your Personal Data for the purposes given in the consent statement on your registration forms. Your cope can be viewed on the Adobe agreement on your email.
- Where you have given us sensitive information (such as medical data), we will have asked for and you will have given us explicit consent to store and use that information. You always have the right to refuse to give us any information, particularly sensitive information.

Sharing your personal data

Your Personal Data will be treated as strictly confidential and will be shared only with organisations whose services are required in order to provide the services we offer.

We will only share your Personal Data with other third parties with your consent. These third parties, in turn, may rely on data processors to provide services that help them help us.

How long do we keep your Personal Data?

We keep your Personal Data for as long as you are a member of our organisation. After you leave, we will keep your information for no longer than we reasonably need. Usually, this will be for a period of 7 years. This is in case of any legal/insurance claims or complaints.

Your rights and your Personal Data.

You have the following rights with respect to your Personal Data:

- The right to request a copy of the Personal Data which we hold about you, without any charge.
- The right to request that we correct any Personal Data found to be inaccurate or out of date.
- The right to request that your Personal Data is erased where it is no longer necessary for us to keep it.
- The right to withdraw your consent to the processing we carry out at any time.
- The right to request that we provide you with your Personal Data and, where possible, to send that data directly to another data controller.
- The right, where there is a dispute in relation to the accuracy or processing of your Personal Data, to ask us to restrict further processing.
- The right to object to the processing of Personal Data.
- The right to lodge a complaint with the Information Commissioners Office and to seek legal recourse.

Contact Details

If you have a problem, complaint or, if there is something you don't understand, please contact us first using the following email:

- info@aceofclubs.org

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

DECLARATION

By signing the Course Registration Form, the member or parent/guardian is fully aware of Ace of Clubs Trampolining's fees and all other Policies and Procedures as set out above.

The member or parent/guardian agrees that by signing the Course Registration Form:

- The member or parent/guardian is entering into an agreement to comply with the Policies and Procedures above
 - The member or parent/guardian has read and agreed to the conditions above
 - Should the member be unable to attend any sessions after the term has started, no refunds will be given.
 - The member or parent/guardian understands that Ace of Clubs Trampolining reserves the right to decline applications.
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