

## Code of Conduct For Coaches, Club Officials and Volunteers

Norwich Dragons Hockey Club appreciates the essential contribution that Officials and Volunteers make to the smooth running of the Club and the support they give to the wider development of hockey. In offering their services to the Club, it is expected that the following good ethical conduct and practice will be applied by those individuals.

All volunteers must:

- Follow all guidelines laid down by England Hockey which are documented in NDHC policies, codes of conduct and procedures.
- Promote the positive aspects of the sport (e.g. fair play).
- Display and encourage consistently high standards of behaviour.
- Make sure all activities are appropriate to the age, ability and experience of those taking part.
- Consider the well-being and safety of participants ahead of the development of performance.
- Develop an appropriate working relationship with players, based on mutual trust and respect.
- Hold the appropriate, valid qualifications and insurance cover.
- Never exert undue influence over players to obtain personal benefit or reward.
- Never condone rule violations, rough play, foul and abusive language, bullying or abusive behaviour or the use of prohibitive substances.

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All adult Coaches/helpers working with under 18s must:

- Complete a **DBS** (formerly **CRB** check). This is completed on line and in liaison with the Welfare Officer/Deputy. It costs £5 and is valid for three years. The club will pay although you will be asked to pay the amount initially and then get refunded.
- Provide the Club Welfare Officer with a completed **self declaration form** (lasts for three years).
- **Be prompt** to any sessions or matches you are scheduled to attend. If you are going to be late, inform the lead coach as soon as possible.
- Inform the lead coach if you are **not able to attend** – giving as much notice as possible.
- Call the Club Welfare Officer (Natalie), Deputy Club Welfare Officer (Angela) or President (Mike) if there has been an **incident at training** or at the matches and fill out the accident book.

### Child Protection and Safeguarding.

There are 3 levels of courses:

- Online – a basic course completed on line. The online workshop provides basic level awareness in a flexible format and allows people to complete in their own time and costs around £9.18. <http://eh.wt-associates.co.uk/>
- 3 hour safeguarding and protecting children course (search on [www.activenorfolk.org](http://www.activenorfolk.org)).
- 3 hour Time to Listen course.

The following guidance is from England Hockey and is adopted by Norwich Dragons Hockey Club as policy.

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Role	Online	ScUK Safeguarding and Protecting Children	Time to Listen (TTL)	DBS
Welfare Officer	X	E	E	E
Level 2 Coach	X	E	D	E
Level 1 Coach	E	D	X	E
Youth Development Coordinator	X	D	D	E
President	E	D	X	E
Parent Helper	D	X	X	E
Umpire	R	X	X	R
Team Captains <sup>1</sup>	R	X	X	E
Other coaching volunteers	E	D	X	E

E: Essential    D: Desirable    R: Recommended    X: Not needed

Volunteers are asked to inform the Welfare Officer on completion of courses and provide date of completion.

NDHC will refund the full cost of the courses and qualifications undertaken if they are essential for that particular role. See '**NDHC Protocol for Refunding Qualifications and Courses**'.

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### Last to leave matches/coaching sessions/socials

At least 2 coaches/helpers must wait until last child has been picked up. If a Young Person has not been picked up from training or a match:

- After 15 minutes, try all numbers on registration forms.
- After trying numbers and waited for 20 minutes, call Natalie, Angela or Mike for further advice or instruction.
- If a child gets in your car to wait (due to cold or wet weather for example), make sure they are sat in the back whilst you and the other coach sit in the front.

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<sup>1</sup> Also see Guide for Captains