

Training Providers Operational Manual

Mission Statement

Welsh Rowing is the National Governing body for all rowing in Wales on river, sea and indoor rowing. Welsh Rowing aims to support the development of existing and new coaches by aspiring to a world class coach development programme lead by its coach development officer. This will be done through supporting the UKCC coaching model and through its own workshops and CPD with a focus on quality, meeting the needs of its coach's.

Aims

The purpose of the Indoor Rowing workshop is to enhance the knowledge of coaches delivering indoor rowing sessions in gyms, schools and rowing clubs to ensure that participants are given high quality training sessions promoting good technique and a lifetime in the sport.

Objectives

The key learning objectives of the Indoor Rowing Workshop that all candidates are expected to have the knowledge of following the workshop are:

- Learn how to set up the rowing machine correctly
- Understand what correct rowing technique is and the key points
- Know how to coach the basics of indoor rowing following British Rowing Technique
- General maintenance of the indoor rowing machine
- Awareness of how to progress knowledge and opportunities in rowing
- Knowledge of being inclusive within indoor rowing

Welsh Rowing Equity Policy

Sports Equity

Sports Equity is about fairness in sport, equality of access, recognising inequalities and taking steps to address them. It involves changing the culture and structure of the sport to ensure that it becomes equally accessible to all members of society.

The following policy document sets out a number of proactive steps that will be taken to ensure the principles of sports equity are adhered to throughout Welsh Rowing.

Equity Policy Statement

Welsh Rowing is fully committed to the principles of equality of opportunity and is responsible for ensuring that no member, volunteer, employee or job applicant receives less favourable treatment on the grounds of age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, pregnancy, religious belief, social status, sexual orientation or political belief.

Welsh Rowing will ensure that everyone who wishes has an equal opportunity to participate in the sport of rowing at all levels and in all roles, whether as a beginner, participant, performer, or as a coach, manager, employee, administrator or official.

Purpose

It is the aim of Welsh Rowing to ensure that all present/potential members/employees are treated fairly and without discrimination or harassment, whether intentional or unintentional, direct or indirect.

Commitment to action

- Welsh Rowing will display its commitment to Sports Equity in all areas of the organisation through the implementation of its equity action plan.
- Welsh Rowing is committed to the Equality Standard and is working to achieve the Foundation level of the standards in 2015
- Welsh Rowing will provide appropriate training to all employees, The Board, and key volunteers to raise awareness of both collective and individual responsibilities
- Welsh Rowing recognises that, in some cases, to achieve the principle of equality, unequal effort is required and, if appropriate, will consider positive action to tackle under representation.
- Welsh Rowing will publicise this policy and the equity action plan to all employees, members, volunteers and officials through its website and club mailings.
- Welsh Rowing will monitor, evaluate, review and report on its policies and procedures to all its employees, members, volunteers and officials.

Legal Requirements

To ensure its practices are fair and equitable Welsh Rowing recognises its legal obligations under the following:

Race Relations Act: 1976 – Amendment Act 2000
Employment Equality (sexual orientation) Regulations: 2003
Employment Equality (religion and belief) Regulations: 2003
Equal Pay Act: 1970
Sex Discrimination Act: 1977, 1986 and 1999
Disability Discrimination Act: 1995
Disability Rights Commission Act: 1999
Rehabilitation of Offenders Act: 1974
Human Rights Act: 2000
Children Act: 1989 and 2004

Any later amendments to the above acts/regulations or future acts/regulations that are relevant to Welsh Rowing.

Discrimination / Harassment & Victimisation

Discrimination can take the following forms:

- **Direct Discrimination**

Treating someone less favourably than you would treat others in the same circumstances.

- **Indirect Discrimination**

This occurs when a job requirement or condition is applied equally to all, which has disproportionate and detrimental effect on one sex or racial group because fewer of that group can comply with it and the requirement cannot be justified in relation to the job.

- **Harassment**

Harassment can be described as inappropriate actions, behaviour, comment or physical contact that is objectionable or causes offence to the recipient. It may be of a sexual or racial nature or it may be directed towards people because of their age, their sexuality, a disability, or some other characteristic. Such behaviour is not acceptable and neither is it excused on the grounds that the harasser did not intend it.

- **Victimisation**

Victimisation can be described as when one person is treated less favourably than others because he or she has taken action against Welsh Rowing under one of the relevant Acts/regulation (as previously outlined) or provided information about discrimination, harassment or inappropriate behaviour.



Welsh Rowing regards discrimination, harassment or victimisation as serious misconduct and any employees, volunteer or member who discriminates against, harasses or victimises any other person will be liable to appropriate disciplinary action.

Implementation

All Welsh Rowing recruitment and membership material shall include the equity policy statement. This policy document will be available to all employees, members, volunteers and officials. All employees, members, volunteer and officials have the responsibility to respect, act in accordance with and thereby support and promote spirit and intentions of this policy.

The Board of Directors of Welsh Rowing take responsibility to oversee the implementation of this policy led by a Lead member of staff and will monitor and evaluate its effectiveness.

Communication

Welsh Rowing will communicate this policy to all its employees, members, volunteers, officials and clubs using its website and club mailings.

Monitoring and Evaluation

Welsh Rowing will monitor and evaluate the success of the policy regularly and will review the policy.

Complaints and Disciplinary

To safeguard an individual's rights under the policy an employee, member, volunteer or official who believes that he/she has suffered inequitable treatment within the cope of this policy may raise the matter through the appropriate grievance procedure. Appropriate disciplinary action will be taken against an employee, member, volunteer or official who violates the association's equity policy. Disciplinary procedures are available from Welsh Rowing.

Equity Plans

The equity action plan is available from Welsh Rowing

Review Date: January 2016

Complaints and Appeals Procedure

Our complaints and appeals policy

We are committed to providing a high quality rowing experience to all our participants. If you are not satisfied that we have fulfilled this, we need you to tell us about it. This will help us to improve our standards and practice.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Sport Wales Liaison Officer for Rowing or the Welsh Sports Association

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Chief Operating Officer and/or Board of Directors, who will review your complaint and speak to the relevant staff or volunteers.
3. Welsh Rowing will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Welsh Rowing will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, Welsh Rowing will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent advisor or appropriate alternative to review our decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact Sport Wales or the Welsh Sports Association about your complaint.

(Both are based at:)

Sport Wales National Centre

Sophia Close

Cardiff

CF11 9SW

Tutor and Learner Agreement

To ensure that all learners get the most effective information out of the learning experience, we expect tutors and learners to agree to the below 'Tutor and Learner Agreement'. The Agreement states what is expected of the tutor in the course of the training and, what is expected of the learner throughout the training.

Tutors will:

- Work within our agreed timetable and start/finish times
- Inform learners of the purpose and process of each session
- Use training resources that maximise learning
- Provide opportunities to contribute to the learning, via questions, comments and feedback
- Inform learners of the health, safety and operational rules in relation to the premises and equipment
- Offer individual support and guidance in relation to any assessment criteria
- Adhere to our Equal Opportunities Policy

We will expect learners to:

- Attend all sessions as timetabled
- Attend all sessions on time
- Bring all necessary paperwork, activities and any home study tasks
- Wear suitable clothing for the timetabled activity
- Actively participate in the sessions with colleagues and as instructed by the tutor
- Take responsibility for their own learning by communicating their progress with the tutor
- Ask for help and guidance as and when required
- Behave responsibly towards others and the venue, in respect of Health, Safety and Operational rules
- Adhere to the Equal Opportunities Policy
- Adhere to any relevant professional Code of Ethics

If you feel that a Tutor has failed to comply with any of the Tutor expectations, please act according to the Welsh Rowing Complaints Procedure or contact vicki.sutton@welshrowing.com

If a Tutor feels that a Learner has failed to comply with any of the Learner expectations, they hold the right to refuse certification to that Learner



Learning Support Statement

Welsh Rowing is committed to providing access and individual learning support to learners whenever possible.

We offer a range of support and guidance to learners who have declared a particular learning need that is supported by a statement of learning need. We also endeavour to offer advice and guidance for learners with a declared learning need.

If you would like to discuss a particular learning need ahead of attending a Welsh Rowing Learning Experience, please contact dan.grant@welshrowing.com

Quality Assurance Policy

This quality assurance policy outlines our belief and commitment to ensure that on-going quality improvement is an integral part of our organisation.

Welsh Rowing will aim for continuous improvement in the quality of all aspects of our work as part of our determination to help the Rowing community achieve the highest possible standards

The purpose of the Quality Assurance Policy is to ensure continuous improvement through a process of evaluation and action planning.

The management of the process will be through the existing organisational structure. The Chief Operating Officer will initiate procedures within the team and collate and agree reports and action plans

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

Responsibility for Implementation

- All staff are responsible for the implementation of the Quality Assurance Policy
- It is the Board of Directors responsibility to ensure there is an annual review of the policy
- It is the responsibility of all to engage positively in that review and ensure implementation
- To provide information which supports strategic planning for Welsh Rowing's business and strategic development
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all

Staff

- To review regularly the performance, training and developmental needs of all employees through the operation of Welsh Rowing's annual review and appraisal scheme
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment
- To monitor and evaluate individual performance and developmental needs through two formal reviews per year
- To monitor and evaluate the effectiveness of the training and development against Welsh Rowing's strategic goals.

Events and Training Courses

- To review regularly the events and training courses conducted by Welsh Rowing
- To monitor and evaluate the effectiveness of the events and training courses against Welsh Rowing's strategic goals.

Procedure

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor achievements.

The outcome of these processes will provide information:

- To inform the process of assessment and development planning
- To action plan for improvement within Welsh Rowing
- To highlight issues that need consideration by Welsh Rowing