

AYR UNITED FOOTBALL ACADEMY



POLICY Volunteer/Employee
Handbook
FOR VOLUNTEERS AND STAFF
VERSION 1.1

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SECTION A: CONTRACTUAL PROVISIONS

All of the provisions in this section form part of your terms and conditions of employment with AUFA.

- AUFA General Code of Conduct
- AUFA Codes of Conduct for Coaches, Officials and Volunteers and Parents/Supporters (Relevant section(s))
- Pay and Benefits (For employees only)
- Absence from Work (For employees only)

SECTION B: AUFA POLICIES

*There are a number policies which set out the AUFA standards and aims in the areas they cover, but these do **not** confer any legal rights upon you. Current AUFA policies and any updates are **AVAILABLE** on the AUFA website at*

www.aufa.org.uk/

For ease of reference, some of the most important policies are included in this handbook in electronic format:

- Equalities Policy
- Discipline Policy
- Grievance Policy
- Child, Vulnerable Adult, Player & Coach Protection Policy
- Schools Football Policy

SECTION C: INFORMATION ON YOUR RIGHTS AND OBLIGATIONS

*This section refers to employees only and is **not** part of your contract of employment, but serves to give you some basic information about your statutory rights and obligations as an employee. This information is not posted on the website, but is available through electronic links provided.*

SECTION A: CONTRACTUAL PROVISIONS

AUFA GENERAL CODE OF CONDUCT

The purpose of these rules is to ensure that you know the standards expected of you as an employee of AUFA. You may be subject to disciplinary action, up to and including dismissal, if you fail to observe any of these rules.

Other Employment

For employees only, in light of the AUFA's responsibility to ensure that other employment complies with the Working Time Regulations in respect of your weekly working hours, you are required to advise the company if you have another job, or intend to take an additional job. Your employment may be terminated if the company considers that your other job(s) has an unacceptable effect on your ability to carry out your duties for the company.

1.1.1 For all volunteers and employees, AUFA reserves the right to veto any additional employment with an organisation which is deemed to be operating in competition with the work of the Academy.

Smoking

The company operates a no smoking policy within the units or in any enclosed areas in the work place. Staff must not smoke whilst in the presence of non-smoking service users. Staffs who smoke must follow the rules and procedures in AUFA's Smoking Policy.

Health and Safety

You should take all reasonable steps to safeguard your own health and safety and that of any other person who may be affected by your actions at work. You must co-operate with AUFA to ensure a healthy and safe working environment.

Personal Appearance

You are required to promote a good AUFA image by keeping a neat, clean and tidy appearance. You must comply with the dress code at all times.

Smart clothing, casual or otherwise, should be worn by you, including footwear, which should enclose the feet, be comfortable, flat and have firm treads.

Protective wear will be provided where necessary.

You will ensure that you wear clothing that is safe for duties which you require to carry out and which will not jeopardise the standard of support to be given by your employer to his service users.

Right of Search

AUFA reserves the right to require you to submit to your personal property being searched whilst on company premises.

Personal Details

You must notify AUFA of any change in your personal details eg change of address, next of kin, so that the company's records can be kept up to date.

Time Keeping

You are expected to arrive at work five minutes before the start of each activity. If, for any reason, you are going to be late for work, you must inform AUFA personally by telephone. However, telephoning AUFA will not necessarily excuse your lateness.

Duties

During working hours you must devote your whole time and attention to your work. You must follow all reasonable instructions given to you by your line managers.

You will be expected to carry out your duties in such a way that:

- The participants feel safe and assured in your company;
- You respond positively to any problems;
- You keep the manager and her colleagues informed of important matters relevant to the wellbeing of the participants;
- You carry out your duties diligently;
- Any visitors to AUFA can be assured by your actions that the participants are receiving capable, yet sympathetic support; and
- You will, at all times, perform to the best of your ability the tasks outlined in your job description and/or in accordance with the policies laid down by AUFA.

Relations

AUFA's success is built upon its relationship with its participants and their families. You should be courteous and pleasant to them at all times. Rudeness or off-hand treatment of participants and/or their friends and families will not be tolerated, however badly they may have behaved. If the relationship between yourself and a participant is deteriorating you should immediately seek the help of your line manager.

Gross Misconduct

Employment may be terminated summarily, without notice, at any time for gross misconduct. Generally, this includes any fundamental breach of contract, conduct which brings the company into disrepute or action that is inconsistent with the relationship of fidelity required between employer and employee. In particular this includes:

- Unsatisfactory information from Disclosure Scotland which conflicts with your ability to perform your contract
- Abuse of a participant, whether physical, verbal or arising from wilful negligence
- Abuse of colleagues
- Gross insolence
- Insubordination
- Serious breach of safety rules
- Theft or dishonest behaviour
- Fraud, including falsification of any records
- Breach of rules under the AUFA Alcohol and Drugs Policy
- Serious or persistent failure to follow company documentary procedures and regulations
- Breach of confidentiality
- Deliberate damage to AUFA's or participant's property.
- Disorderly or indecent conduct, fighting or threatening physical violence whilst on duty.
- Discriminating or inciting others to discriminate on the grounds of sex, race, colour, ethnic origin, sexuality, religion, age or disability
- Harassment or bullying
- Use of the company's IT facilities for personal purposes without permission from management.
- Any other conduct or performance or behaviour which undermines or tends to undermine the relationship of trust and confidence between you and AUFA

COACHES' CODE OF CONDUCT

- Allow all players, no matter their level of ability, the opportunity to play
- Respect the rights, dignity & worth of every player and treat everyone equally within the context of football.
- Always pursue fair play
- Prohibit use of camcorders and cameras unless parental consent has been provided
- Place safety and well-being of the player above the development of performance
- Be aware of Ayr United Football Academy's Child & Vulnerable Adult Protection Policy and Procedures
- Ensure that coaching sessions are enjoyable, well-structured and focus on developing skills, decision making and a general understanding of the game
- Develop an appropriate working relationship with players based on mutual trust and respect
- Encourage players to accept responsibility for their own behaviour and performance
- Ensure that sessions and games are appropriate for the age, maturity, experience and ability of the individual
- Consistently display high standards of appearance and behaviour
- Know where to find appropriate first-aid
- Hold a current membership list and have a register available at all activities.
- Be aware and follow the guidelines of the governing body.
- Be respectful of all decisions made by the match officials.
- Never use inappropriate or bad language.
- Abide by the medical advice concerning an injured player.
- Be aware of any medical condition or medication a player has.
- Attend Coaching Courses to keep them up to date with the latest techniques and drills.
- Do not do anything likely to bring the name of the Academy into disrepute
- Be aware and abide by Ayr United Football Academy's Health and Safety Policy and Working practices
- To refrain from the consumption of alcohol whilst on official Academy business including during any travel to and from the activity

OFFICIALS' AND VOLUNTEERS' CODE OF CONDUCT

- Remember that you are there for the participants to enjoy the game.
- Encourage participation but don't force it.
- Teach that enjoyment is more important than winning.
- Never ridicule mistakes or losses – supporters are there to support not downgrade.
- Lead by example and respect all players, coaches, referees and spectators – physical or verbal abuse will not be tolerated.
- Recognise all volunteers who are giving up their valuable time.
- Never publicly criticise referees – raise personal concerns with Academy officials in private.
- Don't use ugly remarks based on race, religion, gender or ability – you'll let down your family and yourself if you do – and many such comments are actually now illegal.
- Consider the safety and well being of participants before performance
- Set a good example for others, in particular, young members of the Academy
- Follow the guidelines laid down by the Scottish Football Association and the Academy
- Share knowledge and experience when invited to do so, in particular providing a safety-first approach
- Avoid all forms of gamesmanship

- Show respect to match officials, coaches, players and other volunteers
- Always pursue fair play
- Prohibit use of camcorders and cameras unless parental consent has been provided
- Be aware of the Ayr United Football Academy's Child & Vulnerable Adult Protection Policy and Procedures
- Develop an appropriate working relationship with coaches, members, players and volunteers based on mutual trust and respect
- Encourage players to accept responsibility for their own behaviour and performance
- Must consistently display high standards of appearance and behaviour
- Know where to find appropriate first-aid
- Promote ethical principles
- Do not do anything likely to bring the name of the Academy into disrepute
- Be aware and abide by Ayr United Football Academy's Health and Safety Policy and Working practices
- Refrain from the consumption of alcohol whilst on official Academy business including during any travel to and from the activity

PAY AND BENEFITS

Payment of Wages (For employees only)

Your wages will be paid on the XXXX day of each calendar month.

Any changes to your rate of pay will be notified to you in writing.

Please notify the company immediately of any changes to your bank account details, as failure to do so may delay the payment of your wages.

Bonuses (For employees only)

Bonuses, if applicable, will be paid at the discretion of the Board

2.3 Health Care and Health Insurance

AUFA does not operate a private health care scheme or offer permanent health insurance.

Volunteers and employees are advised to make their own arrangements.

2.4 Expenses

All reasonable travelling and subsistence expenses **for journeys outwith Ayrshire** only will be reimbursed following submission of appropriate claim form and receipts. For the elimination of doubt, travelling expenses to and from training/coaching sessions or to games will not be paid.

ABSENCE FROM WORK (For employees only)

Notification of Absence

It is conditions of your employment that if you are absent from work for any reason whatsoever that you comply with the following regulations:

If you cannot work your next shift, you must notify your line manager the previous day. Only in cases of sudden illness or injury, is it acceptable to give any less notice. However, for the purpose of Statutory Sick Pay only, notification may be accepted up until the end of the first qualifying day.

You must keep your line manager fully informed throughout your absence, indicating the likely date of return to work, and, where absent due to ill-health, the nature and progress of the illness. You must comply with any instructions regarding the frequency with which you are required to contact the company to provide an update on the progress of your absence.

Failure to follow the absence notification procedures above may result in disciplinary action being taken in the absence of reasonable justification, up to and including dismissal.

Medical Evidence

A medical certificate is required on the eighth consecutive day of absence due to sickness or injury and this must be sent to your line manager without delay. Thereafter, you must continue to send medical certificates at weekly intervals unless your doctor agrees to certify your absence for a longer period. You should continue to send medical certificates to the company as long as your absence continues.

In any case of ill health or injury, or where the company at its sole discretion considers you to have an unsatisfactory absence record, you may be required to give permission to obtain a report from your doctor and/or have a medical examination by a doctor appointed by the company.

Return to Work

When you return to work from any absence due to sickness or injury you should immediately report to the duty manager, who will require you to complete a self-certification form to cover any period of absence not covered by the AUFA's requirements for a medical certificate.

If you fail or refuse to complete a self certification form, or AUFA has reasonable grounds to believe that the information provided on the form is incorrect, you will be liable to disciplinary action and non-payment of contractual/discretionary sick pay and Statutory Sick Pay.

Sick Pay

If you are absent due to sickness or injury, you are not entitled to sickness pay and will only receive Statutory Sick Pay in accordance with current legislation. Your qualifying days are the days on which you would normally work.

SECTION B: AUFA POLICIES

The following policies and procedures are posted on the AUFA website and copies can be accessed at

www.aufa.org.uk/

- Schools Football Policy
- Codes of Conduct
- Disciplinary Policy
- Grievance Policy
- Health and Safety Policy
- Overnight Policy
- Equalities Policy (Anti Discrimination Policy/Anti – Racism Policy/Equal Opportunities Policy)
- Child, Vulnerable Adult, Player & Coach Protection Policy
- Data Protection Policy
- Recruitment and Employment Policy
- Recruitment of Ex-offenders Policy
- Scouting Protocol
- Release of Players Protocol
- Bullying Policy (Dignity at Work Policy)
- AUFC/AUFA Safeguarding Policy
- Scouting Policy
- Player Recruitment Policy

SECTION C

Rights and Obligations

Information on the following areas can be found at the website given below:

- Maternity Rights
- Paternity Rights
- Parental Leave
- Rights of Adoptive Parents
- Time off for Care of Dependents
- Flexible Working

www.direct.gov.uk/en/Parents/Moneyandworkentitlements/WorkAndFamilies