### HAZEL GROVE AND BRAMHALL ASC SWIMMERS' HANDBOOK - MAIN CLUB

Welcome to Hazel Grove and Bramhall ASC (Saracens). This handbook contains various information about the club and competitive swimming and although not exhaustive it is a good source of information.

The club was founded in the early 70s. We currently have around 400 members and cater for swimmers from of all ages and ability from our small pool Learn to Swim groups to swimmers of regional and national level and our masters section.

The objectives of the club, as written into its constitution, shall be the objectives of Swim England and in particular the promotion and encouragement of the art of swimming, and the coaching of swimming for all levels of competition.

As a competitive club, our aim is to provide and encourage active participation in competitive swimming up to and including the highest levels.

All our teachers, coaches, poolside assistants and committee members are volunteers who willingly give up their time week after week aiming for all swimmers to reach their full potential. They are usually qualified to Level 1/2 standard and have completed DBS clearance checks. For a full list of current coaches can be found on our website. Our Head Coach is qualified to level 3 performance level.

The club actively encourages and supports parents and older swimmers with an interest in swimming to gain a coaching qualification. In return for a commitment of coaching a training session each week the club assists with the costs of courses.

Saracens has held Swim Mark (formerly swim21) accreditation since 2005. This is regarded as the backbone of Swim England's development programme. Saracens is the only local swimming club to have this award. Swim Mark is a club development model — a planning tool, enabling clubs to help swimmers, coaches and administrators achieve their full potential. It is centred around the needs of the swimmers — striving to provide them with the best possible environment.

Parents are expected to respect the coaches and not interfere with training sessions. If you wish to get involved, then please volunteer – this could be as a poolside assistant or to undertake a coaching course. If want to ask a coach something, please do it after a training session and not during it.

Parents are also encouraged to take an active interest in the sport and discuss it with their children. There is an abundance of literature that can be purchased from the Swim England website.

## **Learn to Swim Programme**

Our 'learn to swim' programme is delivered in the small pool by a number of qualified swimming teachers. The staff follow the National Teaching Plan for Swimming. It is a programme designed to teach youngsters the basic techniques of swimming. This is the first level of Saracens Swimming Club and swimmers in this group are invited to join the 'big pool' only when they are considered to be ready and have attended a transition group and passed a trial training session and time trials taken by the Head Coach.

### Main Club

Group 1 – The focus for these swimmers is stroke development and establishing a solid base of skills in all four competitive strokes. Coaching is intensive, usually with one coach per lane and time will be spent by coaches demonstrating different techniques and skills. When being coached swimmers are being asked to build technical competence. Improvers will be encouraged to compete in the Club's Internal Galas and may be asked to compete for the club in Intertown Friendly League and other novice galas. Swimmers in this group generally attend one or two sessions per week.

Group 2: This is for the improvers that are getting ready for the move to intermediates. This group build on technique, but also start to build up stamina. They generally attend two or three sessions per week.

Group 3: Once the Head Coach feels a swimmer has reached a competent level that will support them with the demands of the next level of swimming. This group currently swims three or four times a week.

Group 4: This group is for those swimmers who have mastered good technique in all strokes and have built up the stamina to cope with longer training sets. Swimmers in this group generally swim four times a week. The demands of this group are much higher than other groups. There are fewer coaches and swimmers are expected to be able to listen, remember, organise themselves and to be able to use the clock to time themselves and to know when to set off.

The club has a supply of kick boards, pull buoys, and flippers to aid swimmers' training, all of which are available for use free of charge from the club although members are encouraged to buy their own kit.

All swimmers will be encouraged to compete in the Club's Internal Galas, some swimmers may be asked to compete for the club in the Intertown League galas or other invitation galas. Our younger swimmers are encouraged to enter the novice galas designed to introduce competitive swimming.

The Group 3/4 swimmers should be developing excellence in all strokes, starts and turns, building on a firm basis to move onto the District/County competitions and other Open Meets.

Group 4: The training sessions can be demanding and swimmers are expected to understand technique and to be able to experiment and adjust to get the best out of themselves.

Our Club also caters for those swimmers who may have outgrown the juniors but may not wish to compete in higher level competitions. They are still expected to be available for local league galas and are encouraged to take part in the internal Club Galas.

## **Progression through the groups**

Moving between groups is based on a swimmer's performance and commitment. Decisions are based on criteria such as technical proficiency and speed shown during coaching sessions. The head coach does have the final say. For this reason, age or time spent in a particular group does not influence when a swimmer is moved.

If a swimmer performs to a particularly high standard, then they are likely to be invited to train with a PERFORMANCE swim squad. There are three performance squads locally: Stockport Metro, Macclesfield Satellites and City of Manchester Swim Team.

If the Head Coach believes this is in the best interest of the swimmer then the club will fully support a move to train with a performance squad, Saracens still remains the swimmer's "home" club. If the Head Coach believes that the swimmer has not yet reached the limit of what the club has to offer, then the swimmer will be encouraged to stay training with the club.

### Training Programme and Venues

Saracens has the use Hazel Grove Pool for our lessons and main club. There are training sessions on Wednesday, Thursday, Saturday and Sunday. For details of the training times please refer to the club's website.

### Parental Involvement and Responsibilities

Dropping Off and Picking Up: All swimmers are the sole responsibility of parents outside of the water. Parents must escort their children into the pool area, ensuring the training session is taking place.

Observing Training Sessions: Parents are encouraged to stay and watch their child train; this is compulsory for parents of children under the age of 10 years (end of Y6). Training can be observed from the spectator gallery over the main pool.

Parents are asked not to interfere with a training session, and should they wish to discuss any of their child's training this should be done either before or after the training session but not during.

How Can You Help: As a voluntary club most of our coaches, poolside helpers and committee members are volunteers. We welcome any parents who may be able to spare some time to help with the running of the club. This can be in any way from setting up the lane ropes at a training session, selling raffle tickets at presentation evening or joining the committee. If you think you may be able to help us, please see a member of the committee or your child's coach.

Belongings: All swimmers belongings are their own responsibility; parents should ensure that bags and any swimming kit and aids are named using a permanent marker. It is advisable not to bring any valuables to training and to use a locker (£1 coin is required).

## **Fees and Other Payments**

When you join the club, all main pool swimmers must become a member of Swim England; this membership is compulsory as it ensures that all swimmers are fully covered on our insurance. This membership runs from 1st April through to the end of 31st March and is renewable annually. The membership fee is dependent upon the category (1, 2 or 3). Swimmers wishing to enter Open Meets must be category 2 registered.

Saracens membership runs from 1st January through to 31st December, and fees are published on the membership renewal form. Fees can be paid in full or half yearly by bank transfer.

The committee exists to run the financial and logistical affairs of the club, and to support the swimmers and coaches. Regular meetings are held, and the Annual General Meeting is in March. All committee members are volunteers. For a full and up to date list of committee members please see the website. If you would like to get involved in this side of the club, please speak to the Club Chairman or any committee member.

#### Club Constitution

The Club Constitution is registered with and approved by the Swim England and is available to view or download from the website.

## **Swim Shop**

Saracens Swim kit is available to purchase via our Swim Shop Manager or via the website link. All items are payable at the time of order. All swimmers that represent the Club in galas are encouraged to wear the designated kit of black costume/trunks and red swim cap.

## **Entry to Competitions**

Entry forms for individual competitions are available from the Head Coach/Team Manager. Details can be found on the notice board or via the website. Some competitions require the swimmers to have achieved specific qualifying times these will be published with entry forms and the club may run time trials to give swimmers up to date times, however some competitions demand that times are achieved at Licensed meets. All competitions held charge an entry fee plus a fee for each event entered, therefore all entry forms must be fully completed including the swimmers Swim England registration number, correct times for events and correct payment. Incomplete, incorrect or late entries will not be processed.

For all team competitions the Team Managers will pick the team and contact you with the details of the event or publish a team sheet on the notice board. It is important that all swimmers put the dates of any team galas into their diaries; these can be found on the notice board or the calendar on the website. The coaching staff assume all eligible swimmers are available for selection, unless a swimmer has notified the team manager of non-availability.

At present the club enters the following competitions:

- Intertown Friendly League: This is a local league comprising of clubs from Stockport and the surrounding areas. There are approximately 12 galas each season between September and June. Each club holds one home and one away gala. These are free of charge.
- Tadpoles Galas: graded meet for grade B and C swimmers. There is an entry fee for these galas.
- Invitation Galas/Novice galas: various locations and times of the year. These are free of charge.
- Spring Sprints 25 and 50m races. These are free of charge.
- Club Championships 50 and 100m races. These are free of charge.
- Mini Gala for our learn to swim programme which all members are encouraged to enter. These galas are free of charge.
- Transport to some of the team competitions is usually by coach arranged and paid for by the club. For local team galas, there will be no transport provided and parents/swimmers are expected to make their own way to the venue.

### Nutrition

The Sports Diet: A healthy diet is one that provides the correct balance of carbohydrates, protein, fat vitamins and minerals. A swimmer's diet must also provide the additional requirements imposed by the volume of training: carbohydrates are the main fuel used by muscles during training. Fat is also used during longer low-intensity (aerobic) sets, but as the training becomes more intense there is more reliance upon carbohydrates.

The body can store virtually unlimited quantities of fat, but only limited amounts of carbohydrates, so a diet high in carbohydrate is essential to maintain the quality of training. Ideally 70% of calories consumed daily should be carbohydrate, from as wide a variety of foods as possible.

High Carbohydrate Choices: The following are all high carbohydrate alternatives:

- Bread/rolls/pitta bread
- Potatoes (plenty of jacket/mashed/boiled, not so many chips or roast)
- Sweet corn and root vegetables
- Couscous, polenta and other grains
- Breakfast cereals, oats, porridge
- Low fat yoghurts/rice pudding/custard

Post Training Snacks: A key time to restock on energy is the first 30 minutes after training, and 30-50g carbohydrate (depending on age) is an ideal amount, from food or energy drinks.

For example, 50g of carbohydrate can be found in:

- 3/4 litre of isotonic sports drink
- 1 pint of unsweetened orange juice
- 1/4 French loaf with jam
- Large tin of beans on toast
- Large tin of rice pudding

When to eat: as well as a quick snack, you should try to eat a meal 1-2 hours after training. Successful refuelling involves eating regularly throughout the day. Large gaps between food intakes are not ideal, and regular amounts of carbohydrates at frequent intervals throughout the day are ideal.

Vitamins & Minerals: there is no need to bother with vitamin supplements as long as a varied diet is followed. The key features are:

- Eat plenty of cereals and grains such as rice/pasta/bread/breakfast cereal
- Eat plenty of fruit and vegetables (at least five portions a day)
- Stock up with pulses (peas/beans/lentils) sweet corn and potatoes
- Regularly eat low fat dairy products (milk/yoghurts/cheese)
- Regularly eat lean cuts of meat and fish
- Occasionally consume nuts, seeds, pure vegetable oils and oily fish Fluid Replacement: thirst is a bad indicator of when to drink – by the time you feel thirsty you're already dehydrated, so you need to develop the habit of drinking little and often. It is particularly important to drink between 150 and 500mls prior to training or racing.

While water is good, the addition of a small amount of carbohydrate and salt helps the body to absorb the fluid faster. The ideal amount is 5-8% carbohydrate, or 5080g per litre. The commercial drinks such as Lucozade Sport all fit this requirement or make them up much weaker than the recommendations (<8%). Alternatively make you own using:

- 2 parts orange juice to 3 parts water
- 1-part orange cordial to 5 parts water
- 1-part Ribena to 10 parts water
- 1-part flat cola to 2 parts water

If you want some salt add about 1/4 teaspoon per litre.

Eating at Competitions: In general, it is advisable to leave 3-4 hours to digest a large meal and 1-2 hours for a light meal prior to any competition. Between races, if there is less than 1-hour stick to drinks. If the gap is longer stick to a high carbohydrate snacks like toast, bananas, breakfast cereals, jam sandwiches, crumpets with jam/honey, pancakes with syrup, toasted tea cakes, beans on toast, pasta with tomato sauces, jacket potato with low fat filling, dried fruit, Nutri Grain bars.

If you can, try to avoid the crisps, burgers, pies, pasties, sausage and chips that the cafes at most pools offer you, and leave the chocolate and toffees at home!

If you get an injury remember RICE:

- Rest obvious really, you can't make it better with more training!
- Ice- ice packs, bags of frozen peas are perfect (especially if you don't like peas).
- Don't jump into a 'nice hot bath' with a recent injury; it'll probably make it worse!
- Compression elastic bandages can help stop swelling
- Elevation-it's a good chance to put your feet up

If you have an injury, which persists for a long time, it may be worthwhile getting help from a physiotherapist.

### HAZEL GROVE AND BRAMHALL ASC SWIMMERS CODE OF CONDUCT

# As a member of our club, we understand you have the right to:

- Enjoy the time you spend with us and know that you are safe.
- Be told who you can talk to if something's not right.
- Be listened to.
- Be involved and contribute towards decisions within the club or activity.
- Be respected by us and other team members and be treated fairly.
- Feel welcomed, valued and not judged based on your race, gender, sexuality, faith or ability.
- Be encouraged and develop your swimming, para-swimming, diving, high diving, artistic swimming, water polo and open water swimming skills with our help and support.
- Be looked after if there's an accident or injury and have your parents/guardians informed, where appropriate.

## As a member of our club or activity we expect you to:

#### Essentials

- 1. Keep yourself safe by listening to your coach or teacher, behave responsibly and speak out when something isn't right
- 2. Take care of our equipment and premises as if they were your own.
- 3. Make it to training and competitions on time and if you're running late, let a member of the club know.
- 4. Make your coach or teacher aware if you have any difficulties attending training or competitions.
- 5. Not wander off or leave training or a competition without telling your coach, teacher or team manager.
- 6. Bring the right kit to training and competitions.
- 7. Follow the rules of the club, squad or activity at all times.
- 8. Respect the privacy of others especially in the changing rooms

### **Behaviour**

- 1. Make our club and activity a fun, happy, friendly and welcoming place to be.
- 2. Respect and celebrate difference in our club or activity and not discriminate against anyone else on the grounds of age, gender, race, sexual orientation, faith or ability.
- 3. Understand that the use of abusive or inappropriate language, bullying, physical violence or any other behaviour which hurts others will not be tolerated by the club.

- 4. Not use any device to take photographs or footage of others in the changing rooms or cubicles.
- 5. Report any concerns you have about others taking photographs or footage of others in the changing rooms or poolside.
- 6. Understand that poor behaviour may result in the club taking disciplinary action against you. Any behaviour which may be a criminal offence will be reported to police by the club.
- 7. Report any incidents of bullying or unkind behaviour to the club, even if you're just a witness.
- 8. Treat other children with respect and appreciate that everyone has a different level of skill or talent.
- 9. Support and encourage your teammates, tell them when they've done well and be there for them when they are struggling.
- 10. Respect the children and adults competing for other teams at competitions.
- 11. Respect the committee members, coaching and teaching team and all volunteer helpers at the club.
- 12. Get involved in club decisions, it's your sport too.

Breaches of this Code of Conduct may result in disciplinary action being taken against you by the club committee.

# HAZEL GROVE AND BRAMHALL ASC PARENTS AND SPECTATORS CODE OF CONDUCT

As a parent/guardian of a club member we understand you have the right to:

- Be assured that your child is safeguarded during their time with us.
- Know how to access our club policies, rules and procedures.
- Know who the Welfare Officer is and how to contact them.
- Know that any concerns about your child's welfare will be listened to and responded to.
- Know what qualifications and training those with responsibility for your child have.
- Be informed of problems or concerns relating to your child, where appropriate.
- Know the procedure should your child be involved in an accident or become injured.
- Provide your consent or otherwise for photography and trips away.
- Make a complaint to the club committee or Welfare Officer (as appropriate).

## As a parent/guardian of a club member we expect you to:

### Essentials

- 1. Make sure your child has the right kit for training and competitions as well as enough food and drink.
- 2. Ensure your child arrives to sessions on time and is picked up promptly.

- 3. Inform us if you're running late to collect your child or if your child is going home with someone else.
- 4. Complete all consent, contact and medical forms and update us straight away if anything changes.
- 5. Maintain a good relationship with your child's coach or teacher.
- 6. Tell us if you wish to talk to us about any concerns regarding your child. We will arrange a mutually convenient time so you can talk to us.
- 7. Not enter poolside or interrupt training or competitions unless in an emergency situation.

### **Behaviour**

- Remember that children get a wide range of benefits from participating in one of our sports, like making friends, getting exercise and developing skills. It's not all about wins and losses.
- 2. Behave positively as a spectator at training or competitions and treat others with respect.
- 3. Give encouragement to your child and tell them when they've done well and provide support when they are struggling.
- 4. Respect and celebrate difference in our club or activity and not discriminate against anyone else on the grounds of gender, race, sexual orientation, faith or ability.
- 5. Respect the children and adults competing for other teams at competitions.
- 6. Respect the committee members, coaching and teaching team and all volunteer helpers at the club.
- 7. Understand that the use of abusive or inappropriate language, bullying, physical violence or any other behaviour which hurts others will not be tolerated by the club.
- 8. Understand that poor behaviour may result in the club taking disciplinary action against you. Any behaviour which alleges a criminal offence will be reported to police by the club.
- 9. Talk to your child and ensure they understand the rules of the club and the sport.
- 10. Ensure your child understands their Code of Conduct.

Breaches of this Code of Conduct may result in disciplinary action being taken against you by the club committee. Continued issues and repeated breaches may result in parents/guardians being asked not to attend the club, something we never want to do.

## HAZEL GROVE AND BRAMHALL ASC BEHAVIOUR AND SANCTIONS POLICY

#### SWIMMERS

Where an individual's attitude, behaviour or conduct is deemed to be inappropriate and to have a negative effect on both their own and fellow swimmers' ability to train as desired, coaches may take the following action in order to resolve the difficulties:

- Speak on a 1:1 basis with the individual, clarifying the expectations and belief in their ability.
- Review session plans to ensure they are appropriate for ALL swimmers attending the session.
- Determine and consider any other factors that may possibly be affecting the individual, for example age (is the swimmer mature enough and physically able to cope with the training demands), sickness, injury\* or any personal circumstances.
- Where an individual's behaviour has a negative effect on those within their lane the disruptive swimmer will be removed and placed in a lower lane.
- Where coaches are forced to reprimand swimmers, every effort must be made
  to resolve the situation amicably and without fuss, however if a coach is forced
  to reprimand a swimmer on three occasions in the same session then on the
  fourth occasion the swimmer will be removed from the water for the remainder
  of the session. If this situation occurs the coach is expected to speak directly
  and privately with the swimmer's parents at the end of the session and
  complete a report to the Head Coach and Committee with details of the
  incident.
- In the case of consistent unacceptable behaviour or lack of effort in training, coaches will review the situation and in consultation with the club committee a decision may be made to either remove and demote the swimmer to a lower squad or ask the swimmer to leave the club.
- Swimmers who arrive more than 5 minutes late to a training session will be
  expected to give a valid reason, should this become a persistent issue then
  coaches must in the first instance speak with parents, should this not solve the
  issue then coaches have the right to refuse swimmers entry into the water and
  participation in the training session.

\*It is the parents' responsibility to inform coaches of any injury their child is carrying without this coaches will expect all swimmers to train to their full ability.

Whilst coaches are keen for all swimmers to train hard and consistently, they must anticipate that this will not always be the case and on some occasions allowances may need to be made. Coaches must always bear in mind that whilst they want each and every swimmer to reach their full potential, ultimately it is the swimmer who can make this happen, not the coach!

### COACHES

Where a coach's attitude, behaviour or conduct is deemed to be inappropriate and detrimental to the reputation of the club and well-being of the swimmers, the committee will take the following action:

- The Club Chairman and Head Coach will discuss the issues with the coach.
   Should the concerns be with the Head Coach then the club chairman and one other elected committee member will discuss the issues.
- Request a meeting between the coach in question and the executive committee.
- Where this situation has been instigated by receipt of a written complaint, a
  separate meeting will also be arranged between the complainant and the
  executive committee. In order for the coach to understand and prepare for the
  meeting they will be informed of the details of the complaint.
- Where a coach is in breach of the Club's Code of Conduct and other supporting documentation, for example Health and Safety, Role Description, Service Agreement or Club Constitution. The executive committee will serve a formal written warning for any such issues to be addressed and resolved within a given timescale.
- Should an amicable resolution not be achieved following any of the above, the Executive Committee will exercise the dismal of the coach.
- In all cases the decision of the Executive Committee will be final.

### PARENTS AND SPECTATORS

Where a parent or spectator's behaviour attitude or conduct is deemed to be detrimental to the reputation and working procedures of the club, the Executive Committee will impose the following actions:

- The coach will discuss any issues and concerns directly and privately with the parent/spectator reminding them of the Parent/Spectator Code of Conduct.
- The coach will make a written report to the committee detailing any incidents that have occurred.
- Should the parent continue to disregard the club's code of conduct, the
  executive committee will exercise the right to revoke any membership held
  and ban the individual from attending any training sessions or club
  competitions. The club will of course endeavour to resolve any issues
  amicably however parents and spectators are required to appreciate and
  accept the club's rules and show respect for both the coaches and the
  swimmers' efforts at all times.

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# HAZEL GROVE AND BRAMHALL ASC CODE OF CONDUCT FOR COACHES AND TEACHERS

## As a coach or teacher, we understand you have the right to

- Enjoy the time you spend with us and be supported in your role.
- Be informed of Wavepower and the club child safeguarding reporting procedures.
- Know who the Welfare Officer(s) is/are and how to contact them.
- Be informed of the internal club complaints process and who to contact at the club for advice on complaints.
- Be aware of the club rules and procedures.
- Be involved and contribute towards decisions within the club.
- Have access to ongoing training and CPD in all aspects of your role.
- Be respected and treated fairly by the club.
- Feel welcomed, valued and listened to.

## As a coach or teacher at the club we expect you to:

- Adhere to and implement Wavepower and the club safeguarding procedures.
- Adhere to the Swim England Equality and Diversity Policy.
- Adhere to the Swim England regulations, Code of Ethics, club constitution and rules.
- Adhere to any conditions for teaching and coaching under the pool hire agreement.
- Refer all child safeguarding concerns to the Welfare Officer.
- Champion everyone's right to take part and celebrate difference in our club or activity by not discriminating against anyone else on the grounds of gender, race, sexual orientation, faith or ability.
- Respect your position of trust and maintain appropriate boundaries and relationships with children as set out on page 112 of Wavepower.
- Consider your behaviour and do not engage in any behaviour that constitutes any form of abuse.
- Not use your position to obtain personal benefit, reward or to pursue an inappropriate or sexual relationship with a child.
- Respect children's trust and rights whilst being honest and open with them.
- Challenge and address instances of poor, negative, aggressive or bullying behaviour amongst children. Seek advice from the Welfare Officer where necessary.
- Lead by example promoting positive behaviour, good sportsmanship and encourage children to behave in a positive manner and follow the rules of the club and sport.
- Ensure team/squad selection is clear and transparent and be fair and equal when making decisions.
- Keep your coaching and/or teaching qualifications and CPD up to date.
- Complete Swim England approved child safeguarding training every three years.

- Ensure you have a current Disclosure and Barring Service (DBS) certificate (renewable every three years).
- Use positive and constructive methods when teaching and coaching and ensure programmes are appropriate for the age, ability and experience of the child.
- Always put the wellbeing, health and safety of the child before all other considerations including the development of performance.
- Keep children safe in your sessions with appropriate staffing ratios, using safe methods of instruction and techniques and by putting their safety first.
- Ensure any equipment used is fit for purpose, safe to use and accessible.
- Follow the club procedures should a child have an accident or suffer an injury.
- Develop positive relationships with parents/guardians and where possible provide them with regular information and updates regarding their child's development in swimming, para-swimming, diving, high diving, artistic swimming, water polo and open water swimming.
- Listen to any concerns the parent/guardian or child may have and seek advice (where appropriate) to resolve any concerns.
- Treat all personal information about children or their families on a confidential "need-to-know" basis unless information sharing with others is required to protect and safeguard a child from harm.
- Observe the authority of officials and follow the rules of the sport when questioning any decisions.
- Treat with respect and encourage all children to respect all competitors and teams from other organisations in victory or defeat.

Breaches of the Code of Conduct may result in disciplinary action being taken against you by the club committee under the judicial regulations or if you are employed under your contract of employment. Continued issues and repeated breaches may result in your dismissal from the club.

# HAZEL GROVE AND BRAMHALL ASC CODE OF CONDUCT FOR COMMITTEE MEMBERS, OFFICIALS AND VOLUNTEERS

## As a volunteer at the club, we understand you have the right to:

- Enjoy the time you spend with us and be supported in your role.
- Be informed of Wavepower and the club child safeguarding reporting procedures.
- Know who the Welfare Officer(s) is/are and how to contact them.
- Be informed of the internal club complaints process and who to contact at the club for advice on complaints.
- Be aware of the club rules and procedures.
- Be involved and contribute towards decisions within the club.
- Be respected and treated fairly by the club.
- Feel welcomed, valued and listened to.

## As a volunteer at the club we expect you to:

- Adhere to and implement Wavepower and the club safeguarding procedures.
- Adhere to the Swim England Equality and Diversity Policy.
- Adhere to the Swim England regulations, Code of Ethics, club constitution and rules.
- Adhere to any conditions stipulated under the pool hire agreement.
- Refer all child safeguarding concerns to the Welfare Officer.
- Ensure all complaints are referred under the internal club complaints process.
- Champion everyone's right to take part and celebrate difference in our club or activity by not discriminating against anyone else on the grounds of gender, race, sexual orientation, faith or ability.
- Adhere to your role responsibilities.
- Make our club a happy, friendly and welcoming place for all members.
- Attend child safeguarding training every three years if applicable for your role.
- Ensure you have a current Disclosure and Barring Service (DBS) certificate (renewable every three years) if applicable to your role.
- Keep any qualifications or CPD up to date if applicable to your role.
- Lead by example by promoting positive behaviour and good sportsmanship.
   Encourage all members to behave in a positive manner and follow the rules of the club and sport.
- Never encourage or condone members of the club to breach the rules of the sport.
- Treat all personal information about members or their families on a confidential "need-to-know" basis unless information sharing with others is required to protect and safeguard a child from harm.
- Observe the authority of officials and follow the rules of the sport when questioning any decisions.

 Treat with respect and encourage all members to respect all competitors and teams from other organisations in victory or defeat.

Breaches of the Code of Conduct may result in disciplinary action being taken against you by the club committee under the judicial regulations. Continued issues and repeated breaches may result in your dismissal from the club.