

Cambridge Cangaroos Club Policies

This document that contains all the club policies. Should you have any queries or objections to any of the policies, please contact the committee for clarification. Much of the information below is taken directly from British Gymnastics, our National Governing Body, and they devise and develop the policies in accordance with UK and EU law.

Complaints Policy

Overview

This policy document governs the internal complaints procedure for Cambridge Cangaroos. For welfare concerns, please refer to the safeguarding policy.

Communication

Any complaints regarding the club, it's members, coaches or officials should be sent in writing to the club welfare officer(s) and committee. Should the complaint regard an individual welfare officer or committee member, this individual should be excluded from the communication. Complaints must not be distributed beyond these individuals and grievances should not be communicated publicly/on social networks. Failure to keep such matters confidential constitutes a serious breach of club policy. Complaints should be as factual and precise as possible with as much information as is relevant for our investigation.

Outcome

The club will aim to provide a formal response within two weeks of receipt. If urgent, action will be taken as soon as possible. Subject to investigation of the complaint, the club disciplinary procedure can be used. If the complaint can be substantiated, all relevant parties will have a formal meeting with the welfare officer(s) and relevant committee members to discuss a development action plan. Agreed outcomes will be written and signed by all parties with a monitoring period put in place by the welfare officer(s). Should any member, parent/carer, coach or official feel that a complaint has not been adequately dealt with, appeals should be directed back to the relevant officials and welfare officer(s) where the above process will be reviewed. Internal disputes that do not concern issues of safeguarding are not suitable for communication to British Gymnastics.

More Information

Can be found on page 49 of the British Gymnastics Safeguarding and Protecting Children Policy or from your welfare officer(s).

Refund Policy

Session Fees

Sessions are booked for the term to reserve the members place. All sessions are paid in advance to allow the club to secure the venues at favourable pricing. All sessions are booked on non-refundable tickets and any requests due to exceptional circumstances should be made to sessions@cangaroos.org where consideration will be made and a maximum of ½ term will be refunded, provided we are able to fill the space.

Disciplinary Policy

Overview

Disruptive, threatening or violent behaviour of any kind will not be tolerated. The disciplinary procedure can be implemented by any coach or official with responsibility and authority to do so.

Procedure

Cambridge Cangaroos operates a three-stage policy:

1. Any member, parent/carer, coach or official failing to meet behaviour standards in line with club policies will receive a verbal warning.
2. If the behaviour continues, a written warning and development action plan will be issued.
3. If this warning has no effect, the member, parent/carer, coach or official may face suspension or expulsion from the club at the discretion of the welfare officer(s) and committee.

For very serious instances of misconduct, the club welfare officer(s) and committee reserve the right to suspend or expel persons from the club immediately. All warnings and development plans issued and any meetings held will be documented and held on file in line with the Data Protection Act 1998.

Right to Appeal

Appeals to written warnings or removal from the club must be communicated in writing to the welfare officer(s) and committee as soon as possible. Appeals should be dealt with in the same manner as the internal complaints procedure in our complaints policy.

More Information

Can be found on page 41 of the British Gymnastics Safeguarding and Protecting Children Policy, Cambridge Cangaroos Complaints Policy, or from your welfare officer(s).

Code of Conduct – Member

✓ How Should I Behave?

- Arrive at least five minutes before the start of the session.
- Help set up and put down equipment under instruction from the coaches and helpers.
- Be respectful and kind to others, encourage them and share
- Bring a bottle of water.
- Only healthy snacks (e.g. fruit) should be brought to sessions.
- Stand close to your trampoline and spot for others.
- Come dressed in correct clothing with socks and trainers.
- Do your best to do what coaches and helpers tell you.
- Be hardworking and motivated to learn.
- Respect the equipment and facilities.
- Always ask your coach if you need to leave the room.
- After a session, always leave wearing appropriate normal clothing (not leotards, shorts etc.).

X What **Should** I Not Do?

- Use mobile phones or other electronic devices in sessions. If brought, they must stay put away and switched off/on silent.
- Be disrespectful to others.
- Run under or around the trampolines during sessions unless instructed otherwise.
- Distract or interfere with others on the trampoline.
- Wear shoes on the floor mats.
- Bring fizzy drinks or unhealthy food to sessions.
- Eat/drink on the mats or trampolines.
- Damage the mats or equipment.
- Use bad language or violence.
- Shout or scream across the hall.
- Interrupt others.
- Come to or leave a session without your parent(s)/carer(s) if you are below secondary school age.

What Can I Expect?

- To feel happy and safe within the club.
- To always have someone to talk to if I am unhappy.
- I can speak to a coach or welfare officer with any problems.
- To be treated with respect and encouraged to achieve my goals.
- To be supported with any difficulties I have within the club.
- Coaches will not communicate (e.g. online/text) or meet with me alone outside of the club if I am under the age of 18.

More Information

Contact your coach or club welfare officer(s) with any questions.

Code of Contact – Parent/Carer

Terms

As a condition of membership, parent(s)/carer(s) should fulfil the following to the best of their ability:

Getting To and From Sessions

- Members must arrive on time for the planned start time of the session, late arrivals will need to do a separate warm-up that will reduce their training time. Anyone more than 10 minutes late will not be able to join the session, as the session is organised during the 10-minute warm up.
- To maintain low costs, we ask that for the first sessions of the day, parents arrive 10 minutes before the planned start time to assist with setup with the guidance of the coaches.
- Similarly, for the last sessions of the day, parents should assist with put-down and storage of equipment where applicable & under guidance of the coaches.
- Children under the age of 8 must be supervised by a parent/carer within sessions.
- Children under secondary school age must not make their own way to and from sessions/events and should be dropped off in visibility of the lead coach(es).
- Parents/carers are required to be present at the end of the session for children to be visibly taken from the club's responsibility.
- Should you be unable to collect your child at the specified end time, advance notice should be communicated to the coach(es)/club welfare officer. It is unacceptable to turn up late without prior notice bar exceptional circumstances.
- Persistent failure to bring a child to sessions or collect on time may result in a meeting with the parent/carer and club welfare officer(s).
- Members must arrive correctly dressed (per our Dress Policy) and be provided with a bottle of water.

Club Activities/Payment

- Parents/carers should support the development & aspirations of their child(ren) within the club.
- Should parents/carers struggle to be able to support their child within the club they are encouraged to contact the club welfare officers and committee outlining their difficulties.
- Parents/carers must respect the qualification of their child(ren)'s coach and not attempt to intervene in the learning process unless there is reasonable concern for safety or welfare.
- Cambridge Cangaroos operates an 'open gym' policy, subject to restriction of interference from parents/carers to club activities.
- Sessions must be paid for in advance, before the required deadline in order for a member to attend.
- Use of the club payment system is mandatory, unless previously agreed with the Treasurer

Policies

- Club policies must be read and agreed to as a condition of membership.
- Children should be encouraged to read and understand club rules.
- Parents/carers must take responsibility for the behaviour of their children should disciplinary action be unsuccessful.

Complaints

All complaints should be formed in line with the guidance in the Complaints Policy. Grievances related to the club, of any nature, should not be communicated publicly/on social networks. For more information, please contact our club welfare officer(s) with any questions or concerns.

Communication Policy - Coach

Overview

This policy document outlines the acceptable use of communication and social networking between coaches and under-18 club members.

Acceptable Conduct Coaches of age 18 or above must not:

- Communicate directly with an individual member aged under 18 on a one-to-one basis via text message, social networking, email or any other electronic means. This includes written, photographic and video forms of communication.
- Use social networking to post unfavourable, abusive or disrespectful comments/content regarding members, coaches, club personnel, or the club itself.
- 'Friend' or link in any other way with the social networking profile of an individual member aged under 18.

One-to-one communication is permitted in the following exceptional circumstances:

- In emergency situations.
- Via telephone if the call is witnessed/recorded wherever possible.
- To 16 and 17 year olds with parental consent and copies of all correspondence sent to the welfare officer/senior club official.

Best Practice Should coaches need to contact under-18 club members:

- Communications should be via the members' parent(s)/carer(s) and the content should not be of a personal nature.
- Where necessary, only contact members en mass with contact information hidden from recipients (e.g. using BCC).
- Make communications impersonal, professional and, where possible, final - without inviting response.

All coaches and officials within the club must enforce the following:

- Participants must not use mobile phones or other communication devices in sessions.
- Posts by the club on social networks must not be of a personal nature or one-to-one.
- Coaches and officials should 'post' as the club and not as an individual where possible.
- Inform the appropriate welfare officer(s) of any breaches of this policy by any adult coaches.
- Encourage responsible use of social networking and communications within the club by all members.

More Information

Can be found on page 16 of the British Gymnastics Safeguarding and Protecting Children Policy or from your welfare officer(s).

Dress Policy

Overview

This policy document governs the dress requirements of members of Cambridge Cangaroos.

Requirements Club members must:

- Wear appropriate sportswear for trampolining. Suitable clothing includes:
 - T Shirt (club t shirt must be worn)
 - Sports shorts above knee length (without sharp protrusions)
 - Tracksuit trousers/tight sweatpants or Jumpers (without hoods, exposed zips or toggles etc.)
 - Club leotard
 - Lycra shorts, DMT shorts or gymnastics trousers.
- Wear socks or trampoline shoes for all sessions.
- Attend in suitable footwear (ideally trainers) for the assistance of set-up and put-down.

The head must not be covered under any circumstances for reasons of safety. Dress of a religious nature is acceptable provided there is no compromise on safety. Such decisions are at the discretion of the session coach.

Recommendations

- Long hair should be tied up.
- Clothes that are aerodynamic are best for training performance.
- The club leotard is recommended for all members, particularly club squads.
- Any clothing with buckles, zips, clasps or belts etc. should be avoided.

Jewellery/Piercings

Cambridge Cangaroos believe that jewellery and adornments worn in body piercing are inappropriate for safe practice in gymnastics and trampolining.

Jewellery that cannot be removed

Should this be the case, rings and piercings must be sufficiently covered with protective tape. If an item can be removed it must be removed.

Religious and Medical Jewellery

Safety is paramount and any jewellery that is considered by the coach to be a safety hazard should be changed or participation may be prohibited. Any concessions on religious or medical jewellery must be within the bounds of reasonable safety.

NB: if a sweatband is used to cover up an item of jewellery when doing vigorous activity, the sweatband should be taped in place to minimise the risk of the sweatband slipping and exposing the item of jewellery.

More Information

Can be found in the British Gymnastics Body Piercing Policy or from your welfare officer(s).

Equality Policy

Overview

This policy document, in combination with the British Gymnastic Equality Policy governs the standards of equal opportunity and treatment to be adhered to within Cambridge Cangaroos.

Vulnerable Members

Members with disabilities are particularly vulnerable and at greater risk of all forms of abuse. The presence of multiple disabilities increases the risk of both abuse and neglect. Some of the common factors that can lead to increased vulnerability include social isolation, communication and learning difficulties, lack of understanding of boundaries, need for assistance with personal care and more likely target for bullying and abuse. These members have the same rights to protection as any other. Sessions involving vulnerable members require coaches and welfare officers to be especially alert to the signs and symptoms of abuse and have strategies in place to ensure all members are able to raise concerns.

Principles

Cambridge Cangaroos has a legal obligation to provide equal opportunity and equity of treatment to all its members. The club is committed to exceeding these standards.

- Within the club, all persons must respect the rights, dignity and worth of every human being and their right to self-determination.
- All staff, members, volunteers and applicants are entitled to be treated fairly regardless of arbitrary factors.
- In some cases, positive action may be required to address past inequality or under-representation.
- The club will go as far as is reasonable to accommodate minority members, including those with disabilities. Where doing so would involve disproportionate cost or implementation, the club is not obliged to take further action.
- Equality does not always infer equal treatment; each individual must be respected and treated in a way specific to that individual.

Complaints

If anyone feels that the club fails to provide adequate equal opportunity and treatment, grievances should be submitted via our complaints procedure as soon as possible. The club will rectify any and all substantiated instances of unreasonable inequality.

More Information

Including our legal responsibilities can be found within the British Gymnastics Equality Policy or from your welfare officer(s).

Photography Policy

Overview

This policy document outlines the acceptable use of photography and other recording devices with minors within activities at Cambridge Kangaroos. While it is not the intention of the club or British Gymnastics to prevent parents/carers from taking pictures/recordings of their children, the use of photography and other media recording poses a potential risk to the safety of our members and therefore certain safeguards must be adhered to. All members, coaches, parents/carers and club officials must be proactive in preventing the inappropriate use of photography within the club.

Acceptable Use

Parents/Carers

- Photographs and video must not capture other children within the frame of view.
- Simultaneous live streaming of images/videos is forbidden.
- Parents must give their consent for photographs to be taken and used for club purposes.

Coaches/Officials

- Photographs and video recordings of children may be used as a training aid if deleted immediately after use in the presence of another coach and/or welfare officer.
- Images must not be stored or removed for personal use. Consent must first be obtained before taking photographs or recordings of children or vulnerable adults. Children under a court order must not be recorded or photographed without the relevant permission.
- If images are used for club or promotional purposes, they must not be presented in a way that easily identifies the child(ren) and should be appropriate in nature.
- For press purposes, first names only are to be used if referring to a published image.
- Members should be photographed fully clothed wherever possible and not easily identifiable on public mediums. Face blurring may be necessary.
- Images or recordings must never appear to focus on the groin area in movements where the legs are in a split or exposed position.
- Any inappropriate images taken within the club must be reported immediately to the welfare officer(s) or British Gymnastics/police if of an abusive or sexual nature. Inappropriate images include those that have been manipulated in a way that may cause embarrassment or distress.

More Information

Can be found on page 30 of the British Gymnastics Safeguarding and Protecting Children Policy or from your welfare officer(s).

Safeguarding Policy – Coaches

Overview

This policy document outlines the safeguarding rules relevant to coaches of under-18 members.

Child Welfare

The welfare and safety of child members is the paramount consideration of all coaches within sessions and club activities.

The legal relationship between coach and child/vulnerable adult member is 'in loco-parentis' – coaches therefore have a duty of care over members within club activities.

Achieving optimal safety involves adhering to standards of good practice.

Examples of Good Practice:

- Always be publicly open when working with children. Ensure that a coach and an individual child or vulnerable adult can always be seen.
- Always ensure there is at least one other responsible adult present at all times during training sessions.
- Care should be taken when providing manual support (spotting). Recognised techniques for spotting should be used.
- Treat all participants with respect and dignity.
- Always place the safety and the welfare of the participants as the highest priority.
- Behave in an exemplary manner and provide a role model for excellent behaviour within the club and at all BG recognised events/competitions.
- Keep up to date with your knowledge and technical skills.
- Do not exceed the level of your qualifications.
- Respect the needs and wishes of all participants.
- Recognise the stage of psychological and physical development of the individual and avoid excessive training or competition.
- Motivate the participants through positive feedback and constructive criticism (without shouting).
- Create a safe and enjoyable situation.
- Maintain a written report of any accident, incident or near miss regardless of the injury together with any subsequent treatment or action.
- Ensure all member of BG adhere to the codes of ethics and code of conduct and anti doping policy.
- Do not take a child in a car alone except in unforeseen circumstances (i.e. hospital).

You Should Never:

- Take children to your home or other secluded place where they will be alone with you.
- Engage in rough physical or sexual provocative games.
- Share a room with a child.
- Allow or engage in any form of inappropriate behaviour.
- Engage in any form of sexual related relationship with a child.
- Make sexually suggestive remarks to a child or vulnerable adult – even in fun.
- Reduce a child to tears as a form of control.
- Allow children to use inappropriate language unchallenged.
- Encourage other children to bully other children verbally, racially or physically.
- Allow allegations made by a child go unchallenged, unrecorded or not acted upon.

- Do things of a personal nature that they can do for themselves, unless you have been instructed to do so by the parents.
- Depart from the premises until you have supervised the safe dispersal of all the children.
- Abuse your privileged position of power or trust with children or adults.
- Resort to bullying tactics, or verbal abuse (i.e. shouting, screaming, physically poke or make fun of).
- Cause a participant to lose self-esteem by embarrassing, humiliating or undermining the individual.
- Spend excessive amounts of time alone with children away from others.
- Allow children to form an inappropriate relationship with a coach.
- Text, or use any social networking sites to engage in conversation with gymnasts. Always communicate with parents (see club communications policy).
- Coaches must not provide intimate care e.g. toileting, assisting with changing.

More Information

Can be found on page 21 of the British Gymnastics Safeguarding and Protecting Children Policy or from your welfare officer(s)

Safeguarding Policy – Parents/Carers

Overview

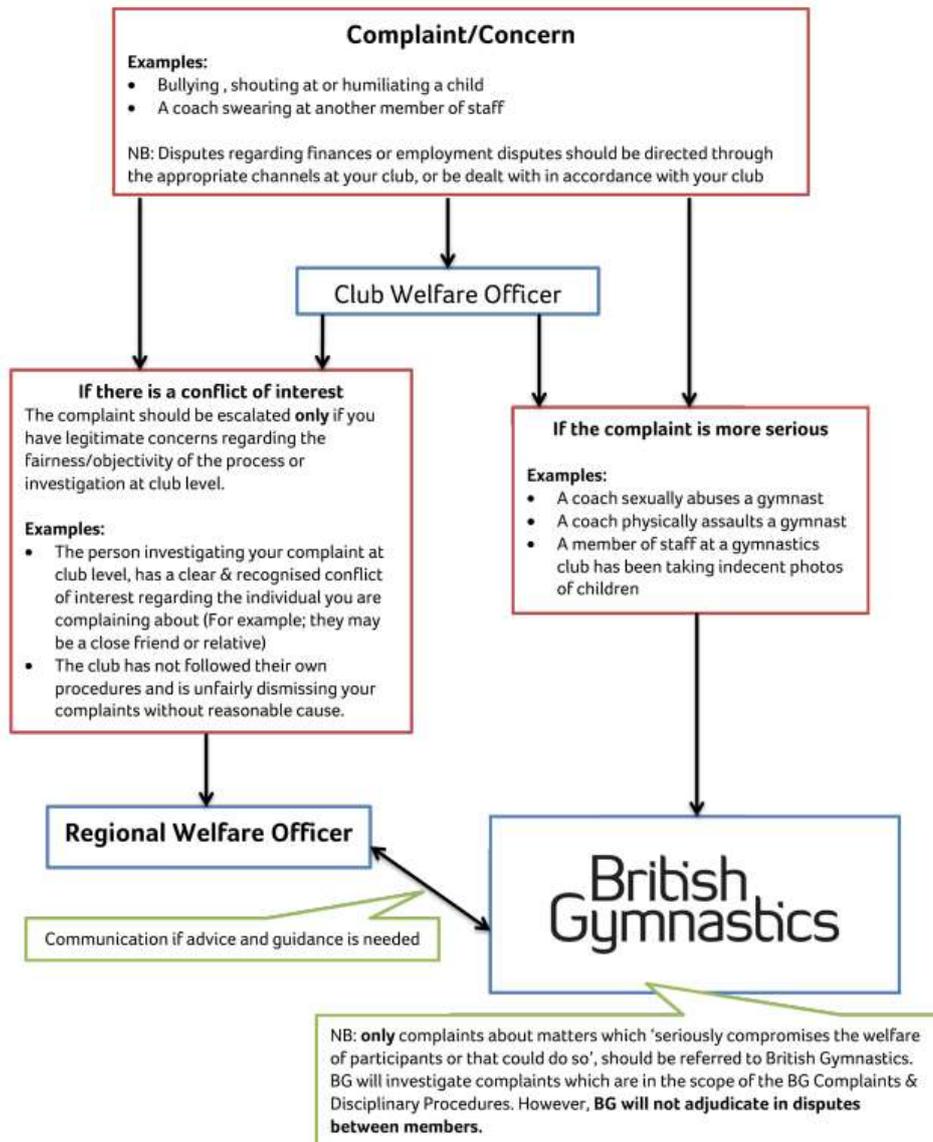
This policy document outlines the safeguarding rules relevant to parents/carers of under-18 members.

Child Welfare

Cambridge Cangaroos is committed to providing the best safeguards to protect the safety and wellbeing of all of our members. Should you have any concerns (as raised by club policies or otherwise), contact the club welfare officer(s) at the soonest opportunity.

Pathway for Reporting Serious Welfare Complaints/Concerns

Pathway for Reporting Serious Welfare Complaints/Concerns



Transport Policy

Overview

This policy document relates to officials aged 17 and above who transport members under the age of 18 to training, events, competitions or courses etc.

This policy does not apply to parent officials who transport their own child(ren).

Best Practice

It is not the responsibility of the coach to provide transport to members for training and events. Parent(s)/carer(s) are encouraged to take responsibility for the transport of their child(ren) and share journeys with other members where possible.

Acceptable Conduct

If coaches or officials aged 17 and above are required to transport a group of members, Cambridge Cangaroos require that at least two responsible adults be present in the vehicle. An individual coach or official may never transport a child on their own*. If, in exceptional circumstances, another adult is not available, the following conditions must be satisfied for transporting more than one member:

- The driver must ensure that there are central pick-up and drop-off points, ensuring they are never alone with a child.
- The driver must provide parent(s)/carer(s) with full details of the destination, arrival and departure times and any planned breaks en-route.
- Members must be seated in the back of the car with booster seats if required.
- The club welfare officer(s) should be made aware of the arrangements and written permission from parent(s)/carer(s) sought before transporting members.

*Emergencies In unforeseen emergency circumstances, an official may transport a child on their own. Such circumstances are only warranted if failure to do so would put the child at risk of harm. Wherever possible the child's parent(s)/carer(s) and club welfare officer should be informed as soon as possible.

More Information

Can be found on page 53 of the British Gymnastics Safeguarding and Protecting Children Policy or from your welfare officer(s)