

# Norfolk Cricket Board Coach Education

## Information for Candidate Coaches

2023/24



### KEY CONTACTS:

Coach Education Administrator: Sara Worley

[sara.worley@norfolkcricket.co.uk](mailto:sara.worley@norfolkcricket.co.uk)

Lead Tutor:

Tom Davies

[tom.davies@norfolkcricket.co.uk](mailto:tom.davies@norfolkcricket.co.uk)

Cricket Development Director: Lewis Denmark

[lewis.denmark@norfolkcricket.co.uk](mailto:lewis.denmark@norfolkcricket.co.uk)

# Norfolk Cricket Board Coach Education

<b>CONTENTS</b>	<b>PAGE</b>
<b>IMPORTANT INFORMATION FOR CANDIDATES</b>	<b>3</b>
<b>PRE-REQUISITES TO BECOMING A QUALIFIED COACH</b>	<b>3</b>
<b>ATTENDING THE COURSE</b>	<b>4</b>
<b>APPENDICES</b>	
<b>CUSTOMER SERVICE STATEMENT</b>	<b>3</b>
<b>CENTRE HEALTH &amp; SAFETY POLICY</b>	<b>6</b>
<b>INCLUSION AND DIVERSITY POLICY</b>	<b>13</b>
<b>COMPLAINTS &amp; COMPLIMENTS PROCEDURE</b>	<b>15</b>
<b>SAFEGUARDING POLICY</b>	<b>17</b>
<b>CANDIDATE APPEALS PROCEDURE</b>	<b>19</b>

## IMPORTANT INFORMATION FOR CANDIDATES

### **PRE-REQUISITES TO BECOMING A QUALIFIED COACH**

Before you can pass the UKCC course and receive certification you **MUST** be able to produce a valid certificate for each of the following. You will be expected to have passed all of these elements **BEFORE** your Assessment Day at the end of the course.

#### **ECB DBS CERTIFICATE (Disclosure & Barring Service)**

Course leaders will advise you how to apply online for an ECB DBS check. This can also be instigated via your Club Welfare Officer. In order to be issued with a DBS certificate you will need to provide three pieces of identification, at the same time, in line with guidance.

Online checks generally are completed within two weeks. Applicants will be advised in instances where the Disclosure process is rejected, as the result of negative information appearing through the DBS check and that person will not be authorised to coach. The Disclosure is valid for 3 years and is sport specific.

#### **SAFEGUARDING YOUNG CHILDREN [SYC]**

This is an essential qualification. The course enables individuals to protect themselves and the young people they are coaching by understanding and following good coaching practice. The SYC course is now included in the UKCC2 qualification and is completed online.

# Norfolk Cricket Board Coach Education

## **ATTENDING THE COURSE**

It is important that you attend each module of the UKCC course wearing appropriate clothing and having brought along the correct pieces of paperwork/equipment.

### **What To Wear**

Generally trainers, trousers [or sports skirt] and t-shirt will suffice for practical and theory work. The Course Tutors will advise of any changes, e.g. footwear may need to change if working outside in grass nets.

### **Equipment**

All items for practical work will be provided although you may wish to bring along specific items at some stage during the course duration, e.g. cricket bat for practical demonstration. Again, the course tutors will advise if this is required.

### **Refreshments**

There will be no refreshments provided and so you will need to bring your own food and drink for scheduled breaks.

### **Paperwork**

All course material is now online however you may wish to bring your own supply of pens and notepaper to face-to-face sessions. There will be occasions when work needs to be prepared between modules, e.g. session plans, and it is important that 'homework' is delivered as and when requested.

## APPENDICES

### CUSTOMER SERVICE STATEMENT

The Norfolk Cricket Board Approved Centre aims to provide all its coaches, prospective coaches, tutors and assessors and children involved in the assessment process with as high a level of customer service as possible.

Norfolk Cricket Board Coaches Association will actively seek feedback for those involved in the process and welcomes positive feedback on any aspect of the coach education programme. This should be directed to the Coach Education Officer, Sara Worley at [sara.worley@norfolkcricket.co.uk](mailto:sara.worley@norfolkcricket.co.uk)

# Norfolk Cricket Board

## Coach Education

### NORFOLK CRICKET BOARD

### HEALTH AND SAFETY POLICY

The Health and Safety at Work etc Act 1974 requires that all employers of five or more Employees are required to produce a written statement of their general policy with respect to the health and safety at work of their Employees and the organisation. It further requires the employer to revise this policy as and when necessary and to ensure the policy and revisions thereof is brought to the attention workforce.

This policy has been adopted by the Norfolk Cricket Board and applies to all its employees and others working on its behalf and to those affected by its operations. It therefore covers in particular its office and places where it carries out its activities such as coaching sessions. However, it recognises that many of its “places of work”, particularly schools, are outside of the Board’s control and that therefore the Policy may apply in different ways to these various locations.

#### 1. General Statement of Policy

1.1 The Board acknowledges and accepts its legal responsibilities for securing the health, safety and welfare of all its Employees, contractors working on its behalf and all others affected by their activities under the Health and Safety at Work Act 1974.

1.2 The Board will provide and maintain safe and healthy working conditions so far as reasonably practicable.

1.3 The Board will ensure, so far as is reasonably practicable:

- a) the provision and maintenance of plant and systems of work that are, so far as is reasonably practicable, safe and without risks to health;
- b) arrangements for ensuring, so far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances;
- c) the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of their Employees;
- d) so far as is reasonably practicable as regards any place of work under the employer's control, the maintenance of it in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without such risks;
- e) the provision and maintenance of a working environment for their Employees that is, so far as is reasonably practicable, safe, without risks to health, and adequate as regards facilities and arrangements for their welfare at work.

1.4 The Board will provide adequate control of the Health and Safety risks arising from our work activities.

# Norfolk Cricket Board

## Coach Education

1.5 The Board ensures that all its Employees are competent to carry out their tasks and given adequate information, instruction, training and supervision.

1.6 The Board will encourage all Employees to be actively involved in maintaining safe operating conditions and practices.

1.7 This policy will be regularly reviewed to ensure that these standards of health and safety are maintained.

## 2. Organisation and Responsibilities

2.1 The Board has overall responsibility for health and safety in the Board, and will:

- Ensure suitable financial provision is made for health and safety obligations;
- Provide a safe working environment for Employees and others who may be affected by the work activities;
- Ensure that the health and safety policy is effectively implemented throughout the Board;
- Provide appropriate training, information, supervision and instruction to Employees;
- Ensure work is planned to take into account health and safety issues;
- Provide adequate welfare facilities for their Employees in accordance to the Workplace, (Health, Safety and Welfare) Regulations 1992.

2.2 All Employees shall at all times take reasonable care of themselves and have due regard for the health and safety of others who may be affected by their work activities.

2.3 Day to day responsibility for ensuring that this policy is put into practice is delegated to the Board's Cricket Development Director.

## 3. Arrangements

Health and safety is considered in all aspects of our work. The following outlines the principal ways in which we implement health and safety:

### Communication

3.1 The contents of this policy are brought to the attention of all Employees. Employees are directly consulted on any matters that may affect their health and safety.

### Training

3.2 Training needs will be identified and Employees will be given training appropriate to their responsibilities. Training is specifically provided for work with hazardous substances, use of equipment, use of personal protective equipment (PPE) and manual handling. More general training on matters such as fire safety and first aid will also be provided where appropriate.

3.3 Additional training required because of new work activities and the use of new equipment or substances will be provided when needed. Training achievement of all Employees will be recorded.

## **Risk Assessments**

3.4 All work areas and procedures will be examined to assess or determine if a risk or potential risks exist, categorise the severity of the risk with a view to elimination, substitution, reduction or control of the risk to help create a safe working environment. Risk assessments will cover the following

- NCB Office
- Coach Education
- Schools and Community Coaching
- Outdoor competitions
- County Age Group Coaching
- County Age Group matches
- County Age Group Tours
- Lone Working
- Agile Working

3.5 The Board will ensure operators are provided with appropriate instruction and training on risk assessments.

3.6 Assessments are reviewed annually or when the work activity changes, whichever comes first.

## **Display Screen Equipment (DSE)**

3.7 We aim to provide a working environment that is both comfortable and maximises the effectiveness of Employees. In order to achieve this we will put in place arrangements and procedures for the assessment of risks from the use of DSE. The risk assessment will be followed by the provision, maintenance and monitoring of appropriate control measures to minimise any risks identified.

## **Emergencies**

3.8 Employees must familiarise themselves with client procedures and fire exits when first attending other sites, and co-operates and participate in any drills.

## **Welfare**

3.9 We will ensure that all our workforce have access to adequate washing and sanitary facilities and to drinking water.

## **Equipment**

3.10 All equipment is subject to routine maintenance, taking into account various factors including statutory testing, type of equipment, amount of use, and consequences of failure.



3.11 The results of tests and maintenance will be documented and retained as required.

## **Personal Protective Equipment**

3.12 PPE is provided as appropriate for the work activities. It should always be considered as the last resort and used only where other precautions cannot adequately reduce the risk of injury.

3.13 Every Employee has a duty to use the PPE provided and to report any loss of or obvious defect in the equipment.

## **Hazardous Substances**

3.14 The law requires employers to control exposure to hazardous substances to prevent ill health. They have to protect both Employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

3.15 The risks associated with hazardous substances are considered for all work activities by obtaining information from the relevant Safety Data sheets where possible.

3.16 Alternative, less harmful substances are used if available.

3.17 In case of risks to health, PPE is provided and used by Employees.

3.18 Unidentified potential hazardous substances, such as asbestos, encountered during the course of a work activity are referred to the client and/or advice taken from the H&S adviser, as appropriate.

3.19 Any substances hazardous to health that are encountered by Employees e.g. cleaning agents such as bleach are assessed using appropriate COSHH assessment forms.

## **First Aid and Accident Reporting**

3.20 A basic first aid kit containing recommended minimum materials is kept on the Board's premises at Horsford. An appointed person is selected from within the office to maintain the contents of the first aid kit and to phone for emergency assistance if required. We will also provide mobile first aid kits for employees working away from Horsford.

3.21 All accidents must be reported to the office on an official form and those defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) are reported as required.

## **Manual Handling**

3.22 We will

# Norfolk Cricket Board

## Coach Education

- (a) so far as is reasonably practicable, avoid the need for Employees to undertake any manual handling operations at work which involve a risk to their being injured;
- (b) where it is not reasonably practicable to avoid the need for Employees to undertake any manual handling operations at work which involve a risk of their being injured:

make a suitable and sufficient assessment of all such manual handling operations to be undertaken by them;

take appropriate steps to reduce the risk of injury to those Employees arising out of their undertaking any such manual handling operations to the lowest level reasonably practicable;

take appropriate steps to provide any of those Employees who are undertaking any such manual handling operations with general indications and, where it is reasonably practicable to do so, precise information on: (a) the weight of each load; and (b) the heaviest side of any load whose centre of gravity is not positioned centrally.

3.23 If members of the workforce are required to use any manual handling equipment they should, as a minimum, be shown how to use it safely and warned of any dangers. If the equipment is complex or the risks are higher, then such information should also be conveyed in writing. This could be done, for example, by providing staff with a copy of the suppliers' operating instructions.

3.24 Any risk assessment needs to take into account of the nature of the task, the individual's capacity, the load and the working environment.

3.25 The workforce is advised not to manually handle loads, which they feel incapable of moving safely.

### **Fire Safety**

3.26 The nature of the Board's office at Horsford means that the provision of alternative means of escape is not reasonably practicable. However, we will carry out the following : fire safety inspections, installation and inspection of fire detection equipment and fire suppression apparatus, testing of fire alarms, provision of emergency lighting, and the provision of fire extinguishers. We will ensure that fire exit routes and signs within our control are kept clear at all times and that appropriate training is provided in the procedures for fire drills and evacuation. And we will investigate the provision of a window-breaking implement.

3.27 Similarly, responsibility for these matters at indoor facilities used by the Board rests with the controller of the premises. However, the Board expects any of their workforce in charge at any session based in such premises to familiarise themselves with fire escape routes and signs and to ensure that those attending at the premises are aware of these routes and signs.

# Norfolk Cricket Board

## Coach Education

3.28 These arrangements will be reviewed at least annually and on any significant change in the business or the premises.

### Driving Vehicles

3.29 When driving on Board business (whether in their own vehicle or one provided by the Board) employees must

- take all reasonable steps to minimise the risks to themselves and others
- comply with all legal and other requirements relating the driving of the vehicle.

3.30 The Board will, prior to an employee driving for the first time on Board business and then periodically, check with the employee that

- they hold a full current driving licence to drive the vehicle
- they have the necessary insurance cover to drive the vehicle on Board business
- when driving their own vehicle, it has a current MOT Certificate (where required) and the required road tax has been paid in respect of the vehicle.

The Board will also require a prospective employee to produce their driving licence prior to appointment.

3.31 Employees must notify the Board's Cricket Development Director or Chair immediately of any endorsements to their driving licence or disqualification from driving any changes to their insurance conditions.

3.32 In addition to the above, employees must when driving on Board business ensure that passengers are carried only in accordance with the manufacturer's design specification for the vehicle ensure that seat belts are worn by all passengers take regular breaks on long journeys where possible, share driving on journeys over two hours plan journeys to avoid travel in adverse weather conditions or excessive working hours not drive the vehicle if they have reason to believe it may be unsafe to do so.

3.33 The Board will also take appropriate steps through its child welfare and county age group procedures to ensure the safety of those travelling to matches otherwise than with their parents or guardians.

### General

3.34 Employees are reminded that they have a legal obligation under the Management of Health and Safety at Work Regulations 1999 to inform their manager of situations where they see serious and imminent danger to health and safety, or any matters where they see a shortcoming in our arrangements for health and safety protection.

# Norfolk Cricket Board Coach Education

## Public Safety

3.35 Members of the public who may visit our site are informed of any specific hazards that may exist on the premises and adequately supervised whilst they are on the premises Procedures for evacuation in the event of a fire are also made known as well as the exits pointed out.

Signed	Keir Hounsome	Date 28/01/2021
Name	KEIR HOUNSOME	Position Board Chair

Adopted **January 2021**

# Norfolk Cricket Board Coach Education

## NORFOLK CRICKET BOARD

### EQUITY, DIVERSITY & INCLUSION POLICY

#### **1 Introduction**

- 1.1 The Norfolk Cricket Board ("the Board") in all its activities is fully committed to the principles of equality of opportunity in cricket, and to ensuring that its employees, members and all other individuals working or volunteering for the Board and participating in or watching the Board's activities are treated fairly and are able to conduct their activities free from discrimination, harassment or intimidation.
- 1.2 The Board
- in all its activities will not discriminate, or in any way treat anyone less favourably against on the grounds of age, gender, disability, race, religion or belief, parental or marital or civil partnership status, being pregnant or on maternity leave, sexual orientation or gender reassignment;
  - will not tolerate harassment, bullying, abuse or victimisation of individuals.
  - will endeavour to create access and opportunities for all those individuals who wish to participate, and are lawfully eligible to participate, in its activities.
  - will ensure that it complies with the requirements of equalities legislation and will take all reasonable steps to ensure that its employees, members, participants and volunteers adhere to these requirements and this policy.
- 1.3 This policy is fully supported by the Board's officers and directors who are responsible for its implementation.

#### **2 Enforcing the Policy**

- 2.1 The Board is committed to the investigation of any claims, when brought to its attention, of discrimination, harassment, bullying, abuse or victimisation of an individual, and reserves the right to impose such sanction as it considers appropriate and proportionate, where such is found to be the case.
- 2.2 In the event that any employee, member, volunteer or participant feels that they have suffered discrimination, harassment, bullying, abuse or victimisation, they should report the matter in writing to the Board's Cricket Development Director or alternatively the Board's Chair.
- 2.3 Any such report should include details of what occurred; when and where the occurrence took place; any witness details and copies of any witness statements.
- 2.4 If the person complained about is an employee, the Board will regard the issue as a disciplinary issue and will follow its employment disciplinary procedure.
- 2.5 If the person complained about is not an employee, the Board
- may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
  - may (at its sole discretion) hold a hearing at which both parties will be entitled to attend and present their case;

# Norfolk Cricket Board Coach Education

- will have the power to take such action as it considers appropriate including the imposition of any one or more of the following sanctions on any person found to be in breach of any policy: (a) warn as to future conduct; (b) suspend from involvement in Board activities for such period as the Board determine; and
- will provide both parties with written reasons for its decision.

2.6 A party may appeal a decision of the Board within 3 months of the initial decision being notified to that party.

### **3 Equality, Diversity and Inclusion Action Plan**

The Board will develop, adopt, implement and keep under review a game-wide Action Plan the purpose of which is to actively promote and drive equality, diversity and inclusion within cricket in Norfolk.

### **4. Anti-Discrimination Code**

- 4.1 The Board will make all those under its jurisdiction subject to the ECB's Anti-Discrimination Code and will enforce it.
- 4.2 The Board will also promote and drive adoption of the Code by all leagues and clubs under its jurisdiction and take all reasonably practicable steps to ensure that they comply with the Code.

### **5. Review**

The Board will review this policy periodically.

{Adopted: April 2021}

# Norfolk Cricket Board Coach Education

## NORFOLK CRICKET BOARD

### COMPLAINTS AND COMPLIMENTS POLICY

#### Introduction

1. The Norfolk Cricket Board (NCB) is committed to providing a high quality service to all those it works with and for. We intend to provide services through best practice and want to continually improve.
2. We will listen to complaints and handle them quickly, effectively and in a fair and honest way. We also want to learn from any mistakes we make. In order to do this we need to know when we get things wrong. We also welcome any compliments or comments.
3. This policy represents our normal approach to the handling of complaints. However, some of our activities have a specific complaints process which will apply in those cases.

#### Complaints

4. A complaint for this purpose is a written expression of dissatisfaction, whether or not justified. It can be about the standard of service we provide or the behaviour of others.
5. We will not normally deal with anonymous complaints, other than in a general way, given the difficulty of carrying out a full investigation. However, we will retain such complaints on file as they may provide an early warning of a failure in the delivery of our services.
6. We will treat all complaints seriously and with courtesy and fairness at all times. We will keep anyone making a complaint updated until the complaint is resolved.
7. All complaints should be addressed to the Board's Cricket Development Director at the Norfolk Cricket Board, c/o Horsford Cricket Club, Manor Park, Holt Road, Horsford, Norwich NR10 3AQ (or if the complaint involves the Director, then to the Board's Chair at the same address). Decisions will then be taken on the level of investigation required and on who will carry out the investigation. We will try to acknowledge all complaints within four working days.
8. All complaints received will be logged and reported to the Board so that we can monitor the types of problem and the best ways of dealing with them. This will also help us to see how we can improve what we do.
9. All complaints received will be treated confidentially except to the extent necessary to properly investigate them. Also, all complaints will be handled in accordance with Data Protection laws.

# Norfolk Cricket Board Coach Education

10. The Board will investigate complaints in accordance with other relevant policies relating to governance and conduct where appropriate to do so.
11. If the complaint is upheld we will offer an explanation and an apology. We will also take action if it is appropriate to solve the problem properly.
12. A complainant who is not happy with the outcome of a complaint should write to the Board's Chair at the address in paragraph 7. The Chair's decision will be final and not subject to a further appeal.

## Compliments

13. Compliments are always welcome, whether they are about our services or a member of staff or volunteer.

## Comments

14. Similarly, comments and suggestions are always welcome.

## Contacts

Post            Norfolk Cricket Board, c/o Horsford Cricket Club, Manor Park, Holt Road,  
Horsford, Norwich NR10 3AQ

Telephone 01603-486250

Website      [www.norfolkcricket.co.uk](http://www.norfolkcricket.co.uk)

Reviewed & Adopted October 2022



# Norfolk Cricket Board Coach Education

## NORFOLK CRICKET BOARD

### SAFEGUARDING POLICY

The Board operates under all the relevant regulations and controls of the England and Wales Cricket Board (“the ECB”) as articulated in their Safe Hands policies and publicised on their Safe Hands website.

The Norfolk Cricket Board (“the Board”) is committed to ensuring that all children (i.e., all persons under the age of 18) participating in cricket have a safe and positive experience.

#### **We will do this by:**

- Recognising that all children participating in cricket (regardless of age, gender, race, religion, sexual orientation, ability, or disability) have a right to have fun and be protected from harm in a safe environment.
- Ensuring that individuals working for the Board provide a safe, positive and fun cricketing experience for children.
- Adopting and implementing the ECB “Safe Hands –Cricket’s Policy for Safeguarding Children” and any future versions of this.
- Appointing a County Safeguarding Officer and a Deputy County Safeguarding Officer, both overseen by a Board lead, ensuring that they attend all current and future training modules required by the ECB, so that they have the skills needed to undertake their roles effectively.
- Ensuring all people who work for the Board (such as staff, coaches, team managers, volunteers and officials) understand that the “Safe Hands Policy” applies to them according to their level of contact with children in cricket.
- Ensuring that all those working for the Board are recruited and appointed in accordance with ECB guidelines and relevant legislation.
- Ensuring that all those working for the Board are provided with support, through education and training, so that they can adhere to good practice and code of conduct guidelines defined by the ECB and the Board.
- Ensuring that the name and contact details of the County Safeguarding Officer and Deputy County Safeguarding Officer are available
  - As the first point of contact for the Board’s staff and volunteers and for children involved in the Board’s activities and their parents
  - As a source of procedural advice for the Board, it’s Directors & Members
  - As the main point of contact within the Board for the ECB Safeguarding team and as the main point of contact within the Board for relevant external agencies in connection with child safeguarding
- Ensuring correct and comprehensive reporting procedures exist for raising and managing child safeguarding concerns. Such procedures should recognise the

# Norfolk Cricket Board Coach Education

responsibility of statutory agencies and be in accordance with the pre-defined child safeguarding procedures as set down by the ECB, statutory agencies and Local Safeguarding Children Board guidelines and policies

- Providing everyone connected with the Board (including children and parents) an environment where they can voice to the County Safeguarding Officer (or, in their absence, the Deputy County Safeguarding Officer) on a range of issues including possible suspected child abuse / neglect and / or poor practice.
- Ensuring that all suspicious concerns and allegations are taken seriously and dealt with swiftly and appropriately
- Ensuring access to confidential information to child safeguarding matters is restricted to the County Safeguarding Officer and (where necessary) the Deputy County Safeguarding Officer and the appropriate external authorities such as the Local Authority Designated Officer, as specified within the ECB child safeguarding procedures.

Kevin Denmark, Deputy Safeguarding Officer  
August 2022

## Candidate Appeals Procedure

### Procedure

If you wish to appeal against the outcome of an assessment conducted by an assessor employed or contracted by us you must do so within 14 days of receiving the assessment decision and are advised to keep copies of all documents relating to the assessment against which you are appealing.

### Stage 1

Your first line of appeal should be to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although you are recommended to put the appeal in writing, within 14 days of the assessment. Your assessor may choose to explain to your satisfaction their rationale for the decision that is being disputed. On receipt of an appeal your assessor is required to record an overview of the appeal and record the outcome of the discussion for our records. This record will be kept by us with the centre's assessment records should it be required for further investigation. If after making your appeal via this process you are still unhappy with the outcome you should progress to stage 2.

### Stage 2

If you are still dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then you should put your appeal in writing within 14 days of the Stage 1 process, to the person below:

Formal written appeals should be made to:

Norfolk CDD, Norfolk Cricket Board,  
C/o Horsford Cricket Club, Manor Park, Holt Road, Horsford,  
Norwich, Norfolk, NR10 3AQ

email: [lewis.denmark@norfolkcricket.co.uk](mailto:lewis.denmark@norfolkcricket.co.uk)

In your written appeal you are encouraged to give a detailed account of your grievance and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist our prompt investigation.

You should provide as much information as possible regarding the disputed assessment decision, including:

- the date and nature of the assessment (ie. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the tutor/assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie. candidate evidence, record of feedback from the tutor/assessor involved)
- the names of other people or other candidates whose evidence/witness you might wish to refer to.

# Norfolk Cricket Board Coach Education

We will acknowledge receipt of your appeal within 5 working days and thereafter nominated an appropriately qualified person (assessor or internal verifier or the centres external verifier) to review or reassess work against the assessment of your work or performance against the criteria for the qualification and give a considered judgement on the appeal. The judgement will be recorded and kept as part of the approved centres records. Following that review and within 10 working days of receipt of the appeal, we will inform you in writing of the outcome, which is likely to be one of the following:

1. Uphold the original assessment decision
2. Offer you an opportunity to resit or be reassessed
3. Overturn the original decision.

In appeals against the outcomes of practical assessments, because of the nature of the evidence you presented at the time it is highly likely that the outcome will be No 2 in the above list. All reasonable cost of a reassessment will be borne by the centre. Copies of records of appeals will be maintained by our Key Contact, retention with other assessment records for review by the centre's External Verifier. If after making your appeal via this process you are still unhappy with the outcome you should progress to stage 3.

### **Stage 3**

If you have followed Stage 1 and/or 2 of this appeals procedure and are still dissatisfied with the outcome, you have the right to take your appeal to our awarding body 1st4sport Qualifications (where the appeal concerns qualifications awarded by 1st4sport Qualifications). To progress to Stage3 you are encouraged to access the awarding body's appeals procedure from your candidate pack or by contacting:

1st4sport Qualifications  
Coachwise Ltd  
Chelsea Close  
Off Amberley Road  
Armley  
Leeds LS12 4HP

Tel: 0113 290 7610  
Fax: 0113 231 9606  
E-mail: [enquiries@1st4sportqualifications.com](mailto:enquiries@1st4sportqualifications.com)  
Web: [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)