



Guidance for Staff

Players' Welfare

We all have a responsibility to promote high standards of behaviour and safeguard the welfare of players at all times.

- Always treat players equally and with respect, using professional language and maintaining consistent high standards of personal behaviour — player welfare is paramount
- Inform the **Tour Designated Safeguarding Lead (Ian Bonnette)** immediately if you have any welfare concerns about a player or adult

Staff Expectations

Staff members are expected to demonstrate consistently high standards of personal and professional conduct throughout the tour.

- Treat players with dignity, building relationships rooted in mutual respect, and at all times observe proper boundaries appropriate to a coach's professional position
- Have regard for the need to safeguard players' wellbeing in accordance with statutory provisions
- Show tolerance and respect for the rights of others
- Ensure that personal beliefs are not expressed in a way that could influence or affect players
- Maintain high standards in attendance, dress and punctuality
- Read and act upon all policies provided as part of the tour documentation pack

Dress Code

During training sessions and matches, staff should wear smart team kit including football socks and appropriate footwear. If wearing sunglasses, these should be removed when talking to players and parents.

Child Protection

- Do not have inappropriate physical or verbal contact with players
- Do not make suggestive or derogatory remarks in front of or about players
- Do not show favouritism towards individuals
- Do not put yourself in a compromising position with any player
- Treat all players with respect and dignity at all times
- Remember that the priority is always to protect the child

If a player discloses abuse to you:



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- Offer immediate support, understanding and reassurance — explain that you must pass on the information and cannot promise confidentiality
- Allow them to speak without interruption, accepting what is said — do not investigate or probe further
- Alleviate feelings of guilt and isolation, pass no judgement, and reassure them that you will help
- Record the facts as given, using the player's own words where possible
- Report immediately to the **Tour Designated Safeguarding Lead (Ian Bonnette)**
- You **MUST** refer — you must **not** investigate or make assumptions

Lost Player

Staff should know the whereabouts of their players at all times during the tour. If you have reason to believe a player is missing:

1. Attempt to contact the player by mobile phone
2. Check with other players who may know their whereabouts and when they were last seen
3. Contact the **Tour Manager (Craig Bowker)** immediately, who will then contact parents and take further action

Being Alone with a Player — Best Practice

Should a private conversation with a player be necessary:

- Inform another member of staff of the meeting, its location, time and nature beforehand
- Choose a location that is in the vicinity of others where possible
- Leave the door ajar if appropriate — if not, ensure the player is closest to the door and can exit easily
- Maintain professional and appropriate language throughout
- Keep a brief written note of the discussion
- Inform the **Tour Designated Safeguarding Lead (Ian Bonnette)** immediately if any concerns arise following the meeting

Staff must never enter a player's room alone. A second member of staff must always be present. Where this is not possible, the visit should not take place until another staff member is available.

Behaviour, Discipline & Sanctions

Rewards are more effective than punishment in motivating players. All Star Soccer Academy is committed to promoting and recognising good behaviour through praise and awards.

Where appropriate, staff may use sanctions to promote good behaviour. These include:

- Speaking to a player about poor behaviour with a clear requirement to improve
- Dropping or substituting a player, or removing them from a training session



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- Removing a privilege

For more serious breaches of discipline, in consultation with the **Tour Manager (Craig Bowker)**:

- A phone call or written communication to parents/guardians
- A player being required to return home at the family's expense

Personal Communication with Players & Parents

- Direct contact with players via personal mobile devices is permitted for emergency use only — it must not be used for routine matters
- Players' phone numbers must be stored on your device only for the duration of the tour and deleted immediately afterwards
- All communications must use appropriate and professional language
- Contact with parents must remain within your role as an All Star Soccer Academy tour staff member and should not continue beyond the end of the tour
- Any parent queries after the tour should be directed to the **Tour Manager (Craig Bowker)**
- Staff must not be 'friends' with players on any social networking site

Photography

- Staff may use personal equipment to photograph players, provided photographs are appropriate and relevant to the activity taking place
- Photographs must be shared with the **Tour Manager (Craig Bowker)** as soon as possible and then deleted from personal devices
- Staff must not post photographs of players on personal social media accounts
- Staff may retain a copy of authorised team photographs as a personal memento only

Tour Policies

All staff are required to read and familiarise themselves with the following policies, all of which are available on the All Star Soccer Academy website. Staff will be required to sign a confirmation form prior to departure.

- Behaviour, Discipline & Sanctions
- Child Protection Policy
- Child Protection Guidelines for Staff
- Code of Conduct for Players
- Emergency Procedures
- Equality Policy
- Fire Orders
- Injury & Illness



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- Lost Player Procedure
- Medicines Policy
- Photography Policy
- Player Code of Conduct
- Use of Reasonable Force
- Safeguarding & Welfare