

Australian Croquet Association

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ACCREDITATION AND REACCREDITATION PROGRAMS FOR ACA REFEREES AND UMPIRES

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Acronyms appearing in the Document:

AC.....	Association Croquet
ACA.....	Australian Croquet Association Inc.
ACR.....	Association Croquet Referee
ACU.....	Association Croquet Umpire
ASC.....	Australian Sports Commission
CA.....	Croquet Australia
GC.....	Golf Croquet
GCR.....	Golf Croquet Referee
NDR.....	National Director of Refereeing
NOAS.....	National Officiating Accreditation Scheme
NSO.....	National Sports Organisation
NTP.....	National Technical Panel
ORLC.....	Official Rulings on the Laws of Croquet
SDR.....	State Director of Refereeing
WCF.....	World Croquet Federation

1.1 Details of the National Sports Organisation (NSO)

- To remain eligible to continue officiating at ACA controlled events, ACA officials will be required to meet Reaccreditation criteria as described in Section 1.9 (Updating Policy). Reaccreditation will be required every 4 years.

Officiating Level:

ACA Referees/Umpires will not be graded according a system of levels.

Instead there will be:

One NDR AC

One NDR GC

SDRs of AC, GC or both depending on each state's requirements

Active List Officials:

Initially accredited officials

Requires reaccreditation after 4 years

Reaccredited officials

Requires reaccreditation every 4 years

Inactive List Officials:

Officials who do not seek reaccreditation

If reaccreditation is not sought after 4 years it may be sought at a later time, whereupon the official will be transferred to the active list.

1.3 Pre-accreditation Training Program.

The end aim is for all candidates to be successfully accredited. With this in mind it is desirable there be a national training model which the states are requested to follow, subject to modification because of problems such as candidates living in remote areas. A national training program would mean there would be minimal disruption to a candidate's training should the candidate move interstate. The NDR of the respective discipline is to be responsible for periodically drafting/redrafting the Pre-accreditation Training program.

1.4 Separate Officiating General Principles

A pre-requisite for all candidates entering the ACA's Referees or Umpires Accreditation Program is the successful completion the of Australian Sports Commission (ASC) *Introductory Level Officiating General Principles Course*. This pre-requisite is to ensure that all participants have been exposed to instruction in effective communication skills and an adequate knowledge of legal and risk management matters all of which are considered by ACA to be a priority when officiating.

This pre-requisite course can be taken online via the ASC web site (<https://learning.ausport.gov.au/>) or by contacting the various State or Territory Department of Sports. The online course is free of charge. There may be a fee charged for face-to-face courses.

1.5 Accreditation Program Fees

A fee of \$15 (Includes a Qualified Referee's badge) will be charged by ACA for Accreditation.

No fee will be charged for Reaccreditation.

1.6 Entry Pre-Requisites

Association Croquet Referee Accreditation Candidates:

- Are to have successfully completed the ASC *Introductory Level Officiating General Principles Course*.
- Must be 16 years of age or older.
- Must be an ACA registered player with a valid ACA ID.
- Are to have a minimum of 1 year's experience playing Association croquet.
- Must hold a valid AC handicap.

Golf Croquet Referee Accreditation Candidates:

- Are to have successfully completed the ASC *Introductory Level Officiating General Principles Course*.
- Must be 16 years of age or older.
- Must be an ACA registered player with a valid ACA ID.
- Are to have a minimum of 1 year's experience playing Golf Croquet.
- Must hold a valid GC handicap.

1.7 Venue and Equipment Requirements

Venues where accreditation training and assessment take place are requested to provide:

For Association Croquet:

- A full size croquet court.
- Adequate court setting equipment and accessories as described in the Laws book.
- First and second coloured croquet balls.
- A suitable area for off court training and examining.
- Black or white board with coloured chalks or coloured pens.
- Suitable seating and tables for presenters and attendees.
- A copy of The Laws of AC.
- A copy of the ORLC.
- A copy the Australian Regulations for AC.

For Golf Croquet:

- A full size court.
- Adequate court setting equipment and accessories as described in the WCF GC Rules book.
- First and second coloured croquet balls.
- A suitable area for off court training and examining.
- Black or white board with coloured chalks or coloured pens.
- Suitable seating and tables for presenters and attendees.
- A copy of WCF Rules of GC.
- A copy of the Official Rulings on the WCF Rules for Golf Croquet.

1.8 Insurance

Presenters, officials, volunteers and attendees at training and refresher sessions are covered for insurance purposes by the National Insurance Policy negotiated annually by ACA.

1.9 Official's Code of Behaviour

ACA endorses the NOAS Code of Behaviour. Officials are required to read and sign a Code of Behaviour Agreement Form prior to commencement in any capacity as a presenter, mentor or assessor of the Accreditation Program.

See Appendix 2 for the NOAS Code of Behaviour Form and Appendix 3 for the ACA Code of Behaviour Form.

1.10 Updating Policy

Following initial accreditation periodic 4 yearly reaccreditation of referees and umpires will be required for them to remain eligible to officiate at ACA controlled events.

To be reaccredited during each 4 year period following initial accreditation all referees and umpires are to be re-assessed for competency regarding their on-court practical performance and knowledge of the current Laws/Rules and Official rulings on Laws/Rules.

During this 4 year period, in order to be Reaccredited, referees and umpires will be required to furnish evidence of :

- Having officiated at a WCF event and at an ACA event.
Or
- Having officiated at 2 ACA events.
Or
- Having officiated at an ACA event and at 2 State Association events.
Or
- Having officiated at 4 State Association events.

And in all applications for Reaccreditation,

- Having conducted or attended at least one referee/umpire training or refresher Course during each two year prior to reaccreditation.

During this 4 year period referees and umpires will also have their overall on-court performance and behaviour assessed by the Tournament Referee at the venues where they officiated. The results of this assessment are to be given to the referee or umpire concerned and copies forwarded to the respective SDR and NDR of the discipline concerned. (Refer Appendix 4. Updating Process and Assessment form).

At the request of the referee or umpire concerned the SDR is expected to be available to discuss, on a one-to-one basis, the result of that assessment.

Referees and umpires are to be encouraged to keep a personal record, in the form of an on-going “Self Assessment” log book, regarding their performances when officiating and when conducting or attending training programs, with particular reference to how their performance could be improved. (This is also mentioned in the **Competency Statement** Section 4.1)

1.11 Other NSO Requirements for Accreditation/Reaccreditation

There are no other requirements for Referee or Umpire Accreditation or Reaccreditation.

Section 2: Quality Assurance

2.1 Complaints Handling Procedure

Candidates may submit grievances, about the Accreditation/Reaccreditation process or against individual presenters, assessors or examiners, in writing to their respective SDR. Any submission is to be delivered within 14 days of the examination or assessment. The grievance or complaint is to be dealt with by a Complaints Committee consisting of the State Director and the SDR of the discipline concerned plus one member of the State Association's governing body. The Complaints Committee is to inform the complainant of its decision within 30 days of the SDR's receipt of the complaint.

If necessary the NDR of the relevant discipline is to convene the National Technical Panel (NTP) of that discipline to investigate any appeal against the decision of a States Complaint Committee decision.

2.2 Presenter and Assessor Qualifications and Training

Presenter qualification.

The presenter must be a qualified and experienced referee in the relevant discipline and be approved by the respective NDR or SDR.

The presenters are required to have experience in course/seminar/workshop presentation and to possess good communication and delivery skills.

For someone conducting their first presentation he/she is to have completed an approved course presentation seminar or the equivalent.

Presenters may from time to time call upon the services of experienced accredited referees, as approved by the NDR AC, NDR GC or relevant SDR, to assist in training sessions.

Presenter training.

ACA and State Associations are to arrange training and refresher workshops for presenters. These workshops will cover any changes to the Laws/Rules, Regulations, Official Ruling on the Laws/Rules, on-court refereeing techniques and course presenting skills as they apply to the particular workshop discipline.

Assessor qualifications

Assessing referees in each discipline are to be appointed by each State Association on the recommendation of the SDR. Examiners are to be currently accredited referees who are well experienced in refereeing their particular discipline at State level and National levels.

From time to time the competency of assessors is to be assessed by their respective SDR, in conjunction with the NDR of the particular discipline.

Each State Association is to maintain a Register of Approved presenters and examiners.

Assessor training

ACA and State Associations are to conduct workshops for assessors at least once in every 4 years. These workshops are to include sessions on Laws/Rules and Regulations, any changes to the Laws/Rules and Regulations, Official Rulings on the Laws/Rules, on-court techniques and skills and assessor skills as they pertain to each discipline.

Examiners are to attend or conduct at least one refresher workshop for assessors every 4 years or earlier if required by the NDR AC or NDR GC or by the assessor's respective SDR.

2.3 Design and Review Responsibility

The NTP as appointed by the NDR for Association or Golf Croquet, will be responsible for the design and review processes of the various training courses.

Membership of the NTP for AC will be:

- NDR AC.
- One SDR.
- One Assessing Referee AC.
- One Member of the ACA Executive.

Membership of the NTP for GC will be:

- NDR GC.
- One SDR.
- One Assessing Referee GC.
- One Member of the ACA Executive.

Although only one SDR is a member of the panel all other SDRs should be invited to make appropriate submissions for the Panel's consideration.

2.4 Accreditation Program Evaluation and Review Process

As a means of quality assurance in training programs the following will be used:

- Ongoing presenter and assessor training as described in Section 2.2.
- Evaluation of course presenters by use of the course participants' evaluation forms (Appendix 4).
- Regular informal discussion between course presenters.
- Statistical analysis on the number of new referees, umpires and Reaccreditations in each discipline.
- Statistical analysis of the events at which each referee or umpire officiated over each 4 year period.
- Feedback from presenters, assessors and candidates.

The NTPs for AC and GC are to review the results of the Evaluation and Review Process annually and make any alterations to the Accreditation Program they deem necessary.

Section 3: Accreditation Program Delivery

3.1 Recognition of Prior Learning/Current Competence

There will be no Honorary Accreditation/Reaccreditation.

ACA Officials will achieve initial Accreditation by:

1. Passing the initial Accreditation assessment, or
2. By being assessed by the respective NDR as being competent as a result of previous suitable experience as an official or prior non-accredited officiating experience.

ACA Officials will achieve Reaccreditation by meeting the criteria outlined in Section 1.9.

Candidates may be granted credits or exemptions toward their initial Accreditation under certain conditions listed below.

Candidates seeking exemptions are to submit their request for any exemption in writing to the respective NDR for consideration.

Course Component	Requirements for granting of credit or exemption
Technical knowledge of Laws/Rules.	Equivalent levels of overseas competence as recognised by an acceptable National Association.
General principles.	Successful completion, in the preceding 4 years, of the Introductory Level Officiating General Principles Course.
Practical on court techniques.	Equivalent levels of overseas competence as recognised by an acceptable National Association.
All components.	Acceptance by the respective NDR, or appointed representative, of a person with suitable experiences to be a competent official.

3.2 Flexible Delivery

The Accreditation Program will be delivered by way of workshops, seminars and possibly formal presentations. These sessions will be organised at times suitable to the candidates. They will however be dependant upon the availability of presenters and venues. With exception of the practical (on court) elements candidates living in remote areas and those who cannot attend the arranged sessions will be able to complete parts of the course by correspondence.

Assessing referees and currently accredited referees will be available to assist candidates as necessary.

Examinations may be oral, written or a combination. The use of video to demonstrate practical skills will be permitted where appropriate, e.g. remote area candidates.

3.3 Implementation Strategy

Under the direction of the NDR AC or NDR GC the SDR of each State Association will be required to arrange the training of presenters and assessors to conduct the Program in their respective States. Each State Association will be responsible for overseeing the Quality Assurance of the Program being conducted in its State.

A correspondence course, for the non-practical element of the program, will be made available for candidates living in remote locations.

ACA will develop worksheets and guidance notes for presenters and assessors to assist them with the introduction and implementation of the Program.

The content of the training program is to be similar across the states and territories.

Such similarities will be constructed by the NDR and all SDRs working collectively.

Section 4: Accreditation Program Description

4.1 Competency Statements

These statements are to apply to all candidates undertaking ACA Referees and Umpires Assessments.

Competence in the following areas must be displayed:

Communication skills:

Candidates will be required to display good interpersonal communication skills when dealing with players and other officials.

Decision making:

Candidates will be required to show they are able to make effective, decisive, impartial and accurate decisions consistently and promptly.

Health and safety issues:

ACA accredited Referees and Umpires will be required to capably identify potential risk and safety hazards.

Legal principles and responsibilities.

ACA accredited Referees and Umpires are to be able to manage the risks of officiating in competition and abide by the legal responsibilities of an official.

Behaviour/Ethics:

ACA accredited Referees and Umpires are required to conduct themselves in accordance with the ACA Code of Ethics for Referees and Umpires and the Code of Ethics for Officials as prepared by ASC.

AC Laws/GC Rules.

Referees and umpires are to effectively implement the laws/rules at the appropriate skill level of the game.

4.2 Assessment. (Refer to Appendix 5 for the list of the Assessment Tools).

Accreditation Process Sequence:

Association Croquet.

1. ASC Introductory Level Officiating General Principles Course.

To be followed by:

2. Part A. The Home Open Book Exam.

To be followed by:

3. Part B. Croquet Australia Umpire Exam.
(This is the practical component of the ACR Assessment and end of the ACU Assessment.)

To be followed by:

4. Part C. Croquet Australia ACR Verbal Exam

End of ACR Assessment Process.

Golf Croquet.

1. ASC Introductory Level Officiating General Principles Course.

To be followed by:

2. Part 1. Golf Croquet. Referees Open Book-Home Exam.

To be followed by:

3. Part 2. An Assessment of the Practical Techniques of GC Refereeing.

To be followed by:

4. Part 3. An Assessment of the Knowledge and Understanding of the Rules of golf Croquet..

End of GCR Assessment Process.

4.3 Officiating Practice

The ACA does not require candidates to complete any formal refereeing as a pre-requisite for Accreditation. However during the training period the candidate is expected to have officiated at least at club or regional level under the supervision of a tutor referee. This will be part of the National Pre-accreditation training Program (Refer Section 1.3).

Once accredited referees and umpires are expected to continue officiating at club and regional level, steadily progressing to state, interstate and national levels.

The Officiating Practice Requirements for Reaccreditation are set down in Section 1.10.

4.4 Accreditation Program Overview.

Successful completion of the ASC *Introductory Level Officiating General Principles Course* is mandatory.

Depending which discipline applies there is one compulsory module in the Accreditation process viz:.

Technical Knowledge of the Laws of Association Croquet.

or

Technical Knowledge of the WCF Rules of Golf Croquet.

4.5 Technical Knowledge of the Laws of Association croquet

Learning Outcomes:

- Application of the Laws of AC in order to consistently make accurate decisions on matters of fact in games.
- Ability to resolve disputes of limited complexity between players and/or referees on matters of fact and rulings on Laws given by another referee during a match/game of AC.
- Such abilities will require satisfactory skills in interpersonal communication together with a satisfactory knowledge of pertinent health, safety, legal and behavioural matters.
- The candidate is encouraged to keep a log of what went well and what went poorly. This will allow a review of his/her weaknesses and accordingly should lead to overall improvement.
- Self assessment, plus input from the assessors, if acted on correctly should lead to the candidates making some changes to their performance and thereby an improvement in the competency of communication skills, decision making and understanding of health, safety, legal and behavioural issues.

Resource material:

- The Laws and Regulations of AC.
- The ACA Regulations for Association Croquet Tournaments.
- The Official Rulings of the Laws of Croquet (ORLC).
- Demonstration, by presenters, of on-court techniques.
- The ACA AC Referees Manual and Tutorials.
- The ACA AC Umpire and Referee Assessment papers.
- Other training materials at the discretion of individual presenters.

Delivery strategies:

- Workshops, seminars and pre-exam preparation courses.
- Correspondence courses for candidates living in remote areas.
- Demonstrations by presenters of practical on court techniques and repeated practise of these techniques by the candidate under the supervision of a presenter.

4.6 Technical Knowledge of the Rules of Golf Croquet

Learning outcomes:

- The application of the Rules of GC in order to consistently make accurate decisions of matter of fact in games.
- The ability to resolve disputes between players and/or referees on matters of fact and rulings on the Rules, given by another referee, during a match/game of GC.
- Such abilities will require skills in interpersonal communication together with a satisfactory knowledge pertinent health/safety, legal and behavioural matters.
- The candidate is encouraged to keep a log of what went well and what went poorly. This will allow a review of his/her weaknesses and accordingly should lead to overall improvement.
- Self assessment, plus input from the assessors, if acted on correctly should lead to the candidates making some changes to their performance and thereby an improvement in the competency of communication skills, decision making and understanding health, safety, legal and behavioural issues.

Resource material:

- The WCF Rules of GC.
- The Official Rulings on the WCF Rules of Golf Croquet.
- The WCF Regulations for GC (Contained in the WCF Golf Rules book).
- The ACA Regulations for GC Tournaments (When published).
- The ACA GC Referees Manual.
- The GC Referees' Open Book Home Assessment
- The ACA GC Referee Assessment papers.
- Other teaching material at the discretion of individual presenters.

Delivery strategies:

- Workshops, seminars and pre-assessment courses.
- Correspondence courses for candidates living in remote areas.
- Demonstrations by presenters of on-court techniques and repeated practise of these techniques by the candidate under the supervision of the presenter.

Appendix 1: Organisational Chart

AUSTRALIAN CROQUET ASSOCIATION Inc. (ACA Inc.)

MEMBERS

Croquet NSW (Includes ACT)
Croquet Association of Queensland
Croquet South Australia
Croquet Tasmania
Victorian Croquet Association Inc.
Croquet West

EXECUTIVE

President
Senior Vice President
Vice President
Immediate Past President
Secretary/Executive Director
Treasurer

COMMITTEES , APPOINTED OFFICIALS and REPRESENTATIVES

Laws Committee

Representative on International Laws Committee

Selection Committees ...Association Croquet and Golf Croquet

Events Manager

National Directors:

Coaching
Association Croquet
Golf Croquet
Gateball
Association Croquet Refereeing
Golf Croquet Refereeing
School Croquet

National Handicapper

Member Protection Officer

Insurance Officer

Librarian Archivist

National Technical Panel Association Croquet: (Responsible for review of courses and appeals)

NDR Association Croquet

1 SDR

1 AC Assessing Referee

1 ACA Executive Member

National Technical Panel Golf Croquet: (Responsible for review of courses and appeals)

NDR GC

1 SDR

1 GC Assessing Referee

1 ACA Executive Member

National Refereeing Committees: (Responsible for assisting NDRs Association Croquet and Golf Croquet)

NDR AC or NDR GC

SDRs

State Associations and Executives

State Directors of Association Croquet, Golf Croquet and Gateball

State Refereeing Committees

Appendix 2: ACA's Officials' Code of Behaviour

The duties of an ACA referee is to act as an impartial judge of sporting competition and this duty carries with it an obligation to perform with accuracy, consistency, objectivity and the highest sense of integrity.

In order to preserve and encourage confidence on the professionalism and integrity of officiating, officials must first display ethical behaviour.

- Operate within the rules and spirit of your sport, promoting fair play over winning at any cost.
- Encourage and support opportunities for people to learn appropriate behaviours and skills.
- Support opportunities for participation in all aspects of the sport.
- Treat each person as an individual.
- Display control and courtesy to all involved with the sport.
- Respect the rights and worth of every person regardless of their gender, ability, cultural background or religion.
- Respect decisions of officials, coaches and administrators in the conduct of the sport.
- Wherever practical, avoid unaccompanied and unobserved one-on-one activity (when in a supervisory capacity or where power of imbalance will exist) with people under the age of 18 years.
- Adopt appropriate and responsible behaviour in all interactions.
- Adopt responsible behaviour in relation to alcohol and other drugs.
- Act with integrity and objectivity, and accept responsibility for your decisions and actions.
- Ensure that your decisions and actions contribute to a harassment free environment.
- Do not tolerate harmful or abusive behaviours.
- Place the safety and welfare of the players above all else.
- Be consistent and impartial when making decisions.
- Address unsporting behaviour and promote respect for all people.

Note 1: All referees are expected to be registered with their State Authority responsible for the safety, welfare and care of young people. For example referees resident in Queensland should hold a valid "Blue Card", in Victoria "Working With young People Check".

Note 2: Until ACA produces its own Health ,Safety and Adverse Weather Policies, the policies of the State in which an ACA event is held will apply.

Appendix 3: Code of Behaviour Agreement Form

**ACA's Official's Code of Behaviour
Individual Agreement Form
for accreditation or re-accreditation to the
National Officiating Accreditation Scheme (NOAS)**

To: Australian Croquet Association Inc.

I, of
Full Name Address

.....
Address continued

I am seeking accreditation/re-accreditation (please circle) for the following Australian Sports Commission (ASC) qualification:

_____ Capacity	_____ Level	_____ Sport
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I agree to the following terms:

1. I agree to abide by ACS's Official's Code of Behaviour (see overleaf).
2. I acknowledge that Croquet Australia may take disciplinary action against me if I breach the code of behaviour. I understand that ACA is required to implement a complaints handling procedure in accordance with the principles of natural justice, in the event of an allegation against me.
3. I acknowledge that disciplinary action against me may include de-accreditation from the National Officiating Accreditation Scheme.

Please refer to the *Harassment-free Sport Guidelines* available from the Australian Sports Commission or contact the Executive Director of Croquet Australia if you require more information on harassment issues.

_____ Signature	_____ (if under 18, parent/guardian signature)	____/____/____ Date
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Note: The ACA's Official's Code of Behaviour appears on the reverse of this form.

Appendix 4 a: Updating/Reaccreditation policy.

During the 4 year period following initial accreditation or subsequent reaccreditation the candidate is to show competency in the following topics:

- Practical application of on-court tests, techniques and judgments as applicable to AC or GC.
- The marking of balls in critical positions.
- Adjudicating on faults and errors.
- Where to stand when watching critical shots requiring special care due to the proximity of a hoop, the peg or other balls.
- Knowledge of the Laws or Rules and the Official Rulings on the Laws or Rules of the discipline involved.
- Knowledge of the ethics and etiquette pertaining to croquet referees, umpires, players and officials.
- Knowledge on health/safety, legal and behavioural issues as they relate to croquet and all those involved and how to manage any problem on these matters should any arise.

Competency in the above topics will be assessed by the NDR of the discipline concerned or the candidate's SDR or a person appointed by the NDR of the discipline concerned.

Assessment may also take into account the personal observations of the NDRs, SDR or Appointed Person of the candidate's on court performances.

Appendix 4 b: Reaccreditation Assessment Form

Date.....

Candidate.....

Venue.....

Examiner.....

The following 10 aspects will be judged on a rising scale of competence of 1 to 5.

1.	On court practical performance	1	2	3	4	5
2.	On court judgements	1	2	3	4	5
3.	Ball marking skills	1	2	3	4	5
4.	Does the candidate position himself well enough to be able to make an accurate judgement on a faulty stroke ?	1	2	3	4	5
5.	Knowledge of Laws or Rules and Official Rulings	1	2	3	4	5
6.	Knowledge of Ethics/Etiquette as related to officiating	1	2	3	4	5
7.	Knowledge and management of Health/Safety issues	1	2	3	4	5
8.	Knowledge and management of relevant Legal matters	1	2	3	4	5
9.	Knowledge and management of inappropriate player behaviour					
10.	Ability to calmly handle disputes between players.	1	2	3	4	5

Note: To be successful the candidate must be rated at 3 or more in each of the above 9 segments

Assessor’s Comments:

Candidate’s signature.....

Examiner’s signature.....

Appendix 5: Assessment Tool for ACA Officiating Accreditation.

- Purpose of Assessment:** This assessment tool will tabulate the candidate's competence or otherwise in areas applying to the Laws/Rules and Regulations of the discipline involved, practical on court techniques, communication skills, risk management and other criteria detailed in the check list below.
- Assessment conditions:** The candidate will:
- Have access to an appropriate croquet court and equipment when undertaking the assessment.
 - Be permitted to present for assessment as many times as is necessary in order to achieve competency.
- Assessment tasks:** The candidate is to demonstrate a satisfactory understanding of the Laws/Rules and Regulations of the discipline involved in order to make accurate and consistent decisions on matters of fact during a match and display a satisfactory level of competence in the practical techniques related to officiating.
- Evidence required:** Throughout the assessment the candidate is to consistently demonstrate a competent level in all of the criteria in the check list below.
- Assessment arrangements:** The assessment will take place on a date and at a location suitable for both the candidate and the assessor.

Name of candidate:.....

Accreditation sought:**ACR** **ACU** **GCR** (Circle the accreditation sought.)

Candidate's club:

Name(s) of assessor(s):.....

Performance criteria.	Demonstrates competency. (Yes, No, N/a)	Assessor's comments.
Can apply and implement Laws/Rules and Regulations accurately and consistently on matters of fact as applicable to official role.		
Understands the health and safety issues related to players and self. Is aware of adverse weather policies.		
Constantly demonstrates ability to be in the best possible position to make accurate judgements on strokes that require special care.		
Uses effective and ethical communication skills at all times when dealing with players, especially disruptive players and where disputes arise between players and/or officials.		
Uses appropriate hand or vocal signals when they might be indicated.		
When asked by players and allowed by the Rules, provides constructive and accurate opinions in a polite and concise manner		
Is able to promptly and diplomatically resolve differences of opinion between players in order to prevent a worsening conflict.		
Knows how to promptly and effectively respond to an emergency situation if required.		
Can analyse own strengths and weaknesses when officiating.		
Understands and displays the etiquette expected of an official on court.		

Appendix 6: Evaluation Questionnaire

COURSE NAME: _____

ATTENDEE NAME (Optional): _____

CONTACT NUMBER (Optional): _____

VENUE: _____ **DATE:** _____

Please answer the questions by circling your choice of response and adding any comments if you wish.

To what extent did this course meet your expectations?

Not at all Partly Satisfactorily Completely

How did you perceive the balance between the practical and theoretical elements of the course?

None at all Partly Satisfactorily Completely

Were the sessions well organised?

Not at all Partly Satisfactorily Completely

Were the sessions well presented?

Not at all Partly Satisfactorily Completely

How could the organisation and presentations be improved? (e.g. sections to eliminate, time allocation)

Was the course too long? Yes / No (Please circle your choice)

Was the course too short? Yes / No (Please circle your choice)

Were the venue and its facilities satisfactory for your needs during the course?

Not at all Partly Satisfactorily Completely

Was the pre-course correspondence and information satisfactory?

Not at all Partly Satisfactorily Completely

Do you understand all the requirements and procedures involved for you to gain Accreditation?

Not at all Partly Satisfactorily Completely

What was your impressions on the general abilities of the presenter(s) conducting your course?

(Please answer these questions without fear or favour)

	Poor	Fair	Average	Good	Excellent
Their knowledge of subject	1	2	3	4	5
Their teaching skills	1	2	3	4	5
Their planning/preparation	1	2	3	4	5
Their enthusiasm	1	2	3	4	5
Their personal presentation	1	2	3	4	5
The time allowed for questions and discussion	1	2	3	4	5

What aspects of the course were most beneficial to you and why?

What aspects of the course were least beneficial to you and why?

How long have you been playing any form of croquet? _____

Have you attended a previous Accreditation or Pre-examination Course?

Yes / N

Appendix. 7 **Notes, comments and suggestions for change(s) to Program.**