

CHAPTER 3: COURSE IMPLEMENTATION PROCEDURES

1) ROLES AND RESPONSIBILITIES - OVERVIEW

WHO DELIVERS EACH LEVEL OF CERTIFICATION		
	Tennis Canada	Provincial Tennis Association
Instructor		√
Club Pro 1 (Coach 1)		√
Club Pro 2		√
Club Pro 3		√
Coach 2	√	
Coach 3	√	
Coach 4	√	
Coach 5	√	

Tennis Canada Through Coaching Development Is Responsible For:

- Design of certification system
- Design of certification content
- Oversee the certification system
- Maintain online access to certification materials
- Assist NCCP Making Ethical Decisions administrative processes where required (this will include accessing NCCP #s for Instructor candidates between the 1st and 2nd weekend of Instructor course)
- Delivery of the certification system for Coach 2 and 3 as well as Coach 4 & 5. This includes all administration **prior to, during and after** each course and includes the following:
 - Organizing a schedule of certification courses in the fall of each year for the upcoming calendar year.
 - Confirming Course Facilitators to operate each course.
 - Establishing the fees for the courses.
 - Securing sites for the operation of each course.
 - Ensuring that the appropriate number of courts are booked for the course and for the evaluation process.

- Ensuring that there is an appropriate number of Course Facilitators and Assistant Course Facilitators for the course and evaluation process.
- Ensuring that the playing/demonstration requirements for each level of certification are marketed to all candidates.
- Ensuring that the Course Facilitators have the appropriate forms for the operation of course.
- Providing leadership to the Provincial Associations.
- Marketing of the certification system throughout Canada.
- Hiring, training, and management of the Master Course Facilitators.
- Ratification of the Head Course Facilitators/Course Facilitators recommended by the Provincial Associations.
- Training and evaluation of Head Course Facilitators.
- Sending copy of letter to Provincial Associations for those applicants who have been granted Equivalency or Acceleration.

A Provincial Tennis Association Is Responsible For:

- The delivery of the certification system for Instructor, Club Pro 1 (Coach 1), Club Pro 2 & Club Pro 3. This includes all administration **prior to, during and after** each course and includes the following:
 - Organizing a schedule of certification courses in the fall of each year for the upcoming calendar year.
 - Confirming Course Facilitators to operate each course.
 - Establishing the fees for the courses (see Tennis Canada's recommended fees).
 - Securing sites for the operation of each course.
 - Ensuring that the appropriate number of courts are booked for the course and for the evaluation process.
 - Ensuring that there is an appropriate number of Course Facilitators, Assistant Course Facilitators, and Apprentice Course Facilitators for the course and evaluation process.
 - Ensuring that the playing/demonstration requirements for each level of certification are marketed to all candidates
 - Ordering the necessary certification materials for the year (see Publications Order Form).
 - Ensuring that, where applicable, resource materials are sent to the course participants in advance of the course along with a letter of confirmation of enrolment detailing how to access online (e.g., see Instructor and Club Pro 1 Confirmation of Enrolment).
 - Ensuring that the Course Facilitator has the appropriate forms for the operation of course.
 - Ensuring that the Course Facilitator has all the necessary equipment for each course (see individual Course Facilitator Guide for equipment kit requirements and class set of printed material requirements).
 - Ensuring that all registrants for the course have the proper certification to take the course.

- Collecting the money for the courses.
 - Sending replies to Instructor and Club Pro 1 equivalency or acceleration applicants and sending the necessary NCCP forms for those who have been granted equivalency or acceleration (see Sample Letters).
 - Ensure that Course Facilitator Evaluation forms are distributed to the Course Facilitator prior to the course and that they are collected following the course.
 - Ensuring that the Course Facilitator has marked all written exams and prepared practical evaluations in a timely manner.
 - Sending the NCCP Database Forms (new electronic CRF) on to Tennis Canada and keeping a copy for their own records.
 - Sending the test results and appropriate course of action to each course participant.
 - Paying the Course Facilitators and Assistant Course Facilitators.
 - Maintaining files for each coach who attended certification courses which contains their registration/profile form, test results, etc. (Note: we encourage each province to keep test results for a period of 10 years)
 - Ensuring that the Ongoing Requirements of Maintaining Active Status of Certification are communicated in all relevant certification materials.
 - Ensuring that information about the Tennis Professionals Association (TPA) is communicated within all relevant certification materials.
 - Ensuring that all participants and prospects are aware of the TPA and associated benefits and requirements.
- The management of the NCCP Make Ethical Decisions process for the Instructor Course. This includes the following:
 - Completion of NCCP Registration eForm (new CRF) with all course candidate names that have been "trained" (i.e., attended the MED module).
 - Submission of the eForm to Joan Leung, jleung@tenniscanada.com by Monday morning at 11 a.m. following the completion of the 1st weekend of an Instructor's course
 - The CAC will email each candidate directly with their NCCP passport number of login information.
- The management of the Course Facilitator System within their province in conjunction with the Head Course Facilitator. This includes the following:
 - The selection of the Head Course Facilitators within their province (with ratification required by Tennis Canada's Coaching Department).
 - The selection of Course Facilitators, Assistant Course Facilitators and Apprentice Course Facilitators in conjunction with the Head Course Facilitator.
 - The scheduling of Course Facilitators for each course in conjunction with the Head Course Facilitator.
 - Ensuring that the Course Facilitators are delivering an optimal number of courses.
 - The training and promotion of Assistant and Apprentice Course Facilitators (see Course Facilitator Professional Development Process and Course Facilitator Observation Tools).

Course Facilitators Are Responsible For:

- Delivering the courses.
- Taking attendance throughout the course.
- Marking the written evaluations as well as preparing and executing the practical evaluations following the course.
- Communicating to the Technical Director of the Provincial Association all candidates that have been "trained" in the NCCP MED module after completion of the 1st weekend of the Instructor course so that NCCP #s can be accessed for the 2nd weekend of the course.
- Sending the evaluations and NCCP Forms to the Provincial Association and **keeping one copy for their files.**
- Ensuring that the Ongoing Requirements of Maintaining Active Status of Certification are communicated during certification course.
- Ensuring that information about the Tennis Professionals Association (TPA) is communicated during certification courses (including handing out any available TPA information to all participants).