



Coach Developer Guidelines

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Purpose

The purpose of this document is to supplement the resources provided by the Coaching Association of Canada regarding [NCCP Coach Developers](#). It is the responsibility of each Coach Developer to be familiar with and abide by the policies and procedures on the CAC website and within this document.

Glossary of Terms

Coach Developer is the umbrella term used to capture the roles in the National Coaching Certification Program (NCCP) that are directly responsible for the development of coaches. These include: Master Coach Developers, Learning Facilitators, and Coach Evaluators.

CAC: Coaching Association of Canada

CD: Coach Developer

CE: Coach Evaluator

FMS: Fundamental Movement Skills

LF: Learning Facilitator

LSO: Local Sport Organization

MCD: Master Coach Developer

NCCP: National Coaching Certification Program

NSO: National Sport Organization

PD: Professional Development

PSO: Provincial Sport Organization

P/TCR: Provincial/Territorial Coaching Representative

viaSport's Role

At viaSport we believe that all British Columbians deserve equitable opportunities to develop and realize their potential through sport – as an athlete, coach, official or volunteer.

Our vision is a society where people and communities are truly healthy, vibrant and connected because they value and participate in sport experiences that are safe, inclusive and meaningful.

To increase sport participation opportunities, viaSport unites leaders across sectors to transform and scale the impact of sport.

With support from the British Columbia Provincial Government, viaSport is named as the Provincial/Territorial Coaching Representative (PTCR) for the province of B.C.. As a PTCR viaSport is responsible for the leadership, development and support in delivering the NCCP multi-sport modules, including the following as it relates to multi-sport Coach Developers:

- Delivering [NCCP Core Training](#).
 - Learning Facilitator (LF)
 - Coach Evaluator (CE)
 - Master Coach Developer (MCD)
- Providing support to Multi-Sport MCD's within B.C.
- Selecting, training and supporting multi-sport Learning Facilitators.
- Ensuring that all multi-sport Coach Developers are trained and evaluated to meet the outcomes, criteria and evidence required for each Coach Developer role.
- Ensuring the [Error! Bookmark not defined.](#) is available to any Coach Developer who participates in the evaluation process, or would like to appeal the selection process, as outlined.

Questions regarding the delivery of NCCP programs in British Columbia can be directed to: coaches@viasport.ca.

Coach Developer Roles & Responsibilities

Learning Facilitator

The goal of a Learning Facilitator (LF) is to effectively facilitate sessions that result in the development of coaches who are able to demonstrate their abilities and meet the standards established for certification. A Learning Facilitator should have the appropriate knowledge, skills, and attitudes to facilitate workshops using the competency-based approach. In addition, they serve as contributing members of the community and ambassadors for the NCCP and viaSport.

Role of a viaSport Learning Facilitator

- Demonstrate an understanding of the structure of the NCCP.
- Is knowledgeable and confident with the content and vocabulary of the NCCP.
- Demonstrate knowledge of adult learning principles and their application in instructional practices.
- To guide the **process** of the course (question, probe, learn).
- To encourage individuals to explore the information.
- To guide the journey, not the destination.
- To encourage participants to explore the content.
- Is responsible for uncovering information (so participants extract their own meaning).
- Represent viaSport in a professional manner as the lead for NCCP multi-sport coach education in B.C.
- Effectively facilitates sessions to achieve outcomes in the development of abilities.
- Has an understanding of the administrative roles and responsibilities of all delivery partners within the province.
- Demonstrate an understanding of the role [viaSport](#) has in B.C.
- Will be responsible for completing [Locker training with CAC](#), as well, all LF's will be responsible for entering their own courses in the Locker, in a timely manner (maximum 10 business days after the delivery), unless otherwise arranged.

Learning Facilitator Guides

The Learning Facilitator Guides are designed to be followed. While LF's are able to take leisure and creativity in the way they facilitate, the content and the learning outcomes are not negotiable. All of the NCCP modules are designed with specific teaching models in mind and need to be kept to this consistency. As the PTCR, viaSport has the responsibility to ensure that regardless of which LF leads a coach's training, the coach receives the standard course content, in the nationally consistent and approved format..

Learning Facilitator Requirements

To qualify for selection as a multi-sport Learning Facilitator for viaSport an individual must:

- Have completed the multi-sport module(s) in which they are applying to facilitate.
- Successfully completed the online evaluation of Make Ethical Decisions.
- Agree, in writing, to behave in a manner consistent with the [NCCP Coach Developer Code of Conduct](#) and demonstrate professionalism as a Coach Developer.
- Agree to attend and complete the appropriate Coach Developer training as outlined below.
- Agree and complete updated training as mandated by CAC or viaSport as appropriate.
- Submit a Criminal Record Check every three years.
 - Learning Facilitators are required to disclose any investigations or pending charges.
- Complete the [Respect in Sport](#) Activity Leader e-Module

Learning Facilitators should be:

- Able to speak clearly and communicate professionally.
- Comfortable presenting in front of a group, well spoken, able to keep presentations on time and able to adapt to questions and changes.

- Able to facilitate discussions, actively listen, evoke participation and move discussions along when needed.
- Well prepared, organized and professional.
- Approachable, ethical, responsible and self-confident.
- Dressed appropriately and professionally when delivering an NCCP module for viaSport. (Whenever possible, wear viaSport branded clothing.)

Learning Facilitator Pathway

Coach Developer Pathway

viaSport requires all multi-sport Coach Developers to complete all steps of the Coach Developer pathway to deliver NCCP multi-sport modules in B.C.

Step 1 – Application Process & Selection

An application process will be opened when there is a demand for new (more) Learning Facilitators. If current LFs that are in good standing are interested in taking on more modules, they will be required to submit an application.

viaSport will review the applications and related qualifications of the candidates with a committee of appropriate MCDs to select the most qualified candidates based on the identified needs. Recognition will be given to coaching experience and level, educational background, prior involvement with the NCCP, facilitation experience and sport development.

The makeup of the selection committee will typically include:

- One viaSport staff member (from Sport Development)
- One Master Coach Developer (based in B.C.)
- One Context Specialist (from outside of B.C.)

viaSport only approves and selects B.C. based Learning Facilitators. All LF's based outside of B.C., must apply and be approved their respective PTCR.

Note: viaSport will limit the number of LF Candidates selected in regions of the province to ensure active LFs have the opportunity to deliver frequently enough to remain current with the material.



Step 2 – NCCP Core Training for LFs

The purpose of NCCP Core Training for LFs is to provide LF candidates with the basic skills they need to facilitate an NCCP workshop. [Core Training for Learning Facilitators](#) is a 6-hour workshop that all Learning Facilitator candidates must take. The workshop introduces Learning Facilitator candidates to the goals and philosophy of the NCCP, teaches them how to facilitate modules, and helps them understand the instructional design of the modules.

It is recommended that Core Training be completed before content specific training.

Step 3 – Multi-Sport Content Specific Training

Content-specific training teaches Learning Facilitators how to deliver the content of a particular workshop (eg. Prevention and Recovery). The workshop-specific training includes micro-facilitation. Content-specific training is available only those who have been selected as LF candidates by viaSport and are by invite only. All content-specific training will be organized by viaSport (events not sanctioned by viaSport will not be recognized or approved). If an LF candidate does not attend the specified training, this individual will have to wait and re-apply the

next time there is an open call for LF's. viaSport typically will not provide individual training for those LF candidates who did not attend the group training.

Step 4 –Co-delivery

Co-delivery is the opportunity to practice facilitating in a workshop setting with coaches, with the support of an experienced Learning Facilitator.

Co-delivery is to be initiated by the LF, with the support of viaSport. The LF must locate a course that he/she will be able to attend and determine the facilitator leading the course. It is recommended the LF check with viaSport before arranging the co-facilitation. The new LF will be responsible to contact the mentor LF to determine if a co-facilitation is appropriate for the course and will then arrange how course content will be divided. The LF will not be paid for his/her co-facilitation or travel (unless otherwise arranged), as this is a part of his/her training.

It is recommended that co-delivery take place within one year of receiving training. A Learning Facilitator may request or be required to co-deliver more than once before delivering a workshop on their own. This is to be determined during the co-delivery debrief, between the LF in-training and the experienced Learning Facilitator.

Once a Coach Developer has all of the above training pieces they are considered **Trained** and may deliver courses independently.

Co-facilitation is mandatory for each module the LF intends on facilitating, for all LFs, regardless of background or geographical location.

Step 5 – Evaluation for Certification

Trained LFs will be evaluated on their ability to effectively deliver and facilitate the program content. MCDs will use the CAC [Coach Developer Evaluation tool](#) to conduct the evaluation of an LF.

A new LF will have two years from the time he/she is Trained (all trainings complete and a successful co-facilitation) to become Certified. LFs who have not completed their co-facilitations within the two-year window will be removed from viaSport 'active' lists, unless an arrangement can be made between the LF and viaSport. Evaluations must be requested by the LF, to viaSport. viaSport will cover the cost of the first evaluation, however if a subsequent evaluation is needed (for quality assurance), the LF may be responsible for the cost of the evaluation.

Once a Coach Developer has been successfully evaluated they are considered **Certified**.

After the LF is fully certified, it will be his/her own responsibility to ensure the requirements for [maintenance of certification](#) are met and an additional evaluation may be necessary every 5 years.

A re-evaluation may happen on a 5 year cycle for all LF's regardless of their current certification status. This process is to ensure quality control through the province.

Fees for LF Training

New multi-sport LFs will be required to pay for the cost of training once accepted as an LF candidate. The costs may include registration fees for Core Training for LFs, content specific training, and one evaluation. Please contact viaSport to find out the current rates.

Appeals Process – Evaluations

A Coach Developer who wishes to appeal the outcome of a CD Evaluation must do so within two weeks of the evaluation, for review by an appeals panel.

A detailed description of the [viaSport Appeals Policy](#), may be found here.

Becoming a Master Coach Developer

Role of the Master Coach Developer

The role of the Master Coach Developer is to train, evaluate, support and mentor Learning Facilitators and Coach Evaluators. In a multi-sport context, MCDs will primarily work with LFs. MCDs must possess adequate knowledge and expertise in facilitation to assist in training CDs. MCDs should be willing and able to lend support to CDs, program administrators and delivery agencies.

Master Coach Developers must:

- Be selected by CAC and viaSport.
- Have 5+ years of experience as a LF.
- Be a certified LF.
- Complete each of the three Core Trainings (Learning Facilitator, Coach Evaluator and Master Coach Developer).
- Complete all required content training and appropriate co-deliveries*

Master Coach Developers must also be evaluated to become certified. MCDs will be evaluated by [submitting a portfolio](#).

*Due to the varied demands of MCDs, viaSport does recommend co-delivery for the following tasks:

- Leading Content-Training
- Evaluating a CD

Maintenance of Certification

National Requirements

The [Coaching Association of Canada](#) and viaSport recognize the value of having certified NCCP coaches and Coach Developers that are engaged in Professional Development (PD) programs which reinforce the values of lifelong learning and sharing amongst the coaching community. Coach Developers can earn PD credits by taking NCCP courses, attending a conference, participating in non-NCCP coach training, actively coaching and facilitating.

In order for Coach Developers to maintain their certification they are required to attain a minimum of 20 professional development points over a five-year period.

Provincial Requirements

In addition, viaSport requires LFs to facilitate a minimum of one course every two years in order to remain an active Learning Facilitator. Facilitators who have not delivered courses in two years will be removed from viaSport active lists.

At any time, with or without notice, a LF may be observed by a representative of viaSport or an affiliated organization, for the purposes of quality assurance. If an LF is found to be performing below the expected level of quality, viaSport will work with the LF to determine the proper course of action. They may be removed from the active facilitation list until an action plan is completed.

Mentorship

Coach Developers are encouraged to engage in mentorship to continue their own development. The [Coach Mentorship Model](#) (three guides: a mentee guide, a mentor guide, and a sport administrator guide) is the outcome of a two-year pilot project aimed at developing a sustainable model of mentorship for female coaches who are interested in enhancing their skill set and optimizing their potential, and applies to all coaches.

Coach Developer Promotion and Internal Tracking

Coach Developer Tracking

CDs may be on more than one list at any given time. These lists are provided to Regional Centres on a quarterly basis, through their Drop Box folder.

Out of Province Coach Developers

Coach Developers from out of province wishing to facilitate/evaluate in B.C. either temporarily or permanently must first receive permission from viaSport. The LF must provide viaSport with a letter of support from their previous PTCR and may be asked to provide references. The LF will have to meet viaSport provincial standards before facilitating. No qualifications or statuses will be removed if the CD is not permitted to facilitate/evaluate, as the LFs should still be able to maintain his/her certification through other maintenance activities.

Workshop Procedures

Host Organization

A host agency is the delivery agent of one or more multi-sport modules within the province. A hosting agency may be a regional sport centre, municipal recreation department, Provincial Sport Organization, university/college or a community sport club. The host agency should review, understand and adhere to the viaSport [Host Organization Guidelines](#) before setting up a workshop.

A complete list of Host Organization Guidelines and requirements can be found in the [Host Organization Drop Box folder](#).

Course Materials

The Host Organization is responsible for distributing course material to the participants. The LF should touch base with their Host Organization to ensure that the proper course material is being sent to the participants. [Learning Facilitator documents can be found here, including the most recent version of materials.](#)

Learning Facilitator Guides and CAC Materials

The Learning Facilitator Guides are designed to be followed, and standard CAC PowerPoint presentations are expected to be used. LFs may not alter CAC materials in any way.

Facility Guidelines, Age Requirements and Ratio Recommendations

Please refer to the [Hosting Guidelines Drop Box Folder](#) for more information.

The Locker

As per CAC guidelines, all course records are to be completed electronically. Each LF will be responsible for completing [The Locker](#) (NCCP Database) training with CAC. All LFs will be

responsible for entering their own courses in the Locker, in a timely manner (within 3 days of course completion), unless otherwise arranged.

Submitting the event information as soon as possible after each course will ensure that viaSport and the Coaching Association of Canada receives the appropriate information in a timely manner and the coaches are credited appropriately. Please make sure all events are fully completed with all relevant information (i.e. coach date of birth and email address, Host Organization, etc.). Incomplete events in the Locker will not be accepted.

Course Evaluation

Course evaluations will be sent through the Locker to participants following the approval of the Locker event.

Facilitation Fees and Expenses

The host agency is responsible for payment of the LF. LFs are independent contractors and are permitted to charge what they deem fair for their time and services (within reason). viaSport recommends the following amounts:

- FMS: \$45-\$50/hour.
- Comp-Intro: \$40-\$50/hour.
- Comp-Dev: \$60-70/hour.
- Mileage: \$0.50/km, for travel over 40km.
- Rental car/flights/ferry: reasonable rates (if applicable).
- Accommodation: reasonable rates (if applicable).
- Meals: Maximum \$40/day (\$8 breakfast, \$12 lunch, \$20 dinner).

Travel, meals and any additional expenses (i.e. photocopying) must be agreed upon by the host agency prior to the workshop.

Communication

- LFs are responsible for communicating directly with host organizations, and with coaches, depending on the structure and expectation of the host organization.
- LFs are expected to respect coaches' privacy when communicating with groups, ensuring contact information is not visible to others, unless otherwise arranged. It is recommended to use BCC of coach's emails in all communications to ensure confidentiality.
- LFs are responsible for keeping up to date on NCCP products and policies.
- LFs are responsible for communicating directly with viaSport, should any course issues arise.
- LFs are not permitted to use viaSport, CAC, or NCCP logos without permission and proper branding guidelines adhered to.
- Coach Developers with viaSport agree to not, at any time, disclose to any third party any personal information (home address, telephone), concerning the coach candidate participating in any programs prior, during or after completion. If you have any questions, please contact viaSport.

Recognition of Traditional Lands

[Recognition of Traditional Lands and of the First Nations, Inuit, and Métis peoples as the keepers of the land.](#) In our continued effort to strengthen the NCCP partnership, sport in Canada, and to embrace and enact the Calls to Action as outlined by the Truth and Reconciliation Commission, we are working towards recognizing Traditional Indigenous Lands and the First Nations Inuit, and Metis peoples as the keepers of the land, at the beginning of all NCCP workshops.

Please use the following resources to welcome the participants to the course:

- [Indigenous-Northern Affairs Canada First Nations Interactive Map](#)
- [CAUT Guide to Acknowledge Traditional Territory](#)
- [Native-Land.ca;](#)

- “I would like to begin by acknowledging that the land on which we gather is the unceded territory of the Musqueam, Squamish and Tsleil-Waututh nations. We are grateful to be able to do collaborative work here.”

Creating a Welcoming and Inclusive Learning Environment

One area that we can collaboratively work on is to ensure that we are creating an open and welcoming environment for participants each time a delivery takes place.

Here is a great tip on creating an inclusive learning environment:

When introducing yourself at the beginning of a workshop, use the following statement:

- Hi, my name is Jennifer and I use the pronouns she, her, and hers.
- Hi, my name is Robert and I use the pronouns he, him, and his.
- Hi, my name is [insert name] and I use the pronouns they, them and theirs.

This practice would demonstrate that the CD is aware that some individuals may have preferred gender pronouns.

More resources on inclusivity in sport can be [found here](#).

Home Study

NCCP Home Study Program

CAC and viaSport is committed to offering an alternative delivery option for B.C. coaches who are unable to attend a scheduled classroom workshop in the NCCP multi-sport courses. Home Study allows coaches to receive the same credentials as workshop trained coaches using the NCCP reference manual and a modified coach workbook. The coach is able to complete the course work individually over a set timeframe (3 months). Coaches interested in taking courses through this program can visit the [viaSport website](#) for more information.

Coaches must register for Home Study through viaSport. Upon registration, viaSport will assign a qualified “tutor” to provide individual marking, written feedback and communicate pass or incomplete status to the coach and to viaSport.

Learning Facilitators are hired as tutors to provide guidance to the program participants and mark their coach workbooks. Please note there is separate documentation on the [guidelines for Home Study Learning Facilitators](#).

In order to qualify to become a tutor, the Learning Facilitator must:

- Be selected by viaSport,
- Be in good standing with viaSport & CAC,
- Be a certified multi-sport LF,
- Adhere to same guidelines for LFs above, including but not limited to, signing a Code of Conduct and completing NCCP Locker Training.

In addition to the normal LF guidelines, Home Study tutors will be required to:

- Submit social insurance number (SIN) to viaSport for tax purposes.
- Use viaSport email account exclusively for all communication with home study participants.

- Check their viaSport home study email account at least once per week.
- Answer queries, questions and provide guidance and support to home study registered course candidates toward successful completion of Coach Workbook.
- Mark workbooks within a timely manner (7 days of issued receipt).
- Process courses in the Locker at the end of each month.
- Follow the process below once the marking is complete and the materials sent in by the coach are deemed sufficient to be granted 'complete' status:
 - Send a confirmation email and marked coach workbook with feedback to the coach.
 - Log on to the NCCP Locker and submit course and participant information.
 - Send monthly invoice to viaSport (coaches@viasport.ca) for processing.
- Liaise with viaSport on administrative items pertaining to list of registered coaches.
- Provide feedback and input on program materials, tools and process for marking, and administrative procedures for continuous improvement.
- Provide ongoing communication to ensure participant completes module within 3 months of registering. For extenuating circumstances, viaSport and the tutor may approve extensions. If an extension has not been requested, the coach will have to reapply to the program, under the re-submission policies.

Vacation or Out of Office

Home Study tutors must provide viaSport two weeks' notice of any vacation and/or instances when the tutor will not be checking emails. While away, other qualified tutors may be selected to take on marking materials as needed. In the event that more than one LF is involved in the marking of one workbook, the LF who completes the marking and submits the Locker event will be the LF paid for that module. Two LFs will not be paid for the same coach submission, unless it was previously agreed upon to share the marking fee. If another LF will not be responsible for checking the home study account, the LF is responsible to put an away message on, for the duration of the time away. This needs to be communicated to viaSport prior to taking place.

Compensation Rate Schedule

Compensation for services is predetermined and based on a set fee per registered coach in the program. Anticipated workloads to be performed at each stage will fluctuate over different seasons and by individual coach learning needs. Some coach candidates will require assistance to complete the workbook and other candidates will simply submit the coach workbook for marking.

The tutor will be compensated at the completion of each workbook that is marked, which is invoiced at the end of each month.

A T4A will be issued by viaSport for services over \$500 within a calendar year.

Any or all fees for services relating to the NCCP marking process are between the Home Study coach and viaSport. Negotiating additional fees for this service, for example, accelerated or fast track marking, is not allowed. Our intent is that the quality, service level and accessibility to marking services will remain consistent and accessible for all coaches in B.C.

Appendices

Appendix A: NCCP Coach Developer Code of Conduct

http://viasport.ca/sites/default/files/Coach%20Developer%20Code%20of%20Conduct_0.pdf

Appendix B: CAC LF Standard Operating Procedures Document

http://viasport.ca/sites/default/files/English_LF_Standard_Operating_Procedures.pdf

Appendix C: Locker Tips

<http://viasport.ca/sites/default/files/Locker%20Tips.pdf>

Appendix D: Learning Facilitator Drop Box Folder

<https://www.dropbox.com/sh/8j7nf2n52axpy5b/AACyWM2Sxbq4mEaIW3fcb0dma?dl=0>

Appendix H: The Locker Use Guide

Appendix I: MCD Exchange Procedures

<https://www.dropbox.com/sh/7inw07ohil5pccg/AACa8b-EGxt-um64kCoPq4Sya?dl=0>

Appendix J:

Appendix K:

Appendix L: