

Club Matters

Online Workshop Organiser Terms and Conditions

Thank you for your interest in running a Club Matters workshop. In order to continue to support our clubs and workforce during the COVID-19 pandemic, we are able to offer virtual classroom sessions for the suite of Club Matters workshops. All online workshops will run for a maximum of 2 hours.

Sport England fund the Club Matters programme and therefore there is **no charge** from the Club Matters team for delivering the workshops. Please read the below terms and conditions before applying to deliver a workshop.

Submitting Your Online Workshop Request

- Our online workshop request form can be [completed here](#). Please complete **all fields** of the form unless otherwise directed.
- Please submit your form a **minimum of 1 week prior** to the workshop start date. Requests made after this time may result in us not being able to allocate a tutor (however we will try our best!).
- Before submitting your form, please ensure you have read the [workshop description](#) to ensure the workshop will meet your needs. Should you have any questions, please contact via email clubmatters@sportstructures.com.

The Booking System

- The workshop organiser is responsible for ensuring that all delegates register for the workshop prior to attending. The following information is required:
 - First name / last name
 - Postcode (for the participant, not the club)
 - Email address
 - Any special requirements
 - Device they will be using to attend the workshop (laptop, tablet, smart-phone)
- All delegate data captured in the registration process should be sent to us via email a **minimum of 3 days** prior to the workshop going ahead. We will endeavour to prompt you for this information but please be aware that without this information, the workshop may not go ahead.
- If you do use your own booking system, you are required to gain consent (in line with GDPR regulations) to pass personal information onto Sport Structures for administration purposes.
- The delegate data captured will not be distributed to any third parties and is purely used to ensure we can support delegates effectively.

Minimum Number of Delegates

- The minimum number of delegates required to run a workshop is **6**. This number should include a minimum of **2 different clubs present***. The maximum number of delegates per workshop is **12****.
- It is the workshop organisers responsibility to promote the workshop to clubs and ensure that the workshop has sufficient numbers to run. Please communicate with us **at least 3 working days** prior to the workshop if you believe minimum numbers **cannot be achieved**.

**'Clubs' are delivery organisations that deliver sport and physical activity including National Governing Body affiliated, non affiliated clubs and informal groups*

Updated: May 2020

Revision date: August 2020

***If you have previously delivered more than 1 Club Matters workshop and workshops have been **fully** subscribed but not 100% of delegates have attended, we are open to discussing extending this minimum number to maximise delegate attendance.*

Delegate Access Requirements

- In order to ensure a positive learning environment and a smooth start to the workshop, delegates are required to:
 - Have access to Wi-Fi
 - Have access to a laptop. A tablet device is acceptable but functionality for interactive elements of the workshop may be limited. Therefore, a laptop is **strongly recommended**.
 - The device must have access to a microphone as the workshop will be interactive
 - State if they have any additional learning requirements ahead of the workshop via the registration process. This allows us to make appropriate provisions to ensure content is accessible
 - Be willing to contribute to discussions and activities
 - Have access to an environment with limited distractions which is conducive to learning
 - Log into the virtual classroom ahead of the workshop (10 minutes ahead of time)

It is also recommended that delegates have access to a webcam. This allows us to build rapport with delegates. This is desirable and not essential.

Resources

- Prior to the workshop, we will email delegates with a link to access the virtual classroom along with a link to the evaluation form and the workshop workbook
- Delegates may want to print these or have access to the workbook during the virtual classroom session.
- Delegates will have an opportunity to complete the evaluation form prior to the end of the workshop
- A copy of the slides can be requested by delegates post workshop.

Post workshop

- The workshop organiser is required to;
 - Send follow up communications to the delegates (ideally within 5 working days) with direct links to further Club Matters support
 - Identify clubs who are potential case studies. Please share this information with us.
 - Complete a workshop organiser feedback survey about your Club Matters workshop experience.
 - Follow up with any delegates that did not attend

It is our responsibility to remind you about this process and therefore we will email you after the workshop has taken place.

Workshop Cancellation / Postponement

- All requests for cancellations/postponements must be received in writing to clubmatters@sportstructures.com **at least 3 working days** prior to the workshop taking place
- We will endeavour to contact you **in advance** of the **3 working days** to confirm whether the workshop will be going ahead.

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- We reserve the right to cancel a workshop with **24 hours' notice** if delegate numbers do not meet the minimum number. It is important to note that attendees **MUST** be from clubs to ensure that the workshop is relevant and valuable for all.
- We reserve the right to postpone the workshop if minimum numbers are not met at the official and communicated start time. If the decision of postponement is reached, the workshop organiser will be requested to postpone the workshop and work with the Club Matters team to organise a new date.

Tutor Withdrawal

- In the event of a tutor not being able to deliver the course at short notice due to an emergency, a member of the Club Matters team will inform you immediately and explore options to re-organise the workshop with you (if another tutor cannot be sourced).

Complaints

- Should you wish to request a copy of our Complaints Procedure at any stage in the workshop process, please contact us via email clubmatters@sportstructures.com.

Our Responsibilities

A Club Matters point of contact will support you through the workshop process. Subject matter experts may be brought in where required. We will:

- Communicate with you in advance of the online workshop to confirm workshop logistics
- Provide you with an approved Club Matters tutor. The tutor will contact you prior to the workshop taking place to understand the needs of the group and the rationale for hosting the workshop so content can be tailored accordingly
- Provide a 'supporter'. This will be an internal member of the Club Matters team that will support the delegates / tutor with any technical challenges during the workshop.
- Provide you with promotional materials and communications to advertise the workshop
- Provide you with follow up communications post workshop, with links to further Club Matters support

We will also encourage the tutor to:

- Be available at least 15 minutes before the start of the workshop
- Be available for Q&A after the workshop (up to 15 minutes)