

CLUBMARK MANUAL

Welcome

Welcome to the updated accreditation system for hockey; England Hockey ClubMark. This version is more streamlined than ever and hopefully a useful tool for your club.

So where are we now and how have we got here?

We started to review the ClubsFirst accreditation system back at the end of 2014 alongside Sport England's review of CLUBMARK. We looked at the functionality and usability, as well as the purpose and brand identity.

Following the consultation and development of our "What makes a Great Club" and Sport England's consultation of all things Clubmark, we put together the hockey specific accreditation system.

So what has changed?

Clubs across the country told us that the criteria was too specific and there was too much of it, that uploading information such as certificates was too much and that the system was complicated to use. The main problem was that it takes far too long and is an onerous task to complete as a volunteer.

We have;

- Reviewed the criteria and turned it into a minimum operating standard
- Made the criteria relevant for all – it's a list of what you need to be able to run a club
- Linked the system with the affiliation system
- Introduced a new, cleaner system
- Reduced the criteria to 18 statements and the requirements to the minimum

What is the purpose?

England Hockey ClubMark is designed to be a minimum operating standard for clubs to achieve to ensure they are functioning properly; it is a tool for clubs to check that they have the basics in place.

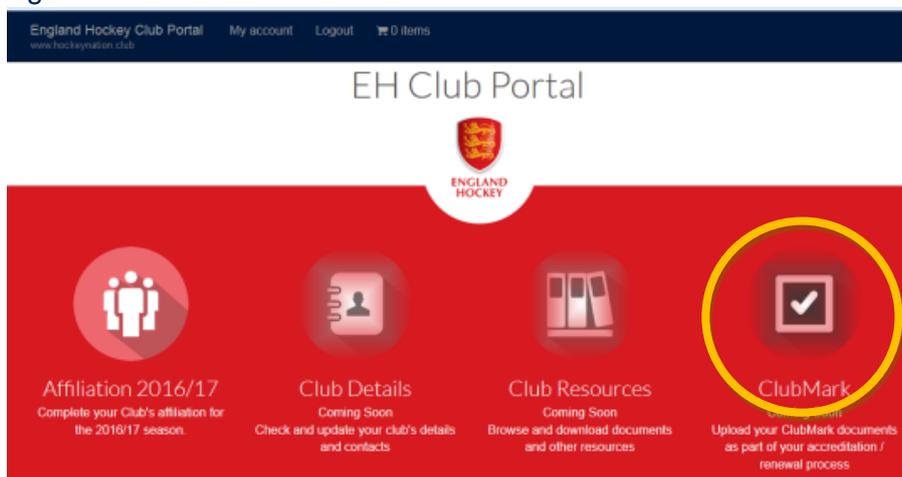
We know that clubs will be doing and going above and beyond this minimum requirement and we encourage you to evidence this through the system. This is your portal to show a true reflection of your club, the system also allows you to use it as a document storage system. It may also be that your Relationship Manager pushes you to showcase yourself further or think about the next step and bigger picture.

We have strived to make England Hockey ClubMark a tool and not a task.

CLUBMARK MANUAL

What you need to know to get started

- The ClubMark site sits within the same club portal as affiliation and can be found at the following link > <https://hockeynation.club/>
- To log into the site you will need your club username and password
 - This will be the same username and password that you use to access the affiliation system
 - Your club ID number is your username
 - Password is your unique club password
 - If you have forgotten your club log in details please contact clubs@englandhockey.co.uk
- Once you have logged into the system you will see 4 buttons on the portal home screen, affiliation on the left across to ClubMark on the right. Click on the ClubMark button on the right to get started.



- If it is the first time your club has logged into the system you will be asked to either;
 - Select your name from the drop down list* or,
 - Add new details of a ClubMark representative

Nominate your ClubMark representative

Select from the dropdown list

OR CHANGE CONTACT

Name

Address

Postcode

Telephone

Email

*as the contact information is sourced directly from the affiliation system, it may be that you need to update details and/or make changes to the information and contacts.

CLUBMARK MANUAL

- If you have been taken directly through to the ClubMark home page with a welcome message and progress bar at the top but the message is welcoming another club member you can change the club contact by clicking on the “Change Club Contact” link in the blue bar to the top right. This will then redirect you through to the previous page where you can then select from the drop down menu or add a new representative.



Change club contact • Logout

- Once you have completed the log in you can begin to explore the system.

How the system works

The system offers everything all in one place, there will be an initial welcome message at the top with a progress bar. Below are the list of statements, these are divided into six heading of ‘What makes a great club’; Leadership, People, Ways to Play, Social, Community and Stretching & Developing. At the top right there are the contact details for your Relationship Manager, and just below another option to download this ClubMark Manual.

Progress bar

The progress bar will always be located at the top of the page. This will automatically increase as the statements are marked as complete.

YOUR PROGRESS

0%

Once this has reached 100% and you gain accreditation you will automatically be able to download your ClubMark certificate. You will also see the date you gain accreditation and a countdown to renewal.

YOUR PROGRESS

CLUBMARKED ON: 16/06/2016

100%

EXPIRES IN 982 DAYS

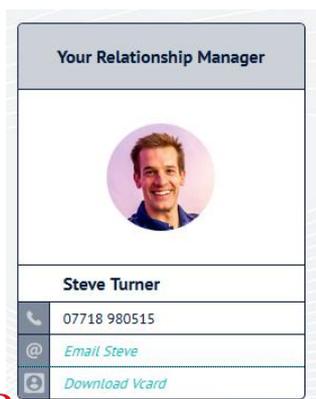
[Download your ClubMark certificate](#)

ClubMark Manual

Downloading this ClubMark Manual is quick and easy, it is located in two places on the system. Initially in the welcome message and constantly to the right, just below the Relationship Manager contact box.

Relationship Manager Contact Box

At the top right of the page you will see your Relationship Manager, this will include a photograph, name, contact email with direct link, contact telephone number and downloadable business card.



Your Relationship Manager



Steve Turner

 07718 980515

 [Email Steve](#)

 [Download Vcard](#)

CLUBMARK MANUAL

Status of Statements

The statements can all be seen in the one screen, as shown below. There are 18 separate statements broken into 6 headings. Hovering over the number will display the wording for the statement in a pop out box (see image below right). Clicking on the word 'view' will open the statement in full below, this is where the support documents will sit and evidence and content can be uploaded.

The dashboard, titled 'Status of Statements:', displays 18 statements organized into six categories: LEADERSHIP (1-10), PEOPLE (11-14), WAYS TO PLAY (15), SOCIAL (16), LOCAL (17), and STRETCHING & DEVELOPING (18). Each statement entry includes a number, a 'view' link, and a status icon. A legend at the bottom identifies the icons: NOT STARTED (grey circle), IN PROGRESS (orange flame), FOR APPROVAL (yellow lightning bolt), APPROVED (green checkmark), DECLINED (red X), and COMMENT (blue speech bubble).

The pop-up view for 'LEADERSHIP' statement 5 shows the text: 'The club delivers sessions in a safe environment that complies with legal requirements. (for example completed paperwork – site and session assessments, etc)'. Below the text are three rows, each with a number (5, 6, 7), a 'view' link, and a green checkmark icon.

To the right of the column is a symbol to display the current status of the statement. These will change to reflect the process. When there is a comment symbol you can hover over the symbol to get a pop out with the comment shown.



The comment symbol occurs when a message is sent through the Comment box. When the statement is displayed in full there is the option to send a message to the Regional Team through the comment box. This can be used to ask questions, provide additional comments and support of evidence uploaded. The Regional Team can also use this to provide feedback and support. Please note that as comments can be used as part of the evidence process they can't be deleted.

The full view of 'Statement 11' (category: PEOPLE) shows the title 'Statement 11' and status 'IN PROGRESS'. The description reads: 'Induction for new workforce (coaches/volunteers) around policies and procedures. Key roles are communicated and understood. (for example e-newsletters, communications, minutes, signed agreements, etc)'. Under 'GUIDANCE NOTES', there is a link to 'Positive-Policy-Sharing-1.docx'. Below are input fields for 'Add a website...' (with 'Add website' button) and 'Select file(s)' (with 'Upload' button). A 'MARK FOR APPROVAL' checkbox is present. A file upload section shows a PDF icon, the filename 'Club Committee Roles.V1_4.pdf', and a 'Delete' link. On the right, a 'Comments' section has a text area for 'Enter comment...' and a 'Submit' button.

CLUBMARK MANUAL

Process

Each statement will require the upload of evidence; this can be a website link or a physical upload of a document. You can add as many documents and links as evidence that you want.

You can add a website link by typing or pasting the information into the left hand box and then clicking the 'Add Website' button.

You can upload a file from your computer by clicking the left hand box and searching before clicking the 'Upload' button.

MARK FOR APPROVAL

Once you have uploaded all your content and are ready to submit the files select the 'Mark For Approval' box. You will be asked to confirm again that this is what you want to do (or cancel if you have selected it by accident) following which your information will be temporarily locked down until it is either approved or declined.

If your Relationship Manager marks it as approved this will remain locked down until all other statements are completed. If it is declined it will open up again for additional information and changes to be made.

Once ClubMark is achieved all the documents and links uploaded will be archived and the system will reopen to be used as an online storage system.

Templates, Guidance Notes and Website Links

For each statement there will be templates, guidance notes and website links where appropriate. All this information is there as a support and guide, please feel free to use your own templates.

This is a true reflection of your club so use the documentation you have and use regularly, don't feel like you have to use the ones available.

Timescales

As this is a snapshot in time for your club it should be reflective of a season. Therefore we need all evidence and documentation to be relevant to the current season of accreditation.

Your Relationship Manager will confirm with you timescales around signing off criteria and statements.

Action Tracker and Additional Guidance

We have pulled together an Action Tracker template which lists all the criteria and minimum requirements in one place. You can use this as a reference and as a tool to help manage your ClubMark process within your club.

ACTION TRACKER

Section	Statement	Requirement (Minimum evidence of completion)	Actions	Club Status	Deadline	Responsibility	England Hockey Status
Leadership 1	Plan for the future of the club (for example development plan, needs analysis, SWOT analysis, action plan, etc)	Evidence of the current club position and plan for the future (including actions)					
Leadership 2	The club has a transparent constitution with a dissolution clause and clear purpose in line with England Hockey recommendations (for example constitution document, website link to constitution etc)	Copy of the club constitution (open and non discriminatory)					
Leadership 3	The club has adopted England Hockey Safeguarding Young People Policy and Procedures, Equality Policy and Code of Ethics and Behaviour (Respect). (for example website link, club notice board picture, sign agreement, minutes of adoption etc)	Policies adopted by the committee on behalf of the club					
Leadership 4	The club is governed by a committee who face regular election, following which they meet regularly, with decision making recorded and communicated to members. (For example committee meetings, minutes of meetings, AGMs, etc)	Evidence of regular election to the committee and minutes from the committee meetings.					
Leadership 5	The club has an inclusive, accessible, clear and varied membership proposition and evidence of who the clubs members and volunteers are. (for example membership form, website link)	Evidence of relevant membership options and storage of data					
Leadership 6	The club delivers sessions in a safe environment that complies with legal requirements. (for example completed paperwork – site and session assessments, etc)	Copy of completed relevant risk assessments reflective of facility provision, including emergency and accident procedures and reporting.					
Leadership 7	The club is affiliated to England Hockey.	Completed affiliation to England Hockey					

ACTION TRACKER

Leadership 8	The club has an appropriate level of insurance (for example insurance document, certificate, letter, etc)	Copy of insurance certificate for current season					
Leadership 9	The club committee is structured based on the requirements, skills and diversity of the club. At least 3 members are unrelated or non-cohabiting and conflicts of interests are recognised and managed by the chair and recorded. (For example open election at AGMs, website links, meeting minutes, Chairperson agreement, etc)	Evidence of open elections of committee members with open communication of positions to the club.					
Leadership 10	The club has a specific bank account with two independent signatories or suitable online banking requirements. Accounts are independently reviewed annually and made available to members. (For example online banking, treasurer reports, website links, etc)	Evidence of a suitably protected club bank account with transactions reported annually.					
People 11	Coaching provision reviewed against EH guidance on appropriate coaching workforce. (for example coaching needs analysis, coaching provision etc)	Needs analysis of coaching provision and action plan based on the analysis.					
People 12	The club are following EH safe recruitment guidance, is registered and using England Hockey's Disclosure and Barring Service (DBS) (for example website link, club notice board picture, sign agreement, minutes of adoption etc)	Club has a process lead by a named club welfare officer/team in place to ensure all relevant people are processed through the online DBS system.					
People 13	All people that work regularly with young people have completed appropriate safeguarding training and update this training at recommended intervals (for example completed needs analysis, delivery plan, actions etc)	Collation of all safeguarding qualifications and training from across the club with action plan relating to ongoing training					
People 14	Induction for new workforce (coaches/volunteers) around policies and procedures. Key roles are communicated and understood. (for example e-newsletters,	The process of communicating key responsibilities for anyone taking on a task or role at the club					

ACTION TRACKER

	communications, minutes, signed agreements, etc)						
Ways to play 15	The club provides a variety of playing opportunities (for example website links, adverts, communications, etc)	Evidence of relevant playing opportunities at the club					
Social 16	The club has an appropriate form of communication to its members – this should include evidence of communication of policy. (for example news boards, e-newsletters, email communications etc)	Evidence of communicating with all club members					
Local 17	Actively encourages new members (for example news boards, e-newsletters, promotions, activities, etc)	Evidence of being open and welcoming and actively encourages new members					
Stretching and developing 18	Committed to develop all people within the club that wish to advance; including players, coaches, umpires, leaders, etc (for example communication of development opportunities, sharing of performance and development pathways etc)	Awareness of development opportunities and pathways available.					

CLUBMARK MANUAL

Additional guidance which might help you think about what you need to include in each statement;

Leadership 1	The club has a realistic and workable development plan which is reviewed by the committee.
Leadership 2	The club constitution document should be freely available for reading by all club members. It should be reviewed to ensure it continues to meet the clubs needs.
Leadership 3	The club should have the appropriate policies and procedures in place; policies can change and be updated often so it's important to keep refreshing policies alongside any changes.
Leadership 4	Committee meeting minutes should be made freely available to all members of the club.
Leadership 5	The club should have an appropriate way of collecting, collating and holding member details securely.
Leadership 6	The club is responsible for ensuring a safe place for club activities. Site risk assessments completed annually, session risk assessments, the provision of first aid, accident reporting and injury management all form part of the safe environment.
Leadership 7	Providing accurate participation numbers during affiliation is important in providing an accurate picture of your club
Leadership 8	At a minimum level cover should include indemnity against 3 rd party risks. All players should be made aware of the level of insurance cover provided by their club and arrange their own personal accident insurance if required
Leadership 9	Club committees are representative of the club and should reflect the members of your club.
Leadership 10	Club accounts are controlled and accessed by authorised personnel with transactional information shared with the wider committee and club
People 11	All coached sessions should be led by appropriately skilled people; and dependant on ratios, age, space and activity.
People 12	It is advised that best practice is of paramount importance when dealing with processes related to safe recruitment.
People 13	It is good practice for the club collates and holds copies of certificates
People 14	Research has shown that people are less likely to take on a perceived large role and job but they are willing to take on a small task. Often people are unwilling to step forward but are waiting to be asked.
Ways to play 15	Lifestyles have changed, and demands on people's leisure time have become high. People are beginning to look for other alternatives to access sport away from the 'traditional' formats.
Social 16	All communication should be appropriate to the audience, and delivered through the best platform for the audience. It may be that you deliver the same message across numerous platforms to reach all members.
Local 17	Being part of the local community and having a presence can have a significant and positive impact on your club from a recruitment and promotion aspect.
Stretching and Developing 18	Developing people across all aspects of hockey, this can be within the club (someone progressing from the 3 rd to 2 nd team) and also externally to the club (accessing courses and workshops)

If you have any questions or need support throughout the ClubMark process please contact your Regional Office in the first instance or email clubmark@englandhockey.co.uk

GOOD LUCK