



League  
Football  
Education

[lfe.org.uk](http://lfe.org.uk)



# Club Guidance Handbook



Established by



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# Welcome



**On behalf of LFE, it is my pleasure to provide an introduction to our guidance book for football clubs participating in the Apprenticeship programme.**

Firstly, I would like to take this opportunity to thank all clubs for their continued support across all areas of the Apprenticeship programme.

In recent years, this has contributed to an Outstanding Ofsted report, the consistently high attainment rate of apprentices - with over 94 per cent of players achieving all the academic elements of the programme last year - and LFE being ranked as one of the best providers in England.

These achievements would not have been possible without the supportive attitude shown by club staff and is a glowing endorsement of the programme. The dedication of all staff involved in the day-to-day operation of the programme ensures we deliver the very best we can for our apprentice players year after year.

LFE is committed to providing the utmost support to apprentices and club staff as we introduce the new Sporting Excellence Professional Standard and BTEC qualification.

LFE will continue to offer an extensive Personal Development and Life Skills programme to broaden opportunities, awareness and learning and development, to ensure that apprentices and clubs are viewed in a positive manner by those inside and outside the game.

Support will continue for clubs having an ombudsman re-visit or a new audit. We will also arrange the health and safety visits will also be arranged to ensure that all clubs can meet the relevant conditions around health and safety.

LFE is committed to offering continuous support and guidance around all the educational issues that need to be tackled, including at the Youth Development.

I would also urge all clubs to continue to protect the integrity of the two-year Scholarship Agreement signed by all apprentices by ensuring that every young player is given equal access to the games programme and by allowing each player the opportunity to complete the full programme.

Your support across these areas will enable LFE to meet retention targets and increase successful outcomes for apprentices who engage with our Transition work.

This includes the Personal Development programme, Assessment Trials, European Football placements and Education and Employment opportunities.

The ability to maintain your commitment in this area remains critical to successful apprentice achievement of the full education programme. Achievement, retention and onward progression continue to be the barometer against which LFE and individual clubs are judged by Government agencies.

LFE is confident that the vast majority of clubs are capable of maintaining high levels of achievement to meet current and future national requirements.

Understanding the key issues and challenges is important to all club staff and so we trust that you will find the latest version of this Club Guidance Book to be a valuable aid in appreciating how you can support the apprentices and the Apprenticeship programme.

If you have any questions regarding the programme, you will find staff details in the back of the publication, so please contact us and use our website [www.lfe.org.uk](http://www.lfe.org.uk) for further information.

LFE will continue to provide the highest possible level of care and support, and we recognise that thanks to your commitment, we are not only helping to produce the professional players of tomorrow, but also well rounded individuals who are prepared for life beyond football.

**Sarah Stephen**  
LFE Chief Executive

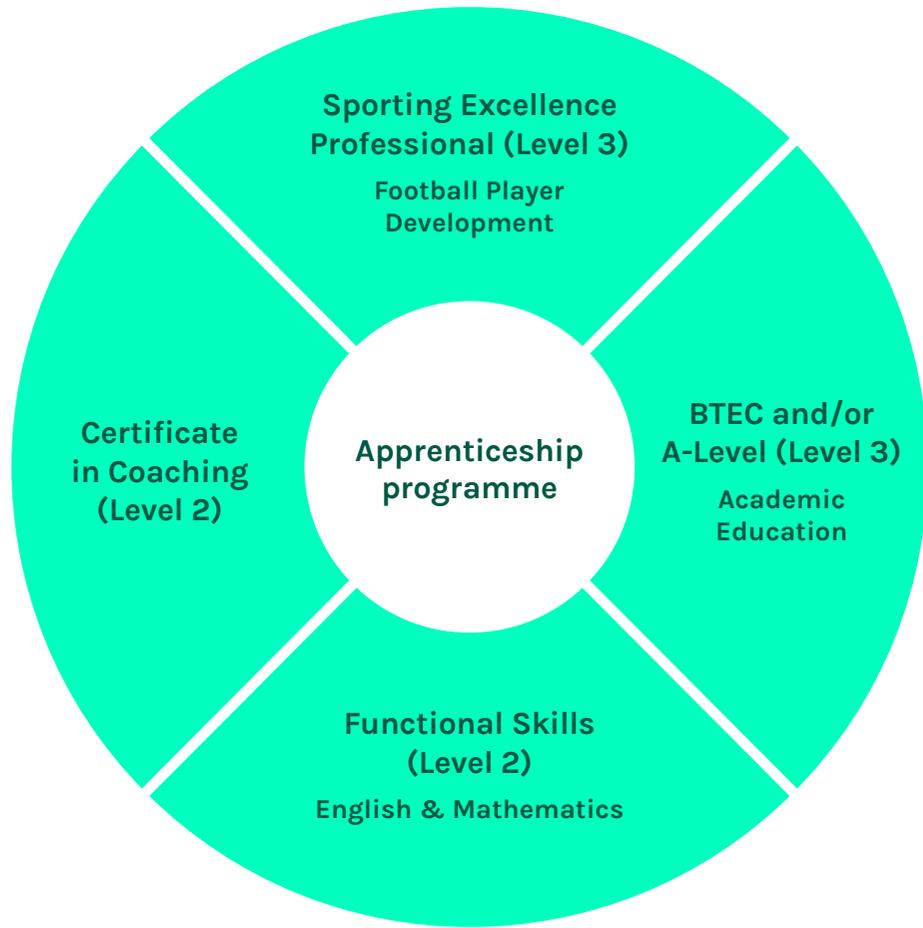




# Apprenticeship Programme

This section gives a brief outline of the components to make up the Apprenticeship programme and the process that is undertaken to ensure that apprentices' individual needs are identified and met over the course of the two-year programme.

LFE is funded by the Education and Skills Funding Agency (ESFA) and the European Social Fund (ESF) to deliver the Apprenticeship programme. A conceptual diagram is outlined below.



## Apprenticeship Programme

### Initial Assessment

Initial Assessments are carried out with every apprentice to establish academic ability. Where possible LFE Regional Officers will undertake initial assessments in partnership with the following people:

- The apprentice's parents/guardians.
- The Education & Welfare Officer/Academy Manager.
- A tutor from the dedicated educational establishment.

The assessment will normally be carried out between January and August and will enable the apprentice to be placed on the most appropriate educational programme based upon expected GCSE results. All apprentices will undertake an online bksb assessment as part of the Initial Assessment process.

### Final Assessment

A second assessment will take place in late August/early September when the apprentices have had their GCSE results confirmed.

Should the GCSE results achieved confirm the grades given at the Initial Assessment, the apprentice will be able to commence the academic programme agreed previously.

However, if the apprentice has either exceeded or not achieved the grades given at the Initial Assessment, further discussions will take place to ensure an appropriate academic programme is designed to meet the apprentice's needs.

### Induction

This will be carried out at the start of the apprenticeship. LFE provide each club with a set of standard induction units that includes the following topics:

- Education programme
- Employment Rights & Responsibilities
- Equality & Diversity
- Health & Safety
- Club Rules & Regulations
- Anti-Doping
- Safeguarding
- Apprentice Well-being

### Apprentice Reviews

Apprentice reviews are conducted with LFE Regional Officers and are recorded on an e-learning platform. The review process clearly establishes the level of progress made, and agreed actions for each apprentice. Regional Officers are responsible for coordinating this process.

Reviews will be collated in the following areas:

- Sporting Excellence Professional (completed by the Tutor Assessor)
- BTEC Sporting Excellence and Performance instead of Technical Certificate
- Functional Skills English and Maths (completed by Functional Skills tutor if appropriate)
- Employer/club comment

The Regional Officer will use the collected information to discuss progress and overall development of the apprentice.

### Review Cycle

Reviews will be conducted at regular intervals throughout the apprenticeship. It is essential that apprentices are available for reviews.

The only acceptable absences from reviews are as follows:

- Apprentices selected for the first team or international duty.
- Apprentices involved in FA Youth Cup matches.
- Apprentices who produce a sick note from the doctor or club physiotherapist.

### The Football Development Programme

The football training programme will cover:

- Pre-Season Training - This period of time is used to ensure that the apprentice will be able to meet the fitness requirements for professional football.
- Football Training - This will include work on technical and tactical skills, physical conditioning and psychology.
- Football Coaching - Apprentices will follow their club's specific coaching programme and philosophy over the next two years.
- Assessments of Progress - Apprentices will be evaluated on technical ability, teamwork, character and physical condition.

### Education

The educational programme has been specifically designed for elite athletes and is geared towards nationally recognised qualifications. The educational programme will consist of the following elements:

- Sporting Excellence Professional (Level 3)
- Academic Education (Level 3)
- Functional Skills (Level 2)
- Certificate in Coaching (Level 2)

Reviews will be conducted at regular intervals throughout the apprenticeship. It is essential that apprentices are available for reviews.



## Apprenticeship Programme

### Sporting Excellence Professional (Level 3)

The Sporting Excellence Professional Apprenticeship Standard is being introduced in full for the 2020-21 season, having been piloted by seven clubs during the 2019-20 campaign.

The key activities of an Apprentice on the Sporting Excellence Professional are to:

- effectively and successfully represent their employer on the field of play at a local, regional, national or international level
- undertake a daily training routine, supported by a multi-disciplinary team, to ensure they retain and develop the technical, tactical, physical and psychological skills necessary for performing at the professional level
- practice a lifestyle conducive to maintaining a high level of performance
- act as an ambassador for their employer, sport and governing body in relation to younger players, fans and the local community – including their approach to diversity, equality and inclusion
- actively plan for life after their sporting career and to supplement the next phase of playing contract

### Core Knowledge, Skills and Behaviours

- Technical performance – the movement and skills that underpin techniques required to play professional football.
- Tactical performance – understanding strategy and approach to professional football.
- Physical performance – development of physical capabilities to apply in a professional environment.
- Injury and risk management.
- Effective, safe and inclusive practice.
- Anti-doping.
- Nutritional performance.
- Psychological and emotional performance – the ability to cope with the psychological demands of a sport in order to perform at an optimum level.
- Communications.
- Lifestyle and personal development.
- Career and self-development.
- Integrated approach to performance – the active combination of all disciplines that contribute equally to achieve high performance.
- Behaviours, professionalism and values.

### End Point Assessment

The End Point Assessment consists of three distinct assessment methods.

- A knowledge test with multiple-choice questions and scenario-based questions.
- A practical observation with questions and answers.
- A professional interview, supported by a portfolio of evidence.

### Knowledge Test

The knowledge test should be taken as early as possible in the three-month period of the EPA to allow for subsequent marking.

The test will be comprised of 40 mandatory multiple-choice questions and 6 scenario-based questions. The knowledge test is graded as fail, pass or distinction.

Apprentices will have 90 minutes to complete the knowledge test, which will be closed book – i.e. the apprentice cannot refer to reference books or materials.

### Practical Observation

The apprentice must be observed by an independent assessor undertaking a range of day-to-day tasks as part of their regular working patterns and training / match play schedules. The practical observations should include the following:

- Data analysis session (15 minutes)
- Practical training session (60 minutes)
- Practical training session debrief (15 minutes)
- Video showcase (45 minutes)
- Question and Answer session with the Independent Assessor (45 minutes)

### Professional Interview supported by a portfolio of evidence

The professional interview is a structured discussion between the apprentice and an independent assessor. The interview must last for 90 minutes, although additional interview time may be granted for apprentices with appropriate needs.

This will be supported by a portfolio of evidence, which should have a minimum of 20 and a maximum of 25 pieces of evidence. Examples of evidence are:

- individual learning and development plans
- witness testimonies
- poster presentations
- video analysis of match play
- digital storytelling
- training logs



## Apprenticeship Programme

### Academic Education

Academic Education consists of the BTEC Sporting Excellence and Performance and/or A-Levels. This should be discussed with the apprentice at Initial and Final Assessments with the LFE Regional Officer and will be subject to anticipated/confirmed GCSE results.

There are three BTEC qualification sizes:

#### BTEC National Extended Certificate (360 Guided Learning Hours)

Includes three mandatory units.

#### BTEC National Diploma (720 GLH)

Includes five mandatory units. Learners must complete one optional unit totalling 120 GLH or two optional units totalling 60 GLH each.

#### BTEC National Extended Diploma (1080 GLH)

Includes seven mandatory units. Learners must at least 300 GLH of optional units.

Learners must achieve a Pass or above in all mandatory units.

#### Course Length and Duration

The Extended Certificate qualification could be completed over one year, while the Diploma and Extended Diploma should be completed over two years.

### BTEC Units

Unit (number and title)	Unit size (GLH)	Extended Certificate (360 GLH)	Diploma (720 GLH)	Extended Diploma (1080 GLH)
A Careers in the Sport and Active Leisure Industry	90	M	M	M
B Health, Wellbeing and Sport	90	M	M	M
C1 Developing Coaching Skills	180			O
C2 Fitness Skills Development	180			O
C3 Professional Sports Performer	180	M	M	M
D3 Applied Anatomy and Physiology for Professional Performance	180		M	M
E Research Project in Sport (Pearson-set)	120		O	M
1 Sports Development	60		O	O
4 Nutrition for Physical Performance	60		M	M
7 Functional Sports Massage	60		O	O
11 Rules, Regulations and Officiating in Sport	60		O	O
13 Influence of Technology in Sport	60		O	O
14 Organising Events in Sport and Physical Activities	60		O	O
15 Ethical and Current Issues in Sport	60		O	O
16 Marketing Communications	60			O
17 Corporate Social Responsibility in Sports	60			O
18 Sport and Leisure Facility Operations	60			O
19 Sports Tourism	60			O
20 School Sport Delivery	60		O	O
22 Sports Law and Legislation	60		O	O
23 Psychology for Professional Sports Performance	60		O	M

\*Optional unit selections will be determined by LFE at the start of the Apprenticeship.

### A-Levels

If an Apprentice wishes to undertake A-Level qualifications, they will need their respective LFE Regional Officer and club Head of Education to complete an approval form.

A-Levels can be difficult to timetable into the football training programme. Club Heads of Education and LFE Regional Officers can offer more guidance on this subject.

LFE's minimum entry criteria is the following:

- Five GCSE's at grade 7 or above, with one GCSE at grade 8 or 9.
- English (Language or Literature OR Maths at grade 7 or above (can be included in the required five).
- Grade 7 or above in the A-Level subject(s) that they wish to study (exceptions may apply).

#### Expectations for the Apprentice:

- Attend classes.
- Complete coursework as required.
- Hit targets that are set.
- To contact their Regional Officer if they have any concern.



As a rough guide\*,  
when making a university  
application...  
Extended Diploma = 3 x A-Levels  
Diploma = 2 x A-Levels  
Extended Certificate =  
1 x A-Level

\* For the full UCAS Tariff Table, see LFE's 'Guide to Higher Educations Applications'

## Apprenticeship Programme

### Functional Skills

These are Level 2 qualifications in English and Maths that must be passed if GCSE English and/or Maths are not achieved in school at Grade 4 or above. Functional Skills must be passed before an apprentice can go through the End Point Assessment process of the Sporting Excellence Professional (SEP).

### Course Length and Duration

The length of the course depends on the number of topics that each learner needs to cover, but ideally it will be completed within the first year of the apprenticeship. Some will complete in less than 10 hours, whereas others will need the whole year for the content they need to cover. Functional Skills courses are tailored to the individual, so only the topics that need to be covered will be studied.

### Assessment

Functional Skills assessments are all taken online, on demand. This means that when an apprentice is ready, they can take assessments. Results are back in within 20 working days.

- Maths assessments are 25 mins for test A and 90 mins for test B.
- English Reading assessments are 75 minutes.
- English Writing assessments are 60 minutes.
- English Speaking Listening and Communication is internally assessed for approximately 30 minutes.

### Level 2 Certificate in Coaching Football

As part of the programme, each apprentice will also undertake the 1st4Sport Level 2 Certificate in Coaching Football. This includes units on:

- coaching principles and ethics
- planning coaching sessions
- conducting coaching sessions

### Course Length and Duration

The course will comprise of:

- theory and practical training
- child protection
- first aid
- coaching hours
- formative assessment

**Did you know**  
As part of their programme, each apprentice will also undertake the 1st4Sport Level 2 Certificate in Coaching Football.

### Aims & Objectives of the Coaching Certificate

The coaching qualification underpins the work that each apprentice completes on the Level 3 Sporting Excellence Professional and allows apprentices to:

- develop an appreciation of the ethical coaching process
- plan, conduct and evaluate a series of football coaching sessions
- coach the basic skills and techniques of football to others
- ensure the health and safety of players and others within the coaching environment
- develop greater responsibility for your own learning and development
- demonstrate an understanding of the principles of attack and defence through the use of practices and small-sided games

### FA Introduction to First Aid in Football

This will also be delivered at the same time as the 1st4Sport Level 2 Certificate in Coaching Football. The apprentice will receive tuition from a qualified emergency aid instructor and learn to deal with emergency situations such as choking, heart attacks, major bleeding and the resuscitation of unconscious casualties. On completion this certificate is valid for a period of three years.

### The Value of your Coaching Qualification

The coaching certificate provides a formal and recognised qualification.

The course, which is a stepping stone to the UEFA B Licence, should also allow the apprentice to understand the role of the coach, improve upon their personal skills such as communication and give them greater responsibility.

It also affords apprentices the opportunity to coach in the following areas:

- American Soccer Camps
- Academies\* & Development Centres
- Football in the Community
- Soccer schools
- Local schools

\* Dependent on the role, a UEFA B Licence may be required

## Equality of Opportunity

LFE has a wide range of strategies to support the learner and the club during the Apprenticeship programme to ensure that every apprentice receives Equality of Opportunity.

### Our Position and Commitment

LFE is fully committed to a policy of Equality of Opportunity. We aim to ensure that staff at all levels work in an environment free from any discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

At the same time, LFE also works hard to ensure that every apprentice is treated fairly and is encouraged to develop to his full potential in all aspects of his training. LFE will seek to ensure that apprentices do not suffer any form of discrimination and that they are supported to understand their rights and responsibilities during the two-year programme.

LFE will discuss equality awareness with apprentices during progress reviews to monitor their understanding and experience during training. Clubs and apprentices will be able to access a wide range of support provided by LFE, starting with induction, right through to extensive exit and progression activities.

During the year, LFE will provide clubs, apprentices and Education Providers with the opportunity to comment on how we manage the education programme and to suggest any changes that might be beneficial.

LFE will continue to work in partnership with The EFL and Premier League on anti-discrimination and inclusiveness awareness.

In addition, LFE continues to work with Kick It Out to deliver diversity training at football clubs. This work will continue in the 2020-21 season.

### Club Responsibility

There is a significant amount of legislation to address discrimination, which clubs should be aware of, designed to ensure that each individual is treated equally and fairly.

All clubs should have policies and procedures in respect of Equality and Diversity. LFE reserves the right to ask clubs for their equality documentation at any time.

LFE expects all clubs to attend The EFL Safeguarding seminars and courses to support the equality agenda.

It is the responsibility of everyone involved in the apprenticeship, including club staff and apprentices, to ensure that our policies are implemented and supported. We ask that all clubs develop an environment where equality, fairness, security and respect are an integral part of the Apprenticeship programme.

### Useful Websites

[www.acas.org.uk](http://www.acas.org.uk)

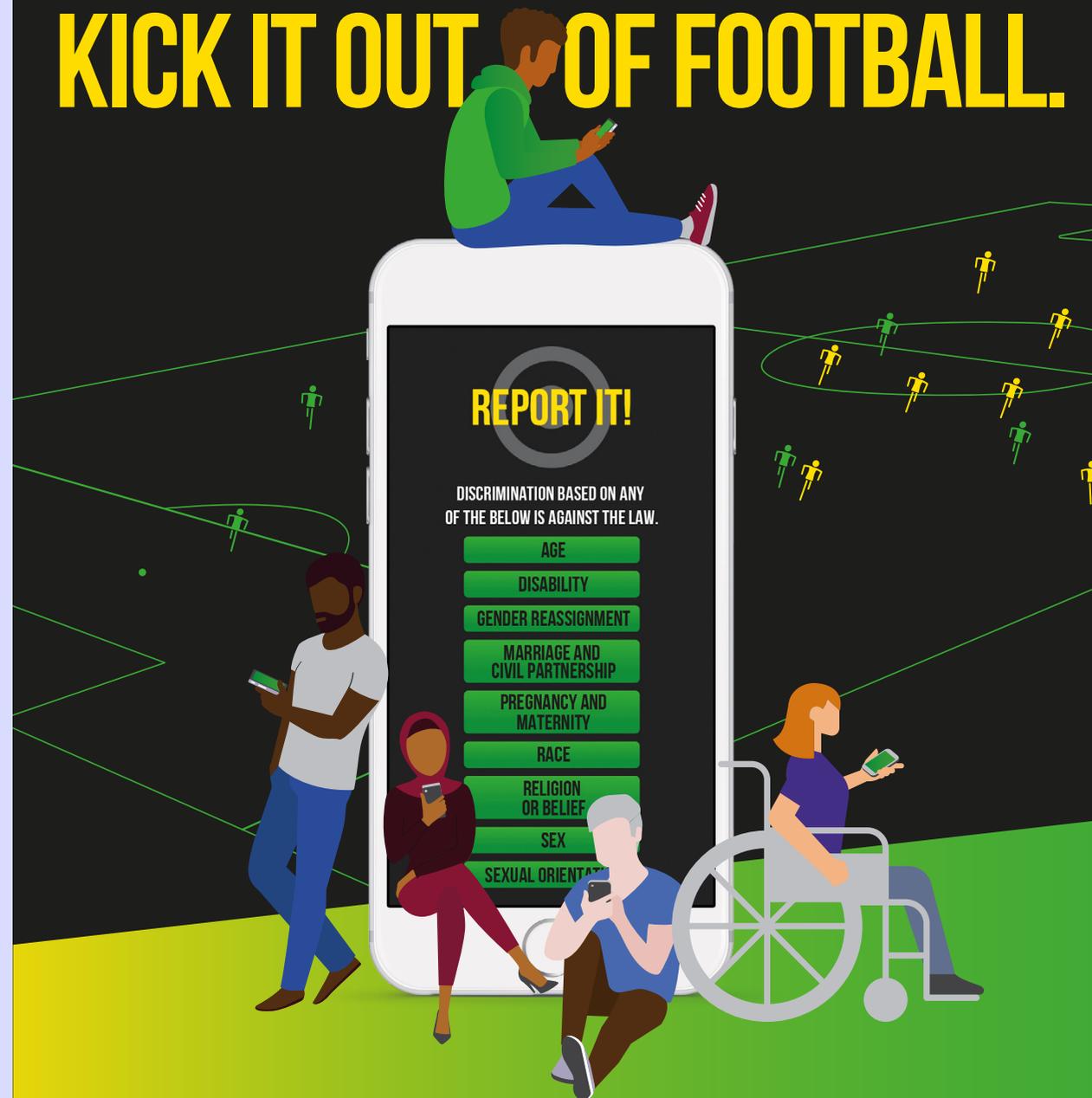
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

[www.kickitout.org](http://www.kickitout.org)

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

[www.thefa.com](http://www.thefa.com)

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# Safeguarding Young Apprentices

**LFE is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

## Overview

If apprentices wish to raise any issue relating to Child Protection or safeguarding, there are a number of avenues that they can follow.

Your club is required to appoint a Designated Safeguarding Officer (DSO) who is responsible for implementing Safeguarding procedures which follow the policies established by LFE, The EFL and The Football Association with regard to safeguarding young people.

Alternatively, if apprentices do not feel comfortable approaching a member of staff at the club, they can also discuss any concerns with the LFE Regional Officer who will visit your club on a regular basis. Information on the process(es) for reporting abuse should be included in the apprentice induction programme.

Any such issues brought to the attention of LFE staff will be treated seriously and referred to the appropriate personnel and organisations.

LFE is committed to the welfare of all apprentices and recognises that a number of personal problems may arise during their time on the Apprenticeship programme or beyond.

These may be in relation to sexual health, drug and alcohol abuse, gambling problems, financial issues or adjusting to the workload that a full-time apprentice away from home has to cope with. LFE has therefore dedicated a section of its website to apprentice welfare and well-being and we would encourage apprentices and clubs to visit [www.lfe.org.uk](http://www.lfe.org.uk) for more information or contact their Regional Officer for more information.

LFE's Life Skills programme also encompasses work in this area via If U Care Share and The Sporting Chance Clinic.

LFE, together with The EFL, will be providing additional support to clubs on safeguarding children. This will be through advice, guidance and safeguarding workshops delivered by The EFL Safeguarding Manager. All LFE Apprenticeship programmes are expected to take advantage of this training and support which will contribute to the continued professional development of staff, working with young apprentices.

For further information or advice on safeguarding children and young people please contact:

- The FA Safeguarding Children - general enquiry line  
**0845 210 8080**  
[footballsafethefa.com](mailto:footballsafethefa.com)
- The EFL Safeguarding Manager  
**01772 325940** (office hours and answer phone)
- The NSPCC Child Protection 24-hour Helpline  
**0808 800 5000**

## Useful Websites

[www.ceop.police.uk](http://www.ceop.police.uk)

[www.thefa.com](http://www.thefa.com)

[www.gov.uk/dbs](http://www.gov.uk/dbs)

[www.ifucareshare.co.uk](http://www.ifucareshare.co.uk)

[www.lfe.org.uk](http://www.lfe.org.uk)

[www.sportingchanceclinic.com](http://www.sportingchanceclinic.com)

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

# Recruitment

**The players registered with an Academy must be notified by or on 31st December prior to the year in which they complete their education as to whether the club is to offer them a two-year apprenticeship.**

**Failure to do so will result in the club being deemed as to having made no such offer and the player is free to sign for any other club without compensation.**

## Introduction

In line with EFL Youth Rules, a club may only enter into an Apprenticeship Agreement with a youth player who has reached the statutory school leaving age applicable in England (i.e.16).

Prior to the start, Apprenticeship Agreements should be signed by the apprentice, club, parent or guardian and witnessed, with copies sent to The Football Association, The EFL and a copy retained by the apprentice and the club. All relevant registration forms for The EFL and The Football Association must also be completed.



## Recruitment

### Apprentice Agreement and Eligibility Form

The Apprentice Agreement & Eligibility Form contains a commitment statement outlining qualification schedules, LFE contact details, and the roles & responsibilities of all parties. It also contains an eligibility checklist to ensure an apprentice meets government eligibility requirements before being placed on a funded Apprenticeship programme.

This document is posted out to all Clubs pre-season, but is also available from the Club Resources section of the library of LFE's Education Management System, which can be accessed through [www.lfe.org.uk](http://www.lfe.org.uk)

If the apprentice meets the criteria in questions 1 - 4 on page 3 of the document, then eligibility for government funding for the Apprenticeship programme is confirmed.

If the apprentice does not meet all criteria in questions 1 - 4, they can still be deemed eligible if they any one of the criteria in questions 5 - 13 on pages 3 and 4.

**Note: In all cases photo ID must be returned with the Apprenticeship Agreement and Eligibility Form to LFE.**

For apprentices from outside of England, we suggest you contact the Football Association registrations department on 0844 980 0663 for advice on the clearance, transfer and status of players prior to offering apprenticeships. If you are unsure about eligibility or entitlement, please contact LFE on 01772 326873 before starting the apprentice.

### Apprenticeship start and end dates

For apprentices who meet the eligibility requirements outlined above, the period of the apprenticeship shall be 104 weeks. The following are the relevant start and end dates for apprentices joining the scheme in 2020:

As a guide, LFE recommends that the latest start date for taking on apprentices in 2020 is 21st September. Apprentices starting after this date will have potentially missed a significant proportion of the education programme and will therefore be disadvantaged with regard to completing the framework.

However, LFE will review each individual case on its merits and, where we are satisfied that the club will provide the appropriate guidance and support, will consider allowing apprentices to start after this date.

### National Insurance Numbers

All apprentices from within the UK (ie. England, Scotland, Wales and Northern Ireland) should have been issued with NI numbers prior to leaving school. Apprentices from outside the UK (including Eire) will have to apply for a NI number with Jobcentre Plus who will arrange an 'Evidence of Identity' interview or postal application. If relevant, they will confirm the date, time and location any interview and what information/documentation is need to support an application.

To start the application process, please phone the NI Number Application helpline on 0345 600 0643.

Information about the types of documents that can be used to establish a person's identity is contained in Jobcentre Plus' publication but main forms of identification that can be used include:

- Passport/ID Card
- Work Permit
- Letter from employer
- Payslips
- Birth certificate

### Child Benefit

LFE has been informed by Her Majesty's Revenue and Customs (HMRC) that following a review, parents/guardians of apprentices on the Apprenticeship programme in Football are not entitled to receive Child Benefit. This is because HMRC deem the Scholarship Agreement to be a Contract of Employment and therefore consider apprentices to be in employment (as opposed to the 'non-employed' status they were previously considered as), this makes apprentices ineligible for Child Benefit.



### Remember...

If you are dissatisfied with the grade awarded you will have the opportunity to appeal against the Assessor decision. See page 23 for more information.

# Apprenticeship Levy and Finance

## Apprenticeship Levy

A club with an annual payroll bill in excess of £3 million is subject to paying an Apprenticeship Levy of 0.5% of all payroll costs in excess of £3 million.

For example:

- A club with an annual payroll bill of £13 million will pay 0.5% levy on £10 m, resulting in an annual levy payment of £50k.
- A club with an annual payroll bill of £6 million will pay 0.5% levy on £3m, resulting in an annual levy payment of £15k.

For clubs with an annual payroll bill of less than £3 million, then no apprenticeship levy will be payable. However, the club will be subject to paying a co-investment of 5% for new apprenticeship starts.

All clubs need to have an Apprentice Service Account to enable clubs to manage their apprenticeship training funds. More information can be found [here](#).

Once a club is registered with the Apprenticeship Service, an 'Employer Agreement' needs to be signed. This is a contractual agreement with the Education and Skills Funding Agency (ESFA) and must be signed before the funds can be accessed and managed. Once signed, the club can select League Football

Education (LFE) as their training provider for the apprentices on the LFE Apprenticeship programme and give LFE permission to add your apprentices for you.

The funds in your Levy account will be used for the education costs of your apprentices and if you don't have enough funds available you will be required to co-invest towards the short fall.

Non-Levy paying clubs also need to be on the Apprenticeship Service System, and LFE is working with you to get your accounts set up. As a smaller employer, you can reserve funds in the 'finance' section of your apprenticeship service account. You can also give LFE permission to reserve them on their behalf.

Please contact LFE for support if required.



## THE PFA SAFETY NET

➤ Helping young players with the challenges of playing academy football.

➤ [GO TO THEPFA-SAFETYNET.COM](https://www.thepfa-safetynet.com)

Register to access confidential advice, support & videos.

### Remember...

In line with EFL rules on Youth Development and current legislation clubs shall, in all dealings with apprentices, do what is reasonable for the purpose of safeguarding apprentices' welfare



## Apprenticeship Levy and Finance

### Apprentice Minimum Wage

At the time of writing, the current national minimum wage rate for apprentices for the 2020-21 season is as follows:

- £4.55 per hour - the rate for apprentices aged 16-18 and those aged 19 or over who are in their first year as an apprentice
- £6.45 per hour for an apprentice aged 19 in the second year of their apprenticeship.

Please note apprentice wage rates are subject to changes, on 1st April every year.

Most clubs will operate their apprenticeship programmes on a 30 hour per week basis, which is the minimum requirement.

**Note: Clubs that sign apprentices after they have passed their 17th birthday will be subject to pay the National Minimum Wage rate when an apprentice player reaches his 19th birthday. The current rate for a 19-year-old apprentice is £6.45.**

### Required documentation

The following documents are required in order that LFE can draw down ESFA funding in respect of apprentices.

### Start documentation

In order to draw down funding from the ESFA, LFE requires the following start documentation for each new apprentice:

- a completed commitment statement and eligibility checklist

and

- copies of GCSE results/certificates (English and Maths are mandatory)

LFE Regional Officers will liaise with club staff to ensure that these documents are completed.

Clubs need to ensure that the apprentices are made available for LFE Regional Officers to carry out this task.

### Apprenticeship Service Account

Please ensure your finance/HR team are aware that all apprentices need to be registered on the Government's Apprenticeship Service Account. See further information on page 24.

### Attendance

Attendance registers are housed on the Education Management System and must be completed for all apprentices.

### Lodgings and Accommodation

Where it is unreasonable for an apprentice to travel to the club from home, lodgings shall be provided by the club. However, clubs will be entitled to charge apprentices up to £8.20 per day for this service.

In line with EFL rules on Youth Development and current legislation clubs shall, in all dealings with apprentices, do what is reasonable for the purpose of safeguarding apprentices' welfare.

Clubs are expected to ensure that lodgings are in keeping with those required by a professional sportsman and should utilise 'The EFL Guide to Accommodation' when selecting accommodation.

# Change of Apprentices' Circumstances

## Introduction

LFE must be contacted immediately in all cases where a club is considering pursuing one of these options in order that we can ensure the continuity of the apprentice's educational programme.

Failure to do so will mean that we are unable to draw down government funding.

## Change of Circumstances Form

We have identified five main instances in which an apprentice's circumstances might change during the course of the programme:

1. Termination by Mutual Consent
2. Termination for disciplinary reasons
3. Signing professional forms
4. Injury
5. Work experience

To assist clubs in keeping LFE informed of these changes, we have produced a "Change of Circumstances Form" which should be completed and returned to LFE Central Office when any of the above instances occur.

This form can be found on the EMS.

## Termination by Mutual Consent

In order for an apprentice's contract to be terminated by mutual consent, both the apprentice and the club must confirm their agreement with the terms of the termination by signing the Change of Circumstances form.

Clubs must notify LFE immediately if they are considering terminating an apprentice's contract by mutual consent.

## Termination for Disciplinary Reasons

Section 10 outlines the standard disciplinary procedures that should be imposed on apprentices who breach either club regulations or the code of discipline concerning college attendance.

Clubs must ensure that the procedures in Section 6 are followed and that LFE is involved in each stage of the disciplinary process.

If, having completed this process, the club wishes to terminate an apprentice's contract, the Change of Circumstances form should be completed and returned to LFE stating the reason for termination.

## Signing Professional Forms

If a club signs an apprentice on a professional contract on his 17th birthday, or before the end of his apprenticeship, English Football League regulation 55.6 states that he must continue with his education course until it is completed.

Clubs should notify LFE immediately of any apprentice who signs a professional contract using the Change of Circumstances form.

Under condition 3.2 of the scholarship agreement, the apprentice is obliged to continue their education programme even if they sign a professional contract. However in exceptional circumstances, the apprentice may be released from education upon the written agreement of all of the following parties:

- LFE
- The Club Secretary
- The Club Academy Manager / Head of Youth
- The apprentice's parents or guardian
- The apprentice

## Player Registrations

Subject to English Football League Rule 11.0 (b) outlined below, only Players who are under 18 years of age as at 31st August in the current Season will be eligible to play in The EFL Youth Alliance.

- (b) Clubs may include on their teamsheet for any match up to two players over the age of 18 provided always that such players are:
- (i) registered with The EFL as a Scholar; and
  - (ii) under 19 years of age as at 31st August in the current season

## Injury

There are two instances in which the circumstances of an apprentice might change due to injury:

### 1. Recoverable Injury

Apprentices who are suspended from the programme due to injury would still be expected to fulfil the educational element of the apprenticeship.

Clubs should notify LFE immediately of any apprentice who is to be suspended from the programme using the Change of Circumstances form.

### 2. Permanent Incapacity

Apprentices who suffer an injury which results in permanent incapacity shall, upon receiving the correct notice (minimum 3 months) as laid down in clause 8 of the Apprentice's Agreement, be released from the apprenticeship programme.

Clubs should notify LFE immediately of any apprentice who is to be removed from the programme due to permanent incapacity using the Change of Circumstances form.

## Long Term Injuries

The club physiotherapist/doctor should make a diagnosis to ascertain whether the apprentice has sustained an injury which could prevent him from training/playing for a substantial period of time. This period of absence from playing/training may prevent the club's coaching staff from carrying out a thorough assessment of the apprentice's playing ability. In the long term this may affect the apprentice's chances of being offered a professional contract.

Should this be the situation, the club may wish to suspend the apprentice's programme under Clause 4 of the Apprenticeship Agreement. The clause states that if an apprentice is prevented from participating in the training programme for a period in excess of five weeks, the duration of the Apprenticeship Agreement shall be extended by the length of the excess period or, if earlier, the apprentice's 19th birthday.

## Change of Apprentices' Circumstances

### Apprenticeship Work Experience Between Clubs

Clubs have used work experience as a process of allowing apprentice players to train and play matches for other clubs.

Many clubs which have decided that they are not going to offer an apprentice a professional contract (usually towards the end of their second year but it could be earlier) are prepared to allow the apprentice to spend a reasonable time training and playing at another club to see if he can secure a professional contract with that club.

Please note that a club must not play apprentices that are on work experience from another club in any match at first team level.

### Inform LFE

As outlined in the Introduction, the LFE Regional Officer should be informed immediately in order that we can ensure the continuity of the apprentice's educational programme.

### Work Experience Process

Under Football Association Regulation C.3.(b) (v), At the time of writing the process for the arrangement of work experience was undergoing review. Please consult the Registrations Department of The EFL for further guidance.

After consultation with The EFL, a Change of Circumstances form should be completed and returned to LFE to confirm that all procedures have been correctly followed.

### Implications

The apprentice remains the original club's player who will hold his registration and be responsible for all travel, lodging and apprentice allowance payments. Should the apprentice be incurring lodging or high travel costs, it will be the responsibility of the original club to come to an agreement with the work experience club. You are also responsible for ensuring that attendance records are maintained.

Further guidance can be obtained from The EFL or The Football Association.

### Arranging a permanent move

Should a permanent move be agreed between the two clubs, the apprentice and his parents (if under 18 years of age), then the club taking over the apprenticeship become responsible for all allowances, travel and lodging expenses for the remaining period of the apprentice's agreement.

Permanent transfer of apprenticeships between clubs are allowed and in order to do this all applications with the original club should be cancelled and new forms signed at his new club.

## Personal Development and Life Skills

League Football Education provides information, advice and guidance for personal development. Through face-to-face delivery and resources, apprentices receive opportunities to support their performance, well-being and transition.

### Personal Development Model

LFE's Personal Development Model provides a framework for club staff and apprentices to understand the supportive outcomes and process for wider development.

### Personal Development Programme

#### PROVIDE

Resources and guidance for club delivery, including a personal development module to create an individualised plan

#### PREPARE

Personal development awareness workshop delivered by a PDM in one session

#### PLAN

Personal development mentoring programme delivered by a PDM across eight sessions

### Life Skills

League Football Education is committed to providing life skills-based education to support apprentice success in and out of professional football.

LFE's Life Skills Programme aims to raise awareness and empower apprentices with knowledge and skills to deal with the demands of football and life.

Here are some examples of the life skills-based education provided through face-to-face delivery, online modules and resources:

- Equality and Diversity
- Finance
- Identity
- Inspirational
- Mental Health
- Ramadan Awareness
- Sexual Health
- Social Media
- Well-Being

### Personal Development Mentors (PDM)



Dru Spinks



Mark Roberts



# Personal Development, Life Skills and Transition

League Football Education wants more for apprentices than successful achievement of the Apprenticeship programme - we support the development of well-rounded people.

Those who embrace personal development as well as alternative interests, employment, education or training, equip themselves to excel as footballers and for life off-the-field.

## Personal Development

LFE's Personal Development Model provides a framework for planning and delivering this wider development.

## WHY?



## HOW?



## WHAT?

**YOU DECIDE...**

## Transition

League Football Education defines 'Transition' as the ability to deal with and move through life challenges, including career pathways in and out of football.

LFE will support your journey by providing:

### Transition Officer

A dedicated, qualified person providing transition information, advice and guidance.

### Transition Tracking and Monitoring Programme

A proactive programme contacting all apprentices on completion of the Apprenticeship programme and for three years afterwards. It will gather information on what support you need and at the same time offer information, advice and guidance.

### Career Opportunities

Leading employers, educators and training providers recognise the talent and abilities that apprentices can offer their organisations.

LFE will advertise education, employment and training opportunities for current and former apprentices.

This will be supported by targeted e-flyers to current/former apprentices and their parents.

### START

A dedicated online career guidance tool for you to access whenever you want. More information on how to utilise the resource is available on the LFE website.

### Football Opportunities

Traditionally, LFE (in conjunction with The EFL and The PFA) has run Assessment Trials for players released at the end of their apprenticeship and is committed to supporting players with football opportunities post-apprenticeship.



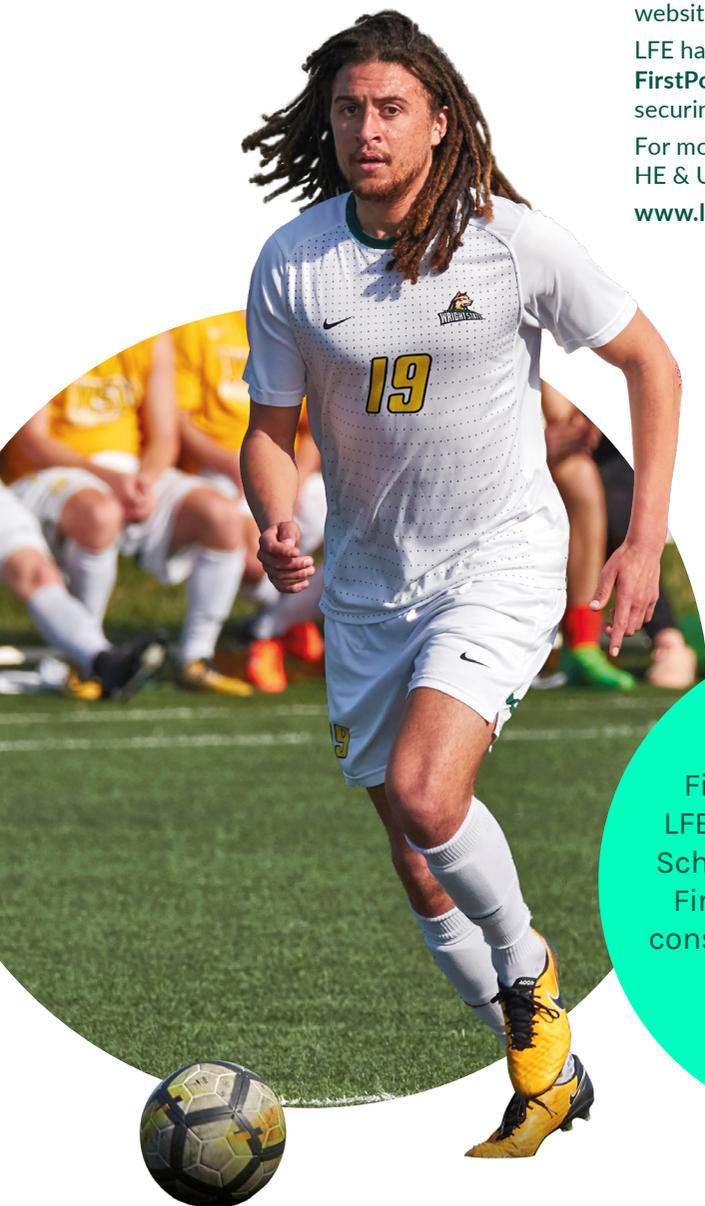
### Erasmus+ Programme

LFE has secured funding to support club pre-season trips to Italy, Spain and the Netherlands, as well as providing released players with personal development and footballing opportunities via a three-month placement programme with European Partner Clubs.

Over 200 former apprentices have gone on placement and over 80 players have earned professional contracts in Sweden and Spain as a result.

LFE's Erasmus+ funding also allows Academy Managers/PDP Coaches the opportunity to go on a one-week shadow programme to Spain.





**Higher Education/USA Scholarships**  
Many apprentices are interested in entering Higher Education once they complete their Apprenticeship programme.  
This has to be carefully planned for UCAS application deadlines. To help you with this, LFE has produced a 'Guide to Higher Education Applications' which can be downloaded via our website.  
LFE has also established a partnership with **FirstPoint USA** - a consultancy that specialise in securing scholarships to USA universities.  
For more information, please see the HE & USA Scholarship Guides:  
[www.lfe.org.uk/touchline-downloads](http://www.lfe.org.uk/touchline-downloads)

FirstPoint USA offer all LFE apprentices a free US Scholarship pathway, with FirstPoint's experienced consultants providing their services at no cost.

## Celebrating Success

LFE celebrates the academic, football and wider achievements of apprentices throughout the two-year programme and beyond.  
The 11, which is aligned to apprentice reviews, celebrates the holistic development of young players, with 33 apprentices being recognised each year for their outstanding efforts on and off the pitch. Many winners then go on to be shortlisted in their respective divisions at the EFL Awards for the LFE Apprentice of the Year.

**The 11**  
The 11 is judged on academic and football progress, as well as other off the pitch factors, e.g. engaging in the football club's community initiatives. This competition runs three times each season, with the likes of Dominic Calvert-Lewin (Sheffield United now Everton), Oli McBurnie (Bradford City now Sheffield United), Matty Longstaff (Newcastle United) and Jude Bellingham (Birmingham City now Borussia Dortmund) all previously appearing in this select group.

**LFE Apprentice of the Year**  
Sponsored by LFE, an Apprentice of the Year Award is allocated to an apprentice player in each division at the annual English Football League Awards dinner.  
This award celebrates the on and off the pitch achievements of apprentice players and is decided by a panel of expert judges.  
Previous winners include Lewis Cook (Leeds United now AFC Bournemouth), Ademola Lookman (Charlton Athletic now RB Leipzig), Ben Godfrey (York City now Everton) and Ryan Sessegnon (Fulham now Tottenham Hotspur).

**Goal of the Month**  
LFE's Goal of the Month competition highlights the very best goals scored by apprentice players up and down the land. With each month's winner decided by a public vote, it regularly attracts thousands of online viewers. Check it out at [www.lfe.org.uk/goal-of-the-month](http://www.lfe.org.uk/goal-of-the-month)



# Discipline

## Introduction

Apprentices should also be made aware of the disciplinary code of practice for college attendance.

Please note that all cases of disciplinary action must be recorded and placed in the club's records and deleted after a period of 12 months.

## Schedule Two of the Scholarship/ Apprenticeship Agreement

Should any apprentice fall foul of these regulations, then the disciplinary procedure outlined in Schedule Two of the Apprenticeship Agreement will apply. In summary, this procedure involves the following three steps:

1. Investigation
2. Disciplinary Hearing
3. Appeals

## Penalties and Termination

If, having followed the above procedure, an allegation is proved to the club's satisfaction, the club may apply the penalties outlined in Schedule Two, Section 4 of the Apprenticeship Agreement:

1. Issue a formal warning which should be issued as follows:
  - (i) Verbal Warning
  - (ii) First Written Warning
  - (iii) Final Written Warning
2. Impose a fine not exceeding the amount of 50% of his monthly basic wage.
3. Order the apprentice not to attend at any of the club's premises for such a period as the club thinks fit not exceeding two weeks.
4. Where the circumstances set out in Clause 10.1 of the Apprenticeship Agreement apply, terminate this agreement.

## Termination

Clause 10.1 of the Apprenticeship Agreement states that the club shall be entitled to terminate the agreement by fourteen days' notice in writing to the apprentice if, after due investigation and enquiry, it is reasonably satisfied that he:

1. Shall be guilty of Gross Misconduct;
2. Has failed to heed any final written warning given under the provisions of Schedule Two (see above); or
3. Is convicted of any criminal offence where the punishment consists of an immediate custodial sentence of or exceeding three months.

## Notice of Termination

Under Clause 10.2 of the Scholarship/ Apprenticeship Agreement, clubs are required to include in any notice of termination full particulars of the club's reasons for terminating the agreement with copies sent to the EFL, the FA and the PFA. A copy should also be sent to LFE.

## Appeals

Clause 10.3 of the Apprenticeship Agreement states that within seven days of receiving a termination notice the apprentice may appeal against the decision of the club to the EFL. All parties should then seek to ensure that the appeal is heard within a further 28 days.

## College/Education Provider attendance

As a condition of our funding from the ESFA, it is obligatory for all apprentices to attend their college/education provider sessions each week (i.e. usually one and a half days on their education programme).

The education days are decided in consultation with the club and, once agreed, it is the responsibility of the club to ensure that apprentices attend the college/education provider on these days.

Apprentices, if injured, must not miss their academic work to receive routine treatment at the club. If the club requires the apprentice to receive treatment, the apprentice must be called in after college/education provider work has finished.

The only acceptable absences from College are as follows:

- FA Youth Cup commitments.
- Apprentices selected for the first team or international duty.
- Apprentices who produce a sick note from the doctor or club physiotherapist.

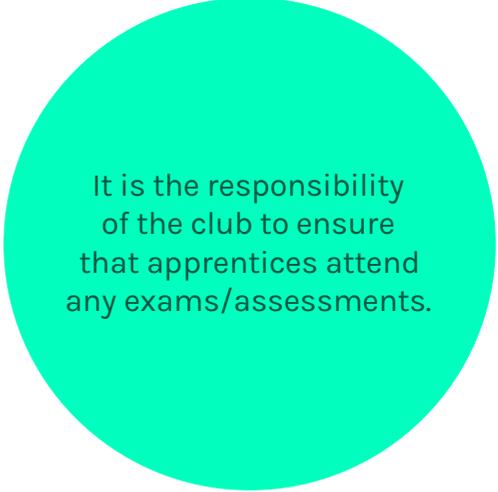
## Exams/Assessments

A proportion of our funding from the ESFA is dependant upon apprentices actually achieving the qualifications that they enter. It is therefore essential that apprentices are available to attend any exams/assessments in relation to their educational/vocational courses. It is the responsibility of the club to ensure that apprentices attend any such exams/assessments.

## Code of discipline concerning college/education provider attendance

The following regulations are in place regarding college attendance:

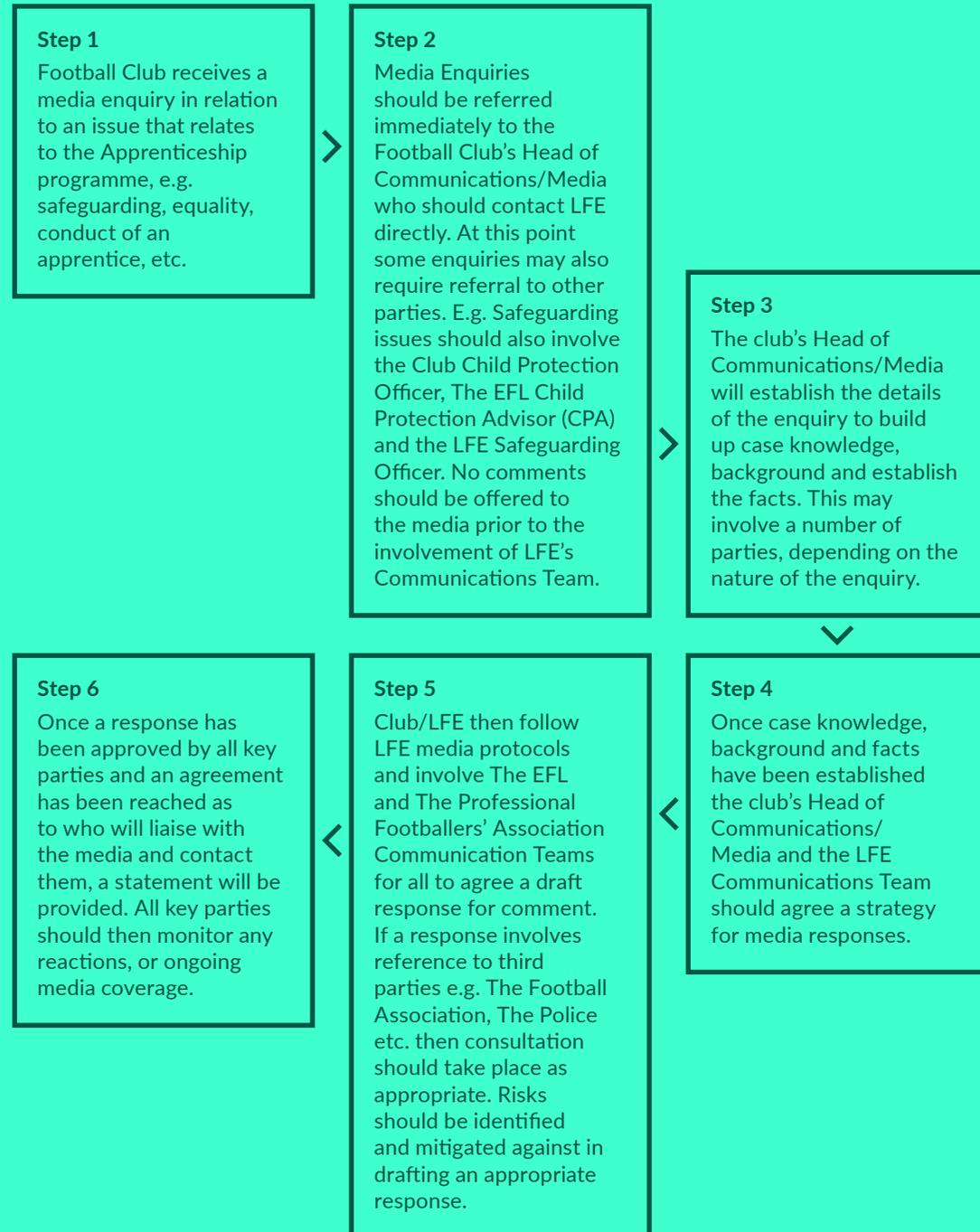
1. LFE reserves the right to remove an apprentice from the education programme if they miss college or their education work on more than three occasions in one academic year without a good reason (i.e. selection for the first team or a sick note).
2. Apprentices misbehaving at college may be subject to the disciplinary procedures outlined on page 27.
3. Apprentices who do not hand in written work set by the college may be subject to the disciplinary procedures outlined on page 27.



It is the responsibility of the club to ensure that apprentices attend any exams/assessments.

# LFE Media Protocol Guidelines for Clubs

LFE has developed the following suggested media protocol guidelines to help football clubs manage media enquiries in relation to issues around the Apprenticeship programme:



# Health and Safety

LFE aims to ensure that all training and learning takes place in a safe, healthy and supportive environment. LFE provides clubs and apprentices with extensive health and safety information at Induction, please ensure that this unit of Induction is carried out and that apprentices learn why they need to work safely and obey safety rules and how this can be accomplished. Incidents and things that seem dangerous, damaged or faulty should always be reported - it may help others in the future.

Football clubs/academies have a responsibility not to put apprentices or others at risk, others includes any person who may be affected by the activities of the business, (club/academy), examples being contractors/service engineers and their employees, visitors and spectators, delivery persons, neighbours, the general public. It follows that there must be safe access and egress to and from any part of premises that are under the control of the club/academy. There is a legal requirement for all employers, (The club/academy), to have access to competent health and safety advice and assistance.

General health and safety duties, as covered under the Health and Safety at Work etc. Act 1974 and the various Regulations subordinate to it also require a competent person, this could be the same person but this is not usual, it could however be an employee of the club/academy, or an external provider. The Health & Safety Executive define a competent person as someone with the necessary skills, knowledge and experience to manage health and safety. Relevant information on this can be found at [www.hse.gov.uk/pubns/](http://www.hse.gov.uk/pubns/) and a good starting point for finding general Health and Safety Advisers is the Occupational Safety and Health Consultants Register, OSHCR. Their website can be found at [www.oshcr.org](http://www.oshcr.org)

There is a duty to complete risk assessments and, where risk cannot be avoided, determine control measures that will reduce such risk to a level that is acceptable. There are various types of assessment, including those for Tasks/Situations, Control of Substances Hazardous to Health (CoSHH), First-aid Needs, Manual Handling, Display Screens, Fire Risk, etc. which is where the health and safety adviser is invaluable, as is his/her assistance in advising on the drafting of relevant policies and procedures for the club/academy Safety Management System. In addition, the training of employees of the club/academy enables them to carry out these tasks themselves, which spreads the workload and greatly assists the understanding of the need across the workforce.

## Health and Safety

### Vetting and Auditing

LFE is committed to vetting all football clubs/academies as quality learning on the Apprenticeship programme can only take place within a healthy and safe environment.

LFE audits football clubs/academies on a two yearly cycle and these audits are part of the ongoing EPPP monitoring processes on behalf of The EFL. The process covers the following areas:

- Health and Safety Policy, Organisation, Responsibilities, and Arrangements
- Hazards and Risk Assessment
- Occupational Health, Training & Development
- Control of Hazardous Substances (CoSHH) and Dangerous Substances & Explosive Atmosphere Regulations
- Electrical Safety
- Offices and External Areas
- Fire Safety
- Transport, Travel & Off Site Teambuilding
- Performance Measuring and Monitoring

The Audit aims to:

- assess the effectiveness of the present health and safety management procedures at football clubs and provide LFE with feedback on club arrangements
- identify strengths and aspects of football club procedures and systems that have worked well and contributed to a safe and healthy working environment
- identify areas where improvements in the management of health and safety are required to ensure that clubs follow statutory obligations and provide a healthy, safe and supportive working environment for apprentices

- inspect workplace and training environments to ensure that clubs provide a healthy, safe and supportive working environment for apprentices
- assist the development of action plans for improvement

Health and safety audits have been sub-contracted to our consultant, Terry Ablett of Woburn Safety Services. Terry contacts clubs to arrange these visits directly on a two yearly cycle, however, if you would like to contact Terry directly his details are:

**Email: [terad@woburnsafety.co.uk](mailto:terad@woburnsafety.co.uk)**

**Phone: 01625 503333**

**Mobile: 07768 333808**

Following the visits, action plans for improvement are created to help clubs/academies provide a healthy, safe and supportive working environment for apprentices, other employees and any person who may be affected by the activities of the business.

### Health and Safety on Team Building/ Outdoor Events

Clubs considering this type of activity must take extreme care to ensure the health and safety of apprentices. This requires specific risk assessments to be completed with controls in place where necessary.

# Statement of Service and Quality Policy Statement

## Statement of Service

LFE manages and support delivery of the Apprenticeship programme, the purpose of which is to simultaneously:

- support apprentices' football technical development to enhance their opportunities to progress to professional footballer status
- develop apprentices' academic, personal and employability skills so that they are able to maximise life opportunities

## Therefore the services LFE provides to clubs are:

- clear programme information and good practice advice
- support to deliver the programme
- resources to enhance educational arrangements

## What clubs can expect from LFE

- Clear and accurate information about services delivered through a variety of media.
- Confidentiality in all dealings with LFE.
- A prompt response to all enquiries.
- An impartial service.
- To monitor feedback, continuously improve the service and develop appropriate partnerships.

## Desired club outcomes

- High retention rates.
- High achievement rates.
- High positive destination rates.
- Improved educational arrangements in the club environment.

## Quality Policy Statement

LFE's Mission is "Inspiring young people through football and providing them with an outstanding education programme that empowers them to reach their full potential in life."

This is supported by LFE's Vision to lead the way for education and holistic support in football and beyond, inspiring our learners to be successful in life, by:

- achieving excellence through fully realising their potential
- providing excellent resources
- maintaining Ofsted Grade 1 status.

The Quality Policy and Strategy are underpinned by core values that are intended to demonstrate our professionalism and commitment to apprentices, clubs, education providers, key partners and each other.

LFE staff will always:

- be respectful
  - be supportive of one another
  - be inclusive
  - act professionally
  - be innovative and creative
  - support and develop learner aspirations
  - strive to meet the needs of the employees and all of our stakeholders
  - treat everyone with respect and expect it in return
  - behave with integrity
  - never forget our apprentices are our focus
- Therefore, LFE aims to ensure that the quality of the apprentice's welfare, success and experience is positive and improving, and that they remain at the forefront of everything we do. More specifically:

- For apprentice players – to provide a quality training and education programme leading to the achievement of an apprenticeship framework, which may assist in obtaining a professional contract, provide entry into further/higher education or other employment within or outside of the football industry.
- For clubs – to provide an independent quality service which supports the development of their training and education programmes for apprentices in terms of regular education advice, support and staff development.

LFE is committed to the continuous improvements in the standard of delivery of all its activities and services.

# Complaints Policy and Procedure

## Introduction

LFE is a learning organisation and values the learning opportunity presented by complaints that enable us to make changes and improve our services. LFE's Welcome to the Apprenticeship Programme handbook, Club Guidance book, Student handbook, Club Guide to Online Induction, LFE website and the Scholarship Agreement set out the standards and services apprentices and clubs can expect us to provide, as well as apprentice and club responsibilities.

Anyone not satisfied with the level of service should feel able to approach relevant staff to address their concern promptly and directly. Every attempt should be made to resolve complaints informally through a dialogue with those immediately concerned.

LFE will respond to any dissatisfaction with its services fairly and promptly.

## LFE Accountability

All LFE staff have a responsibility for receiving complaints, treating them seriously, and dealing with them promptly and courteously in accordance with the procedure set out below.

Members of the LFE Senior Management Team, the Chief Education Officer and Regional Officers have a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

The LFE Chief Executive is responsible for resolving complaints which have reached the appeals stage and may nominate the Chief Education Officer or a senior manager if they have not been previously involved to investigate.

The LFE Board is responsible for dealing with referrals after the appeals stage where a complainant remains dissatisfied with how their complaint has been dealt with by LFE.

The LFE Board may become directly involved if a complaint is directed against the Chief Executive.

## Procedures for Dealing with Complaints

### Stage One (Informal)

If the nature of the complaint is a safeguarding issue, then the Safeguarding Policy takes precedence and those procedures are followed instead. Concerns should be raised in the first instance with the person or area concerned as soon as possible. Complaints from apprentices should be directed in the first instance to the obligations set out in their Scholarship Agreement (Clause 11), which advises apprentices to address the complaint with the member of club staff responsible for dealing with complaints.

Complainants should normally be directed to the relevant LFE Regional Officer or the relevant member of the LFE office staff unless any other member of LFE staff approached can resolve the issue.

Every reasonable effort should be made to resolve the complaint promptly at LFE head office or at local Regional Officer level.

If appropriate, a meeting will be offered between the person complaining and the parties involved to arrive at an agreed resolution.

If a complaint is about a football club member of staff or education tutor it should be made to the Regional Officer. If a complaint is about a Regional Officer the complainant should ask to be referred to the Chief Education Officer.

Verbal complaints to LFE office staff and requests to meet with the LFE Chief Executive should be referred to the local Regional Officer or office-based member of staff who can deal with the area which is the subject of complaint.

At this informal stage complaints may be made in person, by phone, by writing or by email. An initial written response to all written and verbal complaints will be provided within **4 working days**. If LFE needs longer to investigate, the complainant will be informed of when they can expect a reply.

The LFE Board is responsible for ensuring that the complaints policy is operating effectively and may become directly involved if a complaint is directed against the Chief Executive.

A full written response to all complaints will be provided within **15 working days**. This does not necessarily mean the complaint will be resolved within those timescales. The complainant must be kept informed of progress at all stages. All outcome letters should be copied to the relevant parties. If the issue is not resolved to the complainant's satisfaction the complaint moves to Stage Two.

**Stage Two (Formal - up to up to Chief Executive or SMT member level)**

If the Regional Officer or other staff are unable to resolve the issue it should be referred to the Chief Education Officer or SMT member.

If a complainant has been through Stage One and remains dissatisfied, they should be advised to submit their complaint in writing or by email (if this has not already happened) to the Chief Education Officer or SMT member - dependent on the nature of the complaint.

The senior manager dealing with the complaint will investigate and decide to:

- dismiss the complaint as unfounded, giving reasons
- propose an amicable settlement
- uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar circumstance arising in future

All formal complaints will receive a formal written response within 15 working days, outlining the outcome, and the right of appeal where appropriate.





## Complaints Policy and Procedure

### Appeals (Chief Executive)

If a complainant remains dissatisfied with the LFE's response to their complaint they may appeal in writing to the Chief Executive.

The Chief Executive's nominated representative, who should be a manager not previously involved in the case, will investigate the complaint and the LFE's response and report to the Chief Executive.

The Chief Executive will decide to:

- uphold the original decision/dismiss the complaint as unfounded
- refer the complaint back to an area and propose an amicable settlement
- uphold or partially uphold the complaint, offer an apology, recommend appropriate steps be taken to address the issue and to avoid a similar circumstance arising in future

The decision of the Chief Executive is final and the complainant will be advised in writing of the outcome within five working days.

The Chief Education Officer or other member of SMT whichever has not previously been involved with the case will deal with the appeal if the Chief Executive is not available.

### Taking a Complaint Further

If a complainant remains dissatisfied with LFE's response following appeal they should ask the LFE Chief Executive to take their complaint to the LFE Board.

The Education and Skills Funding Agency also provides guidance about making 'Complaints About Providers of Education and Training'.

This can be accessed via [here](#) and is designed to help a complainant once they have exhausted LFE's complaints procedure.

### Record Keeping and Reporting

All LFE staff should maintain a clear record of all complaints dealt with. Issues should be fed into LFE's Complaints Log and other quality improvement processes as appropriate. A record of all appeals and outcomes will also be kept on file.

Complainants will be advised that, while confidentiality will be respected as far as possible, it may not be possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow LFE a fair opportunity to resolve the issue.

# Glossary of terms

## Apprentices

Generic term used for all LFE Academy players

## BTEC

Business and Technology Education Council

## DWP

Department for Work and Pensions

## EFL

English Football League

## ESFA

Education and Skills Funding Agency

## FAQs

Frequently Asked Questions

## HSE

Health & Safety Executive

## IA

Initial Assessment

## LA

Learning Agreement

## LFE

League Football Education

## OFSTED

The Office for Standards in Education, Children's Services and Skills

## PFA

Professional Footballers' Association

## RO

Regional Officer

## SEP

Sporting Excellence Professional

## UCAS

Universities and Colleges Admissions Service



# Contacts

## League Football Education

EFL House  
10-12 West Cliff  
Preston PR1 8HU  
T. 01772 326870  
E. info@lfe.org.uk

## English Football League

EFL House  
10-12 West Cliff  
Preston PR1 8HU  
T. 01772 325800  
F. 01772 325801

## The Professional Footballers' Association

11 Oxford Court  
Bishopsgate  
Manchester M2 3WQ  
T. 0161 236 0575

## The Football Association

Wembley Stadium  
Wembley  
London HA9 0WS  
T. 0844 980 8200

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