

# Administration Manual

May 2001

## INTRODUCTION

The purpose of this manual is to provide Provincial/Territorial Squash Administrators and Provincial Examiners with all of the information necessary to effectively administer the Squash Officiating Certification Program. Included in the manual is:

- general information on the Squash Canada Officiating Program;
- the procedures to administer and handle the forms-flow for Officiating Clinics;
- the procedures to administer the upgrading process;
- the procedures to administer the Quality Control Process (QCP)
- the procedures to distribute regular officiating communiqués
- a list of all officiating related materials available
- copies of all the required forms.

Throughout this document, the terms "Provincial Examiner" and "National Examiner" are sometimes referred to as PE or NE. Throughout this document, the term "Provincial/Territorial Association" is sometimes referred to as P/T. If you require further information or have any questions, please do not hesitate to contact the National Office. Comments and suggestions on the Officiating Certification Program are always welcome. Please send to:

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## 1. ABOUT SQUASH CANADA

### 1.1 MEETING THE CHALLENGES OF THE NEW MILLENNIUM

Squash has evolved significantly in Canada since the building of the first squash court in the Halifax Citadel in the early 1800's. Squash Canada (formerly the Canadian Squash Racquets Association) was formed in 1913, and it represented a handful of clubs in Montreal, Toronto and Hamilton. As the number of clubs grew, so did Squash Canada's responsibilities. With a widespread increase in popularity, especially as "the sport of the 80's", Squash Canada grew into a federation of 13 provincial and territorial squash associations with over 400 clubs representing more than 100,000 players.

Squash Canada continues to evolve as the recreational and social needs of Canadians change. In particular, 1995 was a milestone in the association's history. In March, Canadian squash athletes won a remarkable 5 gold medals at the Pan American Games in Argentina as the sport of squash made its first appearance in a major games. In April, Sport Canada announced that it would only fund 36 sports, and squash was not on the list. Squash Canada appealed this decision and was the only sport to regain its funding. Although Squash Canada is now on the federal funding list, one key lesson has been learned -- the government cannot be relied upon as a major source of revenue for squash.

Squash Canada is in the business of high performance squash and the setting of standards in the areas of coaching, officiating and national championships.

Canada can boast the 1999 Men's World Champion – Jonathon Power, currently the World's number 1 ranked player

## **1.2 THE MANDATE OF SQUASH CANADA**

Squash Canada provides a high performance system for athletes, coaches and officials, and sets standards for squash in Canada.

- Squash Canada selects and develops Canadian teams, coaches and officials for international competition.
- Squash Canada sets and maintains standards for the training and certification of coaches and officials in the sport of squash. The training and certification are administered by the provincial and territorial squash partners.
- Squash Canada awards its national championships to its P/T partners and provides the technical standards for these events.

Squash Canada takes a leadership and coordinating role with its P/T partners.

Squash Canada is the national voice of squash, and represents Canadian squash internationally.

## **2. SQUASH CANADA OFFICIATING PROGRAM**

### **2.1 DESCRIPTION**

The Squash Canada Officiating Program is a comprehensive program which encompasses all aspects of the training of officials and instructors, and the dissemination of information about the Rules of Squash. Its purpose is to standardize the interpretation of the Rules of Squash throughout Canada in accordance with the guidelines of the World Squash Federation (WSF), and to ensure that all matches are judged fairly.

### **2.2 MISSION**

Squash Canada believes that:  
"Every competitive squash match should have a team of certified officials to ensure a safe and fair outcome to that match."

### **2.3 GOALS**

The goals of the Officiating Program follow Squash Canada's mandate:

- To set and maintain standards for the training and certification of squash officials in Canada;
- To train and certify high calibre officials to meet the needs of Squash Canada's high performance system;
- To facilitate linkages between the Canadian Officiating Program and international refereeing through the World Squash Federation (WSF).

The realization of these goals is a shared responsibility among the Squash Canada Officiating Committee, the P/T Squash Associations, and the Squash Canada National Office.

### **3. RESPONSIBILITIES FOR THE OFFICIATING PROGRAM**

#### **3.1 OFFICIATING STANDARDS**

##### 3.1.1 The Squash Canada Officiating Committee

- Sets and maintains standards for the certification of officials and accreditation of Provincial Examiners and National Examiners.
- Reviews regularly the Rules of Squash and provides standard interpretations consistent with official World Squash Federation (WSF) guidelines.
- Determines policies and administrative guidelines for the implementation of the Officiating Certification Program by the P/T Associations.
- Develops and maintains program support material, including manuals, slides, videos, exams, Instructor handbooks, certification/assessment booklets and administrative forms.

##### 3.1.2 Provincial/Territorial Squash Associations

- Implement rules clinics, certification clinics, certification exams, and perform upgrading up to and including the B level according to the Officiating Program's administrative guidelines.
- Ensure that sufficient Provincial Examiners are qualified and available to implement the program.
- Nominate suitable candidates for National Examiner positions or vacancies on the Officiating Committee.

##### 3.1.3 The Squash Canada National Office

- Maintains an inventory of program materials and distributes them to P/Ts and Examiners, as appropriate.
- Maintains the administrative guidelines documentation for the Officiating Committee.
- Attends all meetings of the Officiating Committee (ex-officio).
- Provides administrative support to the Committee in the development of program materials.
- Liaises with the Committee on financial and policy matters.
- Maintains a database of current certification levels of all Canadian officials.
- Liaises with P/T Associations on officiating program matters.

#### **3.2 HIGH PERFORMANCE OFFICIALS**

##### 3.2.1 The Squash Canada Officiating Committee

- Ensures that the standards for A and B level officials reflect the needs of Squash Canada's high performance system.
- Provides opportunities for qualified A and B referees to officiate matches at their level and/or to upgrade to the next level.
- Selects qualified presenters for educational opportunities for Canadian squash officials (e.g. Referees' School).
- Appoints National Examiners, as required.
- Establishes a mechanism for selecting appropriately certified officials to participate in major national events.
- Develops and maintains a process to ensure the continued high performance of senior referees and examiners.

##### 3.2.2 Provincial/Territorial Squash Associations

- Encourage and provide opportunities for qualified officials to attend major provincial and national events in order to improve the quality of their officiating and/or their certification level.

### 3.2.3 The Squash Canada National Office

- Passes on to the Committee and all A and B officials any relevant high performance officiating information.
- Co-ordinates the Annual Officiating Meeting and other educational opportunities (e.g. Referees' School)

## 3.3 INTERNATIONAL OFFICIATING

### 3.3.1 The Squash Canada Officiating Committee

- Considers and nominates on an annual basis suitable candidates for the WSF International Referee designation.
- Liaises with the WSF Rules and Referees Committee and other national officiating bodies
- Establishes and communicates, to P/Ts, a mechanism for selecting appropriately certified officials to participate in major international events.

### 3.3.2 Provincial/Territorial Squash Associations

- Inform Squash Canada of potential international officials.

### 3.3.3 The Squash Canada National Office

- Passes relevant information between the Committee and the WSF.
- Forwards to the Committee any inquiries from other countries into the Squash Canada Officiating Program.

## 4. THE OFFICIATING CERTIFICATION PROCESS

### 4.1 REFEREE AND MARKER RATING SYSTEMS

There are four levels of referee (A, B, C, D) and four levels of marker (1, 2, 3, 4), with A1 being the highest. These various levels of certification are combined to equate to the following classifications; the emphasis being on the referee rating:

<b>Level</b>	<b>Classification</b>
D1, D2, D3, D4	a novice official
C1, C2, C3	a competent official at the local level
B1, B2	an experienced provincial official, capable of handling matches equivalent to the early rounds of national championships
A1	a national official, capable of handling matches at any level.

Officials usually reach the higher marking levels before they attain the similar levels for refereeing. Marking is a less arduous responsibility than refereeing - therefore, progress in marking will be faster. Consequently, there may be larger numbers of officials at the C1 or B1 levels.

#### 4.2 EXPLANATION OF THE CERTIFICATION PROGRAM

To become a certified official, a candidate must:

- attend a full certification clinic
- pass the written examination
- pass the practical test including an initial referee assessment and initial marker assessment

##### 4.2.1 Certification Clinic

- The rules of squash and their interpretation will be presented with the aid of slides and videotape.
- There will also be a practical demonstration during which candidates will be given the opportunity to practice officiating.
- certification clinics are organized by Provincial and Territorial Squash Associations and delivered by Provincial Examiners.

##### 4.2.2 Written Examination

- The written examination will be held either following the certification clinic or at a later date.
- The examination consists of 40 questions on the rules and their interpretation. It will test the candidate's knowledge of the responsibilities of the Marker and Referee.
- The written examination must be conducted by a Provincial Examiner or National Examiner
- The written examination must be successfully completed (minimum of 80%) prior to attempting the Practical Test.

If a candidate fails the written examination, he/she may retake it once without having to retake the clinic, provided the initial failure mark is not below 65%.

##### 4.2.3 Verbal Examination

At the conclusion of the written examination and after grading the answer sheets, the PE/NE should review the exam with the candidates. Each question that was answered incorrectly should be discussed, and the candidate should be given the opportunity to explain the answer given. If the PE/NE is satisfied that the incorrect answer was solely a result of misunderstanding the question, then the PE/NE may give the candidate credit for a correct answer for that question.

##### 4.2.4 Practical Test (Initial Assessment)

- The practical test will be held in conjunction with competitive play, either a tournament or league match.
- The initial referee assessment involves giving at least 10 correct decisions; giving correct decisions on at least half of the Interference (Rule 12) decisions; and being competent and consistent in the interpretation of the rules
- The initial marker assessment involves demonstrating the correct use of the standard terminology and basic competence.
- The initial assessment must be given by a Provincial Examiner or a National Examiner.
- If a candidate fails the practical test, he/she may retake it without having to retake the clinic.

##### 4.2.5 Initial Rating

Candidates, who pass both the written exam and practical test, will become Certified Officials.

#### 4.2.6 Upgrading to Higher Levels of Certification

Officials, who become certified, may improve their level of certification through a process of upgrading. Upgrading is achieved by gaining practical experience and being observed and assessed by a higher level official.

### 5. OFFICIATING CERTIFICATION CLINIC ADMINISTRATION

The implementation of the Officiating Certification Program is a P/T responsibility. The following are the steps in planning, delivering and administering the certification clinic.

#### 5.1 THE OFFICIATING CERTIFICATION CLINIC

There are five steps to becoming a certified official. The candidate must complete the three modules of the certification clinic in addition to the written examination and the practical test. The three modules that comprise the certification clinic are:

- slide presentation
- video presentation
- on-court practical session.

5.1.1 Traditionally, these modules have been offered together, normally on a weekend (approx. six hours).

5.1.2 P/Ts may also offer these modules independently in order to allow candidates the flexibility to attend instructional sessions in shorter blocks of time.

5.1.3 Whichever method is used, the PE must complete and sign the relevant section of the Certification/Assessment booklet for every candidate to ensure that all candidates receive credit for each module attended.

CERTIFICATION RECORD	
Name	Phone
CERTIFICATION CLINIC	
SLIDE PRESENTATION (Rules Clinic)	
Date	
PE/NE's Name	
PE/NE'S Signature	
Certification Course materials must be purchased prior to proceeding with the remaining modules.	
VIDEO PRESENTATION	
Date	
PE/NE's Name	
PE/NE'S Signature	
ON-COURT DEMONSTRATION	
Date	
PE/NE's Name	
PE/NE'S Signature	
After completing the Certification Clinic, the Written Examination must be passed (minimum of 80%) prior to attempting the Practical Test(Initial Assessment).	

5.1.4 Candidates who attend rules clinics should receive credit for the slide presentation module.

## 5.2 ANNUAL PLANNING (Summer)

- set dates for each certification clinic (or modules)
- arrange a facility for each clinic
- name a qualified Provincial Examiner for each Clinic (if no PE within the province/territory, contact Squash Canada for name of closest individual)

## 5.3 PRE-CLINIC ADMINISTRATION (six weeks prior)

- establish deadline date for registration
- indicate maximum and minimum number of participants
- indicate where and how to register
- register participants

## 5.4 AFTER REGISTRATION DEADLINE

5.4.1 Request materials/clinic administration forms from Squash Canada at least two weeks prior to clinic:

- Officiating Certification Manuals (one per participant)
- Rule Books (one per participant)
- WSF Guide to Understanding the Rules of Squash (one book per participant)
- Clinic Evaluation form (one per participant)
- Certification/Assessment booklets (one per participant)
- Clinic and Examination Register (one)
- Provincial Examiner's Report form (one)
- Score sheets (for practical demonstration during clinic)

Note: Squash Canada will invoice the P/T for all materials sent.

5.4.2 When materials are received from Squash Canada, send them to a Provincial Examiner along with a set of the current Officiating Program Slides and Video.

## **5.5 POST-CLINIC ADMINISTRATION**

5.5.1 Receive from the Provincial Examiner

- Completed Clinic Evaluation forms (one by each participant)
- Completed Clinic and Examination Register (all parts but pink copy)
- Completed Provincial Examiner's Report form (one)

5.5.2 Check all documents for completeness

5.5.3 Keep

- a copy of the Clinic Evaluation form (one by each participant)
- both copies of the Clinic and Examination Register (yellow and white)
- a copy of the Provincial Examiner's Report

#### 5.5.4 Send to Squash Canada

- a copy of the Clinic Evaluation form (one by each participant)
- a copy of the Provincial Examiner's Report

#### 5.5.5 Update P/T Officiating Records

#### 5.5.6 Inform Clinic Participants of dates of written examination and practical test.

### 6. WRITTEN EXAMINATION ADMINISTRATION

The written examination may be held either following the certification clinic or at a later date. It must be successfully completed (minimum of 80%) prior to attempting the practical test (initial assessment). If, after a verbal review with the PE, a candidate fails the exam he/she may retake it without having to retake the clinic, provided the initial failure mark was not below 65%.

The following tasks should be taken into consideration when organizing an examination session. The activities that are required by Squash Canada are in italics.

#### 6.1 PRE-EXAMINATION ADMINISTRATION

- establish time and location for examination
- arrange for a Provincial Examiner to conduct the examination
- notify Clinic participants of time and place
- register candidates
- *request copies of current examination and answer sheets from the Squash Canada National Office*

#### 6.2 EXAMINATION ADMINISTRATION

The written examination will be conducted by a Provincial Examiner according to the following standards:

- one hour will be allowed for each candidate to complete the written examination
- after all answer sheets have been submitted and scored, the PE will review questions and correct answers with all candidates
- *the examination score will be recorded in the appropriate section of the Certification/Assessment Booklet, and the PE will sign the booklet*
- *the examination scores will also be recorded on the Clinic and Examination Register*
- candidates are permitted to refer to clinic materials (Certification Manual, Rule Book, WSF Guide) but no other materials during the written exam

#### 6.3 POST-EXAMINATION ADMINISTRATION

##### 6.3.1 Receive from the Provincial Examiner

- the examination booklets
- results of all written examinations as recorded on the Clinic and Examination Register

##### 6.3.2 Check all documents for Completeness

6.3.3 Send to Squash Canada the white copy of the Clinic and Examination Register with candidates names, addresses, and examination scores

##### 6.3.4 Update P/T Database or Officiating Certification Records

## 7. PRACTICAL TEST ADMINISTRATION

The implementation of the practical test (initial assessments) is a P/T responsibility. The practical test will be held in conjunction with competitive play, either a tournament or league match. If a candidate fails either the written examination or practical test, he/she may retake that section without having to retake the clinic, provided the initial failure mark in the written portion is not below 65%. The initial assessments must be given by a Provincial Examiner or National Examiner.

The following tasks should be taken into consideration when organizing a practical test, also referred to as an initial assessment. The activities which are required by Squash Canada are in italics, the others are suggested administrative procedures.

### 7.1 PRE-PRACTICAL TEST ADMINISTRATION

- Candidate and Provincial Examiner to arrange time and location

### 7.2 PRACTICAL TEST

The practical test will be given by a Provincial Examiner according to the following standards:

- the practical test will be done in conjunction with a competitive match involving any level of play
- to pass the initial referee assessment the candidate must give at least 10 correct decisions including correct decisions on at least half of the Interference (Rule 12) decisions and be competent and consistent in the interpretation of the rules
- to pass the initial marker assessment the candidate must demonstrate the correct use of the standard terminology and basic competence
- *the recommended grade will be recorded in the appropriate section of the Certification/Assessment Booklet, and the PE/NE will sign the booklet*
- Candidates who pass the practical test will become Certified Officials

### 7.3 POST-TEST ADMINISTRATION

7.3.1 Receive from the Provincial Examiner

- a list of the successful candidates who are now certified officials
- results of all practical tests as recorded on the Marker and Referee Assessment forms

7.3.2 Record the results on the Clinic and Examination Register

7.3.3 Send to Squash Canada a photocopy of the Clinic and Examination Register

7.3.4 Update the P/T Officiating Database or Officiating Certification Records

7.3.5 Send to the Official a letter of congratulations on becoming a certified official.

## 8. INITIAL CERTIFICATION

Candidates who attend a clinic, and who pass both the written exam and the practical test, will become Certified Officials.

Upon successful completion of each requirement, the details must be recorded on the Certification Record in the Certification/Assessment Booklet (shown below). When all requirements have been completed, the Provincial Examiner (PE) will assign the initial level of certification on the front cover, confirmed by a

signature. At this time, the newly certified official must submit a photocopy of the Certification Record to the P/T Association.

CERTIFICATION RECORD	
Name	Phone
CERTIFICATION CLINIC	
SLIDE PRESENTATION (Rules Clinic)	
Date	
PE/NE's	
Name	
PE/NE'S Signature	
Certification Course materials must be purchased prior to proceeding with the remaining modules.	
VIDEO PRESENTATION	
Date	
PE/NE's Name	
PE/NE'S Signature	
ON-COURT DEMONSTRATION	
Date	
PE/NE's Name	
PE/NE'S Signature	
After completing the Certification Clinic, the Written Examination must be passed (minimum of 80%) prior to attempting the Practical Test(Initial Assessment).	

## 8.1 ADMINISTRATION OF INITIAL CERTIFICATION

The administration of the Initial Certification is a P/T responsibility. Squash Canada requires a copy of the Clinic and Examination Register with the examination results and recommended grades.

## 9. UPGRADING PROCESS

The Certification/Assessment booklet is subsequently used for upgrading purposes. Requirements for upgrading are detailed in the following sections: Upgrading of Referees; Upgrading of Markers. PE/NE's may upgrade to their own level of certification while other officials may only upgrade to one level below their own (e.g., a "B1" Official may upgrade to "C2"). When the required number of recommendations has been recorded for a higher level, the booklet must be submitted to the P/T which will then issue a new one indicating the new level of certification, confirmed by a P/T signature. The P/T will then forward the completed booklet to Squash Canada.

The Certification/Assessment booklet must be presented prior to any upgrading attempt. All matches shall be recorded regardless of the recommendation.

### 9.1 UPGRADING OF REFEREES

#### General

At the "C" and "B" levels, the referee requires five successful recommendations from at least two different assessors (at least one must be a PE/NE). Only three successful recommendations are required if all are given by NE's.

#### 9.1.1 Upgrading to "C"

The level of play must be an interclub, individual or team tournament competitive match involving "A" players. The candidate must give a minimum of ten correct decisions in each match and demonstrate competence at this level.

#### 9.1.2 Upgrading to "B"

The level of play must be a competitive match equivalent to the quarterfinals of a major Provincial Championship (Open Event) or the early rounds of the Canadian Squash Championships (Open Event). The candidate must give a minimum of fifteen correct decisions in each match and demonstrate competence at this level.

#### 9.1.3 Upgrading to "A"

The candidate must obtain five successful recommendations from competitive matches equivalent to those involving the top twenty Canadian men or the top ten Canadian women (PE/NE's shall determine equivalencies). At least two of the recommendations must be at the "A+" (very difficult) level, with the remaining recommendations being at the "A" (difficult) level. The candidate must give a minimum of twenty correct decisions in each match, of which a sufficient number are deemed to be difficult by the assessor, and demonstrate competence at this level. At least two of the successful recommendations must be given by two different NE's; one of them must be an "A+" recommendation. The remaining three recommendations may come from any PE who is also an "A1" referee.

#### 9.1.4 Definition of A+ Match

The Squash Canada Officiating Committee believes that the credibility of the entire program is dependent on the setting and maintaining of high standards. By achieving the A1 level in the program, a referee is supposed to be able to handle any match played in our National Championships. In order to prove to any assessors that they can perform to that level, referees must actually do it - that is, referee satisfactorily a very difficult match - one which the Committee has defined as an "A+" match.

In order to achieve A1 status, a candidate must referee at least 1 match deemed to be an "A+" match. The decision as to what qualifies as an "A+" match must rest with the assessor, who will take into account the following factors:

- the number and difficulty of the referee's decisions
- the behaviour and personalities of the players
- the crowd - its mood and reactions
- the "importance" of the event (e.g. Canadian National Final)
- the physical surroundings
- the competence of other officials (e.g. marker, appeals referee)
- the presence of an assessor

The Committee recognizes that any or all of these factors can contribute to a match becoming very difficult, and wants the assessor to have some confidence that the candidate is able to handle any or all of these pressures. This is not to say that all of these factors must be present for a match to be considered A+. However, the assessor must be satisfied that, based on the candidate's performance, none of these factors would likely cause the candidate any trouble.

## **PRINCIPLE OF "COMPOSURE UNDER PRESSURE"**

### **IS KEY FOR A-1 MATCH!**

#### 9.1.5 Pooling of Calls Policy

In an effort to partially overcome the problem of 'Not enough calls', a method to aggregate the required number of refereeing decisions over multiple matches will be permitted. However, the following restrictions will apply:

- The 'pooling of calls' may only be done by the same assessor at the same event.
- This method is permitted only during initial assessments, and assessments to the C and B levels (not to A).
- If matches are pooled to qualify for a signature, the candidate CANNOT receive credit for those matches under the point system as well as the signature.

#### 9.1.6 Points System

Officiating demands experience. Only by officiating a large number of matches can an official progress to the highest levels. In recognition of this principle, the following guidelines attempt both to encourage and to recognize officials who make an effort to gain the experience that is necessary to progress.

General principle: In cases where the match has too few calls for a signature, or where the candidate makes too few correct calls, the assessor may award up to three points for the official's performance, depending on the difficulty of the match and the assessor's judgement of the candidate's performance.

Progressing from D to C:

- This step might typically take one year.
- Present criteria apply (5 signatures), or a combination of 3 signatures and 10 points.

Progressing from C to B:

- This step might typically take two years.
- Present criteria apply (5 signatures), or a combination of 4 signatures and 15 points.

Progressing from B to A:

- This step might typically take three to five years.
- Present criteria apply (5 signatures, 2 of which must be for matches considered "very difficult"), or a combination of 4 signatures (one of which must be for a match considered "very difficult") plus 30 points.

In addition, a candidate may count 4 points for each signature obtained towards the 'A' level. This point total is in addition to the requirements for one 'A+' and three 'A' signatures. This precludes the possibility that a candidate might go on indefinitely receiving 'A' signatures when really in search of a second 'A+' match. Referees at the 'A' level are those considered able to handle any difficult match and maintain composure.

**NOTE:** As a guideline, an assessor might award three points for a match that has approximately three quarters of the required number of calls for a given level, two for approximately half the required number, and one for a match that has about one quarter of the required calls. All of the above might be modified by the assessor's opinion of the general degree of difficulty of the calls.

**The points are awarded based on the appropriate degree of difficulty of the decisions in question. They should not be a reflection of simple attendance or participation in the match. The assessor must be satisfied that, but for the lack of sufficient numbers of decisions, the candidate was performing at the stated level. The points must reflect competence at the level in question.**

## **9.2 UPGRADING OF MARKERS**

### General

To be upgraded to a higher level, the marker requires five successful recommendations from at least two different assessors (at least one must be a PE/NE). Only three recommendations are required if all are given by NE's. The grade of marker (any level) corresponds to the maximum allowable number of errors a marker may make during a match (e.g., a level "2" marker will be expected to make no more than two errors in any match).

#### 9.2.1 Upgrading to "3" and "2"

There is no minimum level of play required for upgrading to levels "3" and "2".

#### 9.2.2 Upgrading to "1"

The level of play required for upgrading to level "1" must be equivalent to the third round of play at the Canadian Squash Championships (Open Event). One successful recommendation must be given by a PE/NE who observes the candidate solely in the role of marker.

## **9.3 ACCELERATED UPGRADING**

There may be certain individuals in the country who could be considered for accelerated upgrading. These would include experienced officials from other countries that do not have a comparable certification system. It may also apply to a local, experienced official. In either case, the official must clearly demonstrate superior officiating skill. After completing an officiating clinic and passing the written exam, these officials may be upgraded at an accelerated rate.

#### 9.3.1 To be upgraded from "D" to "B":

- 3 matches at required level of play
- assessor for each match must be a National Examiner
- recommendations must include assessments from at least two different National Examiners.

#### 9.3.2 To be upgraded from "C" to "A":

- same conditions as from "D" to "B".

NOTE: Accelerated upgrading from "C" to "A" will only be considered in exceptional circumstances. No one will be upgraded from "D" to "A."

## **9.4 ADMINISTRATION OF UPGRADING**

### 9.4.1 "C" CERTIFICATION

The administration of the Upgrading to "C" Certification is primarily a P/T responsibility. Squash Canada requires a copy of the Certification/Assessment Booklet.

The P/T will:

- Receive from the new C Official - a copy of his/her Certification/Assessment booklet, signed by the appropriate officials
- Check the booklet for valid signatures
- Update the P/T Officiating Database or Officiating Certification Records
- Send a copy of the Certification/Assessment Booklet to Squash Canada
- Send to the Official a letter of congratulations on being upgraded to C and a new Certification/Assessment booklet indicating the new level of certification and signed by an appropriate P/T official

#### 9.4.2 "B" CERTIFICATION

The administration of the "B" Certification is a joint National and P/T responsibility.

The P/T will:

- Receive from the new B Official - a copy of his/her Certification/Assessment booklet, signed by the appropriate officials
- Update the P/T Officiating Database or Officiating Certification Records
- Send a copy of the Certification/Assessment Booklet to Squash Canada
- Send to the Official a new Certification/Assessment Booklet indicating B level of certification and signed by an appropriate P/T official

Squash Canada will:

- Check the booklet for valid signatures
- Update the national officiating database
- Send to the Official a letter of congratulations on being upgraded to B from the Chair of the Officiating Committee

#### 9.4.3 "A" CERTIFICATION

The administration of the "A" Certification is a joint National and P/T responsibility.

The P/T will:

- Receive from the new A Official - a copy of his/her Certification/Assessment booklet, signed by the appropriate officials
- Update the P/T Officiating Database or Officiating Certification Records
- Send a copy of the Certification/Assessment Booklet to Squash Canada
- Send to the Official a new Certification/Assessment Booklet indicating "A" level of certification and signed by an appropriate P/T official.

Squash Canada will:

- Check the booklet for valid signatures
- Update the national officiating database
- Send to the Official a letter of congratulations on being upgraded to "A" from the Chair of the Officiating Committee

## 10. QUALITY CONTROL PROCESS (QCP)

### Process Objectives

- To ensure that referees, certified as National Referees (AI), remain active and competent at that level.
- To ensure that all PE's and NE's remain active and competent at delivering certification clinics and conducting assessments, in keeping with their level.

### A-1 Referees

- **Appointment & Review**

The candidate will be appointed for a three (3) year period by the Executive of the Officiating Committee and the appointment will expire at the end of that term unless the referee is re-appointed by:

1. maintaining the yearly activity card; and
2. achieving two (2) A signatures during the 3-year term

The signatures must come from different assessors.

- **Exceptions**

Since many Canadians are active in the WSF International Referee Program, it is our policy to accept assessments done by that body. Therefore,

1. Anybody appointed or re-appointed as a WSF Referee (WR or IR) will automatically be re-appointed as an AI Referee.
2. Any successful WSF assessment received will be considered to be equivalent to an 'A' signature. The referee must provide the appropriate documentation.

- **Failure**

1. Any AI Referee who fails two assessment opportunities during a 3-year term will immediately revert to a BI status.
2. Any A1 Referee who does not complete the requirements to be re-appointed will be labeled 'A1 inactive' and will therefore be ineligible for any benefits available to active A1 referees.
3. Any A1 Referee who remains inactive for one 3-year term may thereafter be re-activated to 'A1 active' status by completing the re-appointment requirements.
4. Any A1 Referee who remains inactive for two 3-year terms, will revert to a B1 status upon return to the program.

- **Accelerated Re-assessment**

In exceptional circumstances (e.g. concern with the active performance of an official), the Executive of the Officiating Committee may require an A1 Referee to undertake the completion of the reappointment requirements in a shorter time frame.

### National Examiners

- **Appointment & Review**

1. Each year, the Executive will review the program needs and, as required, invite applications from the P/T Associations for NE positions.

2. To be confirmed as an NE, a candidate must meet the NE prerequisites (A1, 3 years as PE) and be observed by another NE while performing an assessment and subsequent debriefing of a candidate seeking an A signature.
3. To be reconfirmed as an NE a candidate must be observed (once during the three year term) by another NE while performing an assessment and subsequent debriefing of a candidate seeking an A signature.

- **Exceptions**

Any WSF approved Assessor (living in Canada) will be exempt from the above review since they are already being confirmed in the same role by the WSF.

Provincial Examiners

- **Appointment & Review**

1. PE's, upon initial certification using the customary process outlined in the administration manual, will be appointed for a 3-year period.
2. To be reconfirmed as a PE, a candidate must be observed by an NE once over the 3-year term while presenting at least the 'Slide Series Module' of the Certification Clinic.

In certain circumstances, allowance will be made for co-conducting a clinic where logistics would preclude enough availability for all candidates. As well, where circumstances preclude the 'in person' observation of a PE candidate, videotape of the candidate's presentation may be submitted to fulfill the above requirement.

NE's and PE's

- **Failure**

1. NE's and PE's who do not complete these requirements will not have their term renewed upon expiration.
2. NE's and PE's who fail in 2 consecutive observations will have their respective designation withdrawn immediately.

Re-appointment to PE status would occur only if the candidate has met the original criteria outlined in the administration manual. Re-appointment to NE status would start again with the P/T nomination process.

## **THE OPERATION OF THE PROCESS**

The following outlines the system of operation:

- **The QCP Examiners:**

The initial group of examiners for the QCP will consist of all the present WSF designated referees and assessors. They are 'WSF Assessors' Rod Symington and Graham Waters, 'International Referees' Barry Faguy & Gerry Poulton, and 'Regional Referees' Wes Barlow & Adeline Clements. Others will be added as they as they are examined and confirmed by some of this original group. Therefore, at the end of the initial 3 year term, all reconfirmed NE's will become the senior examiners in the program, and the QCPE designation will disappear.

- **Candidate's Responsibility:**

It is the responsibility of the candidate to keep the Activity Log Book, and for arranging the necessary examinations to meet the QCP criteria.

- **The Monitoring System:**

1. **The Activity Log Book** for 'A' Referees will continue to record this requirement.
2. **The Assessment/Upgrading Booklet** will once again be needed by 'A' referees to record the two required 'A' signatures.
3. **The Standard PE (NE) Candidate Evaluation Forms** with the results of the QCP specified examinations will be used for those designations and forwarded to Squash Canada once completed.
4. **A QCP Administrator**, designated from the Executive of the Officiating Committee, will gather relevant data and submit reports.
5. **The Committee Chair** will send appropriate notices to candidates for failure or non-compliance.

- **Notes:**

1. NE's who complete the 'A' requirements early simply complete them early. They still must complete the assessment observation to retain the NE designation. The A1 and NE terms do not have to coincide providing that an NE maintains the A1 status. If an A1 status lapses before the normal expiration of the NE status, then the NE status must also lapse at that time.
2. Any signature given retains the status of the examiner at the time it is given. This means that a signature given by an active NE, for example, retains its validity even though that NE's status may lapse before the signature is submitted.
3. To simplify the administration of the QCP, all terms will begin on 1 July and expire on 30 June three (3) years later. However, if somebody is initially certified in any capacity, that will become effective immediately. For the purposes of the QCP, they would have to be reconfirmed within 3 years of the following June 30. For example, if somebody became a PE in January, 2001, that individual would be certified as a PE immediately, but would only have to complete the re-certification process by 30 June, 2004.
4. Each season, the Executive of the Officiating Committee will make arrangements to ensure that NE's will be available at the major events across the country, and the Squash Canada Officiating Program will therefore be responsible for those related expenses. However, it will be a P/T responsibility to incur any expenses necessary to retain a PE's status

## 11. PROVINCIAL EXAMINERS

### 11.1 REQUIREMENTS FOR CERTIFICATION AS A PROVINCIAL EXAMINER:

To become a Provincial Examiner, a candidate:

- must be a B1 official
- must assist a Provincial Examiner in the delivery of a full (all 3 modules) Certification Clinic
- must be assessed by a National Examiner while delivering a full (all 3 modules) Certification Clinic.
- must be assessed by a Provincial Examiner while conducting a Practical Test (initial assessment).

### 11.2 ADMINISTRATION OF THE PE CERTIFICATION PROCESS:

The Provincial/Territorial Association will:

- Receive from the NE a completed copy of the Clinic Instructor Evaluation Form (see Appendix).
- Receive from the PE a completed copy of the Provincial Examiner Evaluation Form (see Appendix).
- Check that all sections are completed, including the recommendation.
- Send copies of both forms to Squash Canada.
- Keep copies of both forms.

Squash Canada will:

- Update the national database with the name of the new PE
- Send a letter of congratulations to the new Provincial Examiner from the Chair of the Officiating Committee

### 11.3 RESPONSIBILITIES OF PROVINCIAL EXAMINER

- Conduct Officiating Certification and Rules Clinics in cooperation with their Provincial/Territorial Associations.
- Oversee Written Examinations and Practical Tests on behalf of Provincial/Territorial Associations.
- Assess and upgrade other referees up to their own level of certification.

### 11.4 LEVEL 3 COACHES AS CLINIC INSTRUCTORS

- A fully certified Level 3 coach who is also a C2 official, may be certified as a "Clinic Instructor" provided they fulfill the second and third requirements under 11.1. These Clinic Instructors would have only the first responsibility of Provincial Examiners (conducting certification and rules clinics in cooperation with their Provincial/Territorial Associations).

## 12. NATIONAL EXAMINERS

### 12.1 PREREQUISITES

- must be an active A1 Official,
- must have at least 3 years experience as a Provincial Examiner,
- must have demonstrated a commitment to the Officiating Program

### 12.2 PROCEDURES FOR APPOINTMENT OF NATIONAL EXAMINERS

- Provincial/Territorial Associations and members of the Officiating Committee may submit nominations for the position of National Examiner to the Officiating Committee. Nominations shall be accompanied with a statement of the nominee's qualifications.
- Annually, the Officiating Committee shall review the list of nominees and appoint a sufficient number of National Examiners to meet the program's needs.
- Squash Canada Board of Directors shall ratify all appointments.

### 12.3 RESPONSIBILITIES OF NATIONAL EXAMINERS

- certify new Provincial Examiners
- assess and upgrade officials to the A1 level
- review technical material used in the Squash Canada Officiating Program
- assist in the updating of technical material used in the Squash Canada Officiating Program
- submit a report of activities to the Annual Officiating Committee Meeting

## 13. THE OFFICIATING COMMITTEE

### 13.1 OFFICIATING COMMITTEE STRUCTURE

The Officiating Committee is composed of 13 P/T representatives, 5 Executive members and a Squash Canada staff person (ex-officio). The P/T representatives are appointed or elected by their associations and the Executive is elected by ballot. The Executive is responsible for the maintenance and improvement of the Officiating Program, with the assistance of the National Examiners.

## 13.2 OFFICIATING EXECUTIVE COMMITTEE MEETINGS

Meetings of the Officiating Executive Committee will be scheduled depending on program need and resources available. At these meetings, each of the 5 Executive Committee members shall have one vote and a simple majority shall decide all decisions. A quorum shall consist of 3 members.

## 13.3 OFFICIATING COMMITTEE VOTING RIGHTS

An Annual Officiating Committee Meeting will normally take place in conjunction with the Canadian Squash Championships. Voting delegates at the Annual Officiating Meeting shall be the 5 members of the Executive Committee plus 1 delegate from each P/T.

- The Annual Officiating Committee Meeting is open to any certified official who may wish to attend. However, only Officiating Committee members shall have voting rights. This meeting will normally be combined with a Refereeing School/ Symposium, designed as an educational opportunity for Canadian Referees.
- Votes may not be transferred from one delegate to another for any reason.
- All decisions or motions shall be determined by a simple majority vote. The Chair will exercise the right to vote only to break a tie.
- Fifty percent plus one of the eligible-voting delegates present in person shall constitute a quorum at the Annual Meeting of the Officiating Committee.
- No one individual may exercise more than one vote (e.g. an Officiating Executive Committee member may not also vote as a P/T member).

## 13.4 ELECTION OF OFFICIATING EXECUTIVE COMMITTEE MEMBERS

### 13.4.1 Term

The terms of the members of the Executive Committee shall be for a 2 year term and shall be staggered such that the terms of two members will expire one year and of the other three the following year.

### 13.4.2 Nominations

Provincial/Territorial Associations and members of the Officiating Committee will be invited by March 1<sup>st</sup> each year to submit nominations for vacant positions. Such nominations shall be accompanied with a statement of the nominee's qualifications and must be received by April 1<sup>st</sup> each year.

Information on nominees will be forwarded to P/T officiating chairs.

No nominations shall be accepted after the stated deadline.

### 13.4.3 Elections

The election of Executive Committee members shall be conducted as follows:

- by secret ballot to be received by Squash Canada by the designated deadline
- each voting delegate will have the right to vote for a maximum number of candidates equal to the number of vacancies on the Executive Committee
- votes will be tabulated by a Squash Canada staff person and V-P Technical
- in the event of a tie vote, the Chair (or designated substitute) shall cast the deciding vote
- the new Executive Committee shall elect a Chair to serve for a one year term
- all elections shall be ratified by Squash Canada Board of Directors

#### 13.4.4 Mid-term Vacancies

- If an Executive Committee member resigns for any reason, the balance of the Committee may appoint a replacement to complete the remainder of the term
- If the timing of the resignation is such that the vacancy could be announced and nominations received as part of the normal nomination/election process, the Committee may choose to use that process to fill the vacancy. The term of a candidate elected this way may be either one year or two years, in order to preserve the staggered term structure

### 13.5 DUTIES OF COMMITTEE MEMBERS

#### 13.5.1 Provincial/Territorial Representatives

- submit a report to the Annual Officiating Committee Meeting describing officiating activities in their P/T

#### 13.5.2 Chair

- chair the Annual Officiating Committee Meeting
- chair all meetings of the Officiating Executive Committee
- act as the primary link between the Squash Canada National Office and the Officiating Executive Committee
- provide direction on policy decisions as required by the Squash Canada Executive
- provide general direction for the activities of the Officiating Committee
- initiate and coordinate annual priority setting, planning, and preparing program budgets
- ensure meeting minutes are distributed in a timely manner
- prepare annual reports on the Officiating Committee and program activities

#### 13.5.3 Committee Members

- assist the Chair with the revision and development of technical materials and resources by undertaking such projects as may be assigned by the Chair
- provide input on potential agenda items and topics for the Referees School/Symposium

## 14. PROGRAM POLICIES AND PROCESSES

### 14.1 FOREIGN EQUIVALENCY POLICY

Squash Canada will recognize certified officials from other countries and grant them an equivalent rating in the Squash Canada program. To be eligible to take advantage of this policy, a referee must:

- take up full-time residency in Canada
- apply to Squash Canada for "Equivalency Status"
- provide acceptable documentation as to certification from home country

The following method will be used to determine the equivalent rating:

- any current WSF World or International Referee will be granted A1 status in Canada

- other candidates must be assessed by a National Examiner who will determine what certification level will be granted

Notes:

- The National Examiner will determine whether any match is sufficiently challenging to merit a fair assessment of the referee's ability, and may require the candidate to referee another match or matches.
- If in doubt, the National Examiner should err on the side of caution and confer a slightly lower certification level than the candidate is seeking and allow the normal upgrading process to take place.

## 14.2 REFEREE SELECTION OBJECTIVES AND PROCESS

(N.B. - this section does not address Canada Games, which already has a well established philosophy and selection process.)

From time to time, opportunities will occur for Canadian referees to officiate at major national and international events. Recent examples have included the Pan-American Games, the Canadian Open, the World University Games, World Team Championships and the Tournament of Champions.

It is the philosophy of Squash Canada to make these opportunities available to as many of its suitably qualified officials as possible. In selecting officials to attend these events, Squash Canada will attempt to balance the following objectives:

- provide opportunities for Canadian referees who hold WSF IR or WR designation to maintain or improve that standard.
- provide opportunities for Canadian referees, who have achieved A1 status, to earn their qualifications toward possible WSF nomination.
- provide opportunities for Canadian referees who have achieved B1 status to gain further experience to assist them in their quest for A1 designation.

No consideration will be given for major national or international events to referees who have not yet achieved at least B1 level.

Each time an opportunity for a referee to attend an international event is identified and there are available funds in the Squash Canada budget, the Officiating Committee Executive will strike a three-member Selection Committee. This Committee will comprise one Squash Canada staff member and at least one member of the Officiating Committee Executive, and none of the three would be candidates for selection themselves.

A letter would then be sent to all P/Ts and all eligible referees, inviting applications and outlining the deadline for submissions as well as the minimum requirements for selection. These would be:

1. Minimum Certification Level – normally this would be A1, but there could be events where we would want to send a B1 Referee.
2. Minimum Activity Level – must have refereed at least X (this number will be established and outlined in the letter inviting applications) matches at the appropriate level over the past year, as documented on an activity card.
3. Other requirements particular to the event in question.

Once the applications have been short-listed (on a pass/fail basis) to include only those who meet the minimum set of requirements, the Selection Committee would consider a second set of measurements to make the final selection. The candidates would be compared on their relative strengths in the following areas:

1. Future officiating potential (as assessed by any feedback from assessors [including WSF] and peers on Selection Committee): Candidates must want to improve their officiating skills, work on their international standard, and gain exposure to the international officiating community.
2. Leadership skills: Candidates must have poise and leadership abilities. When selected as one referee to go to an event, the referee must be assertive and perform all duties assigned. When selected to an FPS (Federacion Panamericanos de Squash) event, the referee must have the skills to run the event, if required.
3. Teamwork approach: Candidates must have the people skills to become part of the refereeing group, and work together for the common goal of a well officiated event.
4. Ambassador role: Referees must have the proven ability to represent Squash Canada and its Officiating Program in a favourable light in the international community.
5. Rotation: Previous international assignments will be considered in the selection process. The intention is to spread the opportunities around so, if, for example, Candidate A had been chosen for the last opportunity, then all other things being equal, Candidate B would be chosen for the next opportunity.

### 14.3 GROUP ASSESSMENT PROCESS

This can be a very valuable learning exercise. It is, in effect, a reverse assessment, where a top official (e.g., NE, A1) is the referee at a top level match and the assessors are any aspiring referees hoping to learn from the experience. Each "assessor" fills out an assessment sheet, recording every decision made by the referee and what decision the assessor would have made in the same situation. Any variances should be noted for subsequent discussion.

After the match, the referee will sit down with the "assessors" and review the match in general and each call, explaining the rationale for that decision and encourage any discussion with the group. The use of videotape and replaying controversial calls would enhance this process even more.

## 15. COMMUNICATIONS

### 1. THE SQUASH OFFICIAL (TSO)

A newsletter intended to inform, educate and entertain certified officials. It is produced on a regular basis (normally three times per season) and mailed from the National Office to A and B referees and to Provincial/Territorial Associations. The P/Ts are responsible for distributing copies to C & D referees in their jurisdiction.

### 2. RULES REVIEW

A poster produced periodically about a certain aspect of the Rules of Squash. They are sent from the National Office to the P/T Associations who are responsible for distributing them to member clubs in their jurisdiction.

### 3. OFFICIALS' BULLETIN

A supplement to TSO, they are produced to inform referees of news in a more timely manner. They are mailed to P/T Associations who are responsible for forwarding them to all referees in their area.

### 4. REFEREES' BOOTH

At National Championships and other major events, a booth is sometimes set up to display and promote officiating material and the program.

## 17. OFFICIATING PROGRAM MATERIALS

- Set of 80 instructional slides (required for rules and Certification Clinic).

- Instructional Video (required for Certification clinics).
- Instructor's Manual (to assist Provincial Examiners in conducting Certification Clinics).
- Certification Manual (issued to all candidates at Certification Clinics)
- WSF Guide to Understanding the Rules of Squash (issued to all candidates at Certification Clinics).
- Rule Books (Singles) (issued to all candidates at Certification Clinics).
- Score Sheets
- Assessment Guide (to assist all those involved in giving and receiving assessments).
- One Minute Guide to the Rules of Squash (a simplified version of the rules, available both as a poster and a brochure.
- Certification/Assessment Booklet (to record progress through the certification and upgrading process).
- Incentives for Officials (a paper outlining suggestions on how to attract and keep referees in the program).
- Mentoring Program (a paper outlining a method of providing a novice official with a mentor).
- Promotional Brochure (a brochure for P/Ts to distribute to promote the Officiating Program.
- Squash Canada Referee Shirts (available to any certified official).
- National Referee Pins (presented to all referees who attain the A1 certification level).
- Officiating Program Administration Manual

Please contact the National Office to determine availability of these items and costs associated with them.

## **Appendix A**

### **Officiating Certification Clinic Administrative Forms**

- A-1 Clinic and Examination Register
- A-2 Clinic Instructor's Report
- A-3 Clinic Evaluation and Clinic Instructor's Evaluation Form

## **Appendix B**

### **Practical Test Forms**

- B-1 Certification/Assessment Booklet
- B-2 Referee Assessment Form
- B-3 Officiating Written Examination

## **Appendix C**

### **International Referee Qualifications**

- C-1 WSF International Referee's Activity Card
- C-2 WSF International Referee's Re-Nomination Form
- C-3 WSF International Referee's Nomination Form

## **Appendix D**

- D-1 PROVINCIAL EXAMINER CANDIDATE
  - A. Clinic Evaluation Form

- D-2 PROVINCIAL EXAMINER CANDIDATE
  - A. Assessment Evaluation Form

## **Appendix E:**

- Rule 17 - Conduct on Court Report Form