

# INDUCTION MANUAL



## TFF Induction Manual

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## 1, The Aims



To drive as many new people to the park courts as possible to play tennis.



To create park tennis communities delivered by the community.



To provide attendees with the confidence and experience to deliver (or support in the delivery) of the sessions themselves.



To ensure that all attendance stats are accurately recorded on the TFF system and accurately reported on a weekly basis to TFF's Stats Officer.

## 2, Registration & Data Capture

### BOOKING ON THE TFF SESSIONS

This is one of the most important tasks of the TFF session and involves pre-session preparation. Each attendee of the session must be recorded. This can be done via one of 2x methods:

1, Attendees using the advanced booking method via the Courtline or Club Spark website or via the TFF Booking Widget placed elsewhere (requires Club Spark). **Be sure to speak with TFF RDO on this process based on your site.**

2, Captured on the day via an in-session booking feature on Courtline / Club Spark platform via mobile phone or tablet.

Although it may be a slight pain to have to gather this data, and some players may be reluctant to pass on the information, it may help if you stress how the gathering of this data enables these sessions to be free and will help continuation of the scheme in the future.

NOTE: If the park location has no data signal then

### WHAT TO DO IF PEOPLE REPEATEDLY DON'T PRE-BOOK

Make sure these attendees see a coach/assistant/volunteer (that is assigned to this role) at the start of each session who together will book (or register and book) the person into the session via their phone. This process will be more awkward and hassle each time than if the player simply logged in and pre-booked in advance.

Remind them of the importance and requirement to pre-book their place on the TFF session.

If in the unlikely event a person doesn't have an email address or phone and computer, then a wildcard booking can be performed. Speak to a TFF staff member about this option.

“The importance of training the attendees to ensure they pre-book for the TFF sessions cannot be understated. Whilst there are often those who are completely new who just turn up, anybody returning should be made aware of the importance of pre-booking onto the sessions.”

Not only does pre-booking give the TFF devlivery team and insight into how many will attend the session, it saves on some arduous administration if a TFF delivery team member has to retrospectively book people onto the sessions.”

David Simms,  
TFF Sefton Park and TFF Maghull



### TFF CLUB SPARK BOOKING WIDGET

The TFF Club Spark Booking Widget is a piece of HTML code that can be placed on any website and placed on many different websites. It requires the use of Club Spark for the venue.

Wherever the Booking Widget resides, it will allow users to register and book themselves and family members onto a TFF session all within the widget itself.

This is essential for the TFF scheme as the data that this widget provides shows proof of concept in the scheme being a great driver of tennis activity to public parks. It's also an essential tool for you as the tennis provider as it gives you user data that you can then use to upsell your wider coaching programme or club

“We've had an incredible 2300+ people register for tennis services at the park and 650 of these came directly via the TFF booking widget. Not only does the widget provide a clear signpost to where those interested in playing on the sessions sign up, it allows us to get valuable user data and ensure that the sessions are well attended.”

Matthew Cattaway,  
TFF Lead Coach at Lampton Park and Elthorne Park



We're running FREE weekly coach led family oriented sessions at **Priory Park** for the general public. Everyone welcome.

### Tennis For Free

7 23 26 53  
DAYS HOURS MINS SECS

Log in or register to Book

Email address: ■

Password: ■

Log in

Register

Example of a TFF Booking Widget

### 3, TFF Session Delivery

TFF sessions are intended to provide an enjoyable introduction to tennis in a fun mass participation environment.

The TFF delivery team direct the first hour of the session and allow the community to organise an additional half hour themselves (with a coach present in a supervisory role).

The purpose of this structure is to give the community the skills and confidence to deliver the sessions themselves and thus ensure sustainability of the scheme in the future.

*“We are delighted with the TFF programme which is delivered at Manor Park in Aldershot, and is available for all of the family. It encourages them to participate in free coach led tennis activity, available every Sunday morning, 50 weeks of the year. The tennis interest created at this park has enabled us to justify resurfacing these courts. It’s also great to see members of the public now involved in the running of the scheme”*

Leisure & Play Portfolio Holder of Rushmoor Council

## TFF SESSION STRUCTURE

### COACH-LED HOUR

The coach-led hour involves a team of 3 to 4 deliverers leading separate sub-groups. These consist of a Parent & Child group, Beginners group and an Improvers+ group. These groups are entirely based on standard, with the Parent & Child group requiring parental involvement in the session.

The purpose of the coach-led hour is to provide a great fun intro to tennis in a mass participation environment. It is also designed to provide knowledge and confidence to the community to deliver or support the session themselves.

### OPEN PLAY SESSION

The Open Play session is an additional half hour and gives the community the opportunity to steer the session themselves.

The Parent & Child group has equipment left out for parents to play with their children and the Improvers+ sub group organise this hour themselves with a coach available in a supervisory role who can help out or steer the session if required.



- PARENT & CHILD GROUP** - 1 hour ‘Coach-Led’ session requiring parental supervision & involvement. Coach leads a series of fun drills and games.
- BEGINNERS** - A ‘Coach-Led’ 1 hour session suited to players who aren’t able to rally on a full size tennis court. Session uses low compression balls.
- IMPROVERS** - The Improvers+ session is ‘Coach-Led’ for 1 hour and is targeted at players who are capable of rallying on a full size tennis court with normal tennis balls.

- PARENT & CHILD COURT** - Equipment is left out to allow parents to play independently with their child(ren) for the additional 30 minutes. It is important to note that this court is unsupervised.
- IMPROVERS OPEN PLAY** - Directed by the community themselves with a Coach available to support if necessary. The Open Play Improver+ group is for players who are capable of rallying on a full size court with normal tennis balls.



# 4, TFF Drills & Games

## ENSURING CONSISTENCY

It's essential that deliverers of TFF sessions run these sessions the same in one venue as another. This isn't just for standardisation purposes, it's to ensure that the sessions run optimally and to avoid poor session content that isn't suited to a TFF environment. TFF provide a Drills & Games manual that you should follow when delivering TFF sessions. There are drills and games suited to each sub group of a TFF session.

## THE TFF DRILLS & GAMES CARDS

The drills and games cards featured in the Drills and Games Manual are a great resource and can be printed allowing you to simply pick a series of cards for the session. The additional Open Play 30mins can also adopt the same policy and simply select a number of cards which act as the content for this community led bolt-on session. The Drills & Games cards can be left in the lock up container and used as physical references during the session if required. Examples of these cards can be seen opposite.



## TIPS ON DRILLS & GAMES DELIVERY

1, Do not be concerned about repeating the same session content week on week. We'll provide you drill/game cards that work best for the TFF sessions which will be easily replicable for the community to deliver themselves. Repeating the same games and drills week on week will therefore re-enforce the ease of organising TFF sessions. Assuming the drills and games being repeated are being well received by the community, they'll enjoy playing them week in week out. If it's not broke, don't fix it!!

2, Keep people moving and hitting. It doesn't matter which sub-group you're working with, making sure that people are moving and hitting lots of balls will increase their enjoyment of the session.

3, Stick to the Plan & keep is simple & fun. The best drills and games are usually the simplest. They tend to involve a level of physical exertion and some form of competition. We've formulated a list of the best, so we'd advise you to stick with those pre-set games/drills. The community ideally will be able to easily run each of the drills and games you deliver themselves.

3, 'Parent & Child' group is called that for a reason. Tell the parents of children in that group that their attendance is required for their children. One coach with 30x 4-8 year olds is an un-workable poor environment. However, one coach with 30x children and 20 parent helpers is a great environment. Get parents helping their children for the coach-led first hour and encourage them to make the most of the left out equipment for the OPEN PLAY session. Be sure to mention to them that the second hour is UNSUPERVISED.

**TFF QUICK FIRE - SINGLES**

**Overview**  
The basic concept is that each player has one ball in their hand and waits in a small queue (as an inactive player). The two active players play a point against each other. The winner stays on the court at the end of the point. The loser returns to the back of their queue (waiting for the court to be behind the baseline) as quickly as they like to gain advantage in the new point. The game therefore involves the active players playing singles against each other for a single point with a winner stays on theme.

**Variables**  
A winner stays on for 3 points rule should be introduced for either x3, x4 or x5 points won consecutively. This can be classed as a retirement forcing a player to retire from the court when achieved. The new player replacing the retired player will not need their ball in hand as they are replacing the winner. It's possible to increase the game capacity by playing over 1/2 court (only advisable if court features intermediate players).

**Scoring System**  
No scoring system is generally applied to this game. A scoring system can be introduced where players count the number of retirements, an individual player or team score.

**Safety Considerations**  
Inactive players to be at least 2 metres behind the baseline at all times. The incoming player should wait for the court to be clear before feeding their ball into play. Exiting players should vacate court quickly at nearest exit point.

**KEY**  
Green arrow: Player rotation direction at the end of each point.  
Black arrow: Losing player from left court position vacates court and re-joins queue.  
Yellow arrow: New active player feeds in from right side of court.

## EXAMPLES OF THE DRILLS AND GAME CARDS

**CHAMPIONS & CHALLENGERS DOUBLE BALL**

**Overview**  
This is a variation of Champions & Challengers. The basic concept is that each player has one ball in their hand and waits in a small queue (as an inactive player). The two active players play a point against each other. The winner stays on the court at the end of the point. The loser returns to the back of their queue (waiting for the court to be behind the baseline) as quickly as they like to gain advantage in the new point. The game therefore involves the active players playing doubles against each other for a single point with a winner stays on theme.

**Variables**  
A winner stays on for 3 points rule should be introduced for either x3, x4 or x5 points won consecutively. This can be classed as a retirement forcing a player to retire from the court when achieved. The new player replacing the retired player will not need their ball in hand as they are replacing the winner. It's possible to increase the game capacity by playing over 1/2 court (only advisable if court features intermediate players).

**Scoring System**  
No scoring system is generally applied to this game. A scoring system can be introduced where players count the number of retirements, an individual player or team score.

**Safety Considerations**  
Inactive players to be at least 2 metres behind the baseline at all times. The incoming player should wait for the court to be clear before feeding their ball into play. Exiting players should vacate court quickly at nearest exit point.

**KEY**  
Green arrow: Player rotation direction at the end of each point.  
Black arrow: Losing player from left court position vacates court and re-joins queue.  
Yellow arrow: New active player feeds in from right side of court.

**TFF QUICK FIRE - DOUBLES**

**Overview**  
Each player is required to have one ball in their hand and waits in a small queue (as an inactive player). The two active players at each end of the court form a doubles partnership and play a single point against their opponents. The winning pair remain on the court in their same court positioning. The losing pair rotate one place anti-clockwise (one player leaving the court and the other moving to the left court position). The new challenger feeds their ball competitively into court (from behind the baseline) as quickly as they like to gain advantage in the new point. The game therefore involves the active player pairings playing a doubles point with a winner stays on theme.

**Variables**  
See TFF Quick Fire - Singles description.

**Scoring System**  
See TFF Quick Fire - Singles description.

**Safety Considerations**  
See TFF Quick Fire - Singles description.

**Other Considerations**  
Use measures to rotate the player order so that each player has a variety of partners.

**KEY**  
Green arrow: Player rotation direction at the end of each point.  
Black arrow: Losing player from left court position vacates court and re-joins queue.  
Yellow arrow: New active player feeds in from right side of court.

## 5, Session Outcomes

1, Everyone has enjoyed the TFF session and will want to further their tennis experience either by returning to the TFF session the following week or on additional paid sessions on the wider programme. In short, you've given them the 'tennis bug'.

2, Everybody in the session has registered and booked onto the session (either via the pre-booking on the website or during the session via phone).

3, Promotion of the wider programme and additional tennis services has been made if appropriate. TFF is the perfect place to promote your tennis services with so many people in one place – make the most of it.

4, Give all participants a reminder to check the supporting website for any tennis news and to 'book-in' if they are attending the next TFF session.

## 6, Ongoing Management

A Tennis For Free representative (Regional Development Officer - RDO) and an LTA representative will work with you to get the most out of your site and help you to convert as many people onto the supporting tennis programmes and tennis services as possible. This support network provides the ideal opportunity to relay feedback and give your suggestions, experiences, areas for improvement, best practices...etc

Part of the Service Level Agreement (SLA) is that you promote the TFF sessions in the local community to allow for a regular influx of players to the weekly sessions. The RDO, local LTA, council should also be ensuring that other promotional channels of the TFF sessions are kept alive (such as promotion on council website, 'things to do' circulars and promotion on other community based website and flyers at their facilities). Facebook and Twitter pages and the management of these social media outlets are also essential in maintaining and driving new interest to the weekly TFF sessions.

## 7, Important Forms & Policies

Please note the following important policies that you'll be required to adhere to as part of delivering TFF Sessions.

ð LTA Safeguarding, Protection & Inclusivity - We require you to read, understand and adhere to the LTA's Safe & Inclusivity Toolkit as seen from this page on the LTA website: <https://www.lta.org.uk/globalassets/about-lta/safeguarding/whats-the-score---safe-and-inclusive-tennis.pdf>

ð Accident & Incident Forms – Reporting a concern form : <https://www.lta.org.uk/globalassets/about-lta/safeguarding/reporting-a-concern-form.docx>

Please download and print out a batch of accident forms from this link.= <https://www3.lta.org.uk/NewWebsite/LTA/Documents/Clubs%20Parks%20and%20Schools/Policies/Accident%20and%20Incident%20Report%20Form.pdf> An accident form is required to be completed and forwarded to Tennis For Free for each accident that occurs in a TFF session.

ð Inclement Weather Policy – The policy for inclement weather depends on the timing of session cancellation.

1 – Pre-Session Cancellation +1 hour: If a sustained period of rain or existence of frost/snow results in the decision being made to cancel the TFF session more than 1 hour prior to the start of the TFF Session, then the 'Cancel' button on Courtline should be clicked (or equivalent on Club Spark). The pressing of the 'Cancel' button alerts booked in attendees of the session being cancelled and hence no further actions are required. In this scenario, no delivery funds will be allocated to the TFF session and the session cannot feature in any coach invoicing.

2 – Pre-Session Cancellation -1 hour: If a session is cancelled with less than 1 hour notice, the 'Cancel' button should be pressed on Courtline (or equivalent on Club Spark) and the lead coach should inform other coaches/assistants that their attendance to the session is not required. The lead coach should make their way to the venue and inform any attendees arriving (given the short notice of cancellation) that the session has been cancelled. The lead coach in this scenario should stay for a maximum of 20mins at the venue and can claim 30min fee on the coach invoice for managing this process. No other coaches can claim a fee from TFF in this scenario.

3 – Session Start Cancellation – If all members of the coaching team have arrived at the venue anticipating the session to run, but then decide that the courts are unplayable or that the weather has worsened, then if the coaching team cancel the session at the session start time or inside the first 20mins, all coaches can claim a 30min fee to TFF but at least one coach should stay at the venue

20mins into the session to inform arriving attendees of the cancellation. The 'Cancel' button on Courtline should be pressed (or equivalent on Club Spark) either from a mobile phone or from a computer as soon as possible after the cancelled session.

4 – Mid Session Cancellation – If in-session weather takes a turn for the worse during the 'Coach Led' hour, and the session is cancelled AFTER the initial 20mins of the session, then all coaches can claim a full 1 hour fee. In this scenario, the 'Cancel' button on Courtline (or equivalent on Club Spark) should NOT be pressed and related attendances of players should be accurately recorded and submitted. If cancelled inside the first 20mins, then the 'Session Start Cancellation' policy applies (see above).

If the session is cancelled in the Open Play hour, then there should be no coach charges invoiced to TFF.

## 8, Admin Duties

Aside from the delivery of the TFF sessions, there's also some important monthly and weekly admin duties. These constitute:

1 – The lead coach or site manager needs to complete a monthly invoice to Tennis For Free from the tennisforfree.com website. Details on this process can be seen here: <https://tennisforfree.com/article/Invoicing-TFF.html>

2 – Ensuring accurate attendance registers and reporting these accurate registers to TFF's Stats Officer on a weekly basis.



*CONTACT US AT: [SUPPORT@TENNISFORFREE.COM](mailto:SUPPORT@TENNISFORFREE.COM)*