



## **Operational & Governance Policies**

This document covers the operational and governance framework for **Elite SF**, written in line with Ofsted requirements and safeguarding best practice. It includes policies and procedures to ensure clear roles, strong partnerships with parents, quality assurance, and effective record keeping.

### **1. Roles & Responsibilities Statement**

#### **Policy Statement:**

- Elite SF ensures all coaches, volunteers, and management understand their roles and responsibilities.
- Clear accountability promotes safeguarding, operational efficiency, and high-quality service delivery.

#### **Procedures:**

- Coaches and volunteers receive written role descriptions outlining duties and responsibilities.
- Management oversees adherence to operational procedures and safeguarding requirements.
- Responsibilities include compliance with policies, reporting concerns, and maintaining standards of care.
- Regular reviews ensure clarity and alignment with the business's objectives.

### **2. Partnership with Parents Policy**

#### **Policy Statement:**

- Elite SF values strong partnerships with parents and carers.
- Collaboration promotes children's welfare, development, and engagement.

#### **Procedures:**

- Parents/carers are provided with clear information about sessions, policies, and expectations.
- Open communication channels are maintained via email, phone, and online portals.

- Parents/carers are encouraged to provide feedback, raise concerns, and participate in events.
- Confidentiality is maintained, and parental involvement is managed in line with safeguarding requirements.

### **3. Quality Assurance / Continuous Improvement Procedure**

#### **Policy Statement:**

- The business commits to continuous improvement of services, safeguarding, and operational standards.

#### **Procedures:**

- Regular internal audits and reviews of sessions, policies, and procedures are conducted.
- Feedback from children, parents, and coaches is collected and analysed.
- Performance and quality metrics are monitored against set targets.
- Action plans are implemented to address identified areas for improvement.
- Progress is reviewed regularly, and improvements are documented and shared with coaches.

### **4. Record Keeping & Evidence Management Procedure**

#### **Policy Statement:**

- Accurate record keeping and evidence management are essential for safeguarding, compliance, and operational integrity.

#### **Procedures:**

- All records, including attendance, incidents, coach training, and safeguarding reports, are maintained accurately and securely.
- Records are stored in line with GDPR and Ofsted guidance.
- Access is restricted to authorised management only.
- Records are regularly reviewed, updated, and archived according to retention schedules.
- Evidence supporting quality assurance, inspections, and audits is systematically collected and filed.

### **5. Policy Review**

This suite of policies will be reviewed annually or sooner if:

- Ofsted guidance or legislation changes
- Operational or governance changes occur
- Feedback or incidents highlight the need for review

## **6. Declaration**

All coaches, volunteers, and parents/carers must read, understand, and agree to comply with this Operational & Governance Policy Suite.

## **7. Acknowledgement and Acceptance (BrightHR)**

All self-employed coaches and contractors engaged by Elite SF are required to read and acknowledge this Policy Breach Procedure, along with all associated policies, via the BrightHR system (or equivalent compliance platform used by the business).

Acknowledgement via BrightHR constitutes confirmation that the individual:

- Has read and understood the contents of this procedure
- Agrees to adhere to all company policies and standards
- Understands the consequences of policy breaches as outlined

Failure to complete policy acknowledgement may result in:

- Suspension of work allocation
- Removal from scheduled sessions until compliance is confirmed

The business reserves the right to rely on digital acknowledgement records as evidence of acceptance of terms and expectations.

**Adopted on:** 29<sup>th</sup> December 2025

**Signed on behalf of Elite SF:** J. Bartram

**Date for review:** 29<sup>th</sup> December 2026