

Coaches - Frequently Asked Questions

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ADMIN SUPPORT

Q – Who are my contacts at PE Partner?

A – For safeguarding concerns contact Nick Powell on n.powell@pepartner.co.uk or call 07846 491473
For coaching and session information contact Kavan Megson on k.megson@pepartner.co.uk
For all qualifications issues contact Jonny Henshaw on j.henshaw@pepartner.co.uk
For all enquiries regarding payment of sessions or issues with Coordinate contact Helen White on admin@pepartner.co.uk

Q – How do I access my Coordinate webspace?

A – Once you are set up on our system as part of the team, you will receive a login link for your Coordinate webspace where you can access session information together with all the resources you need. If you have any problems accessing Coordinate simply get in touch with Helen on admin@pepartner.co.uk who will guide you through the process.

Q – Where do I find my registers and session details?

A – On your Coordinate timetable click on the session you are attending and then click participants, this will bring up the register. Session details can also be found on the timetable.

Q – How do I get paid as a freelance coach?

A – As a freelance coach it is your responsibility to check your timetable to ensure all sessions are included. To be paid you must provide PE Partner with an invoice. We have provided this guide to help you through the invoicing process using Coordinate: Freelance Coach Invoicing Guide 2025-26.pdf

Q – What do I need to do as a freelance coach about tax and NI?

A – The majority of our coaching team are freelancers. This means you are NOT an employee of the company and need to be responsible for your own tax affairs. We have provided this link to help you understand your responsibilities: https://www.gov.uk/working-for-yourself



DELIVERY OF SESSIONS

Q – What do I need to have with me at the session?

A – You should always wear your PE Partner clothing, have your PE Partner ID badge, a charged phone for your online registers, a pen, a first aid kit, bumped head/accident slips, PE Partner booking cards and the equipment you need to deliver the session.

Q – What should the content of my session be?

A – We won't just send you out there without a plan - if you are delivering curriculum PE you will be given access to SPIRALPE and shown how to get the lesson plans. If you are delivering either after school clubs or holiday clubs there will be an itinerary - you will either get this ahead of your session or you can get it from the resources section of Coordinate. There is also a PE Partner YOUTUBE channel with lots of games, ideas and technique videos to help you PE Partner & SPIRALPE - YouTube.

Q - What to do if a child gets injured in your session?

A – If it is a **low-level injury** and they do not break the skin or complain of injury, ask them if they wish to carry on. Continue to monitor the situation and mention this to the parents at the end of the session.

If it is a **medium level injury** and the child breaks the skin, complains of ongoing pain from the injury or dizziness, then administer the appropriate first aid. Check the medical notes and speak to the child to assess their injuries. Ask them if they wish to continue in the session and if they do, continue to monitor them. Complete an accident form/bumped head note at the time, speak to the parent at collection time and give the parent the bumped head/accident slip, remember to take a photo of the accident slip and send it to Andrea Cannan on office@pepartner.co.uk at the end of the session. If this is not possible complete a PE Partner accident form – click here and we will send this to the parent, email Andrea to let her know you did this.

If it is a **high-level injury**, stop the session immediately, send two of the sensible children to school reception to bring another adult to you and administer first aid appropriately.
Sometimes children complain of dull pain and it can actually be a broken bone or a bad sprain, so please give them time to decide how bad the pain is. Generally, if they wish to join in it means that the injury isn't too significant. In extreme circumstances you may have to stop the session and take all the children inside to be able to deal with the injury. The safety of the children always comes first. Speak to their parents at the end of the session and complete an accident form/bumped head note in school before you leave. If this is not possible complete a PE Partner accident form – click here.



Q - What do you do if children in your session needs to go to the toilet?

A - This will depend on the proximity of the toilets, the age and behaviour of the children. It is good practice to ask all the children to go to the toilet before your session starts.

It is also a good idea to ask the school about their policy on this – are the children used to going on their own, which toilets should the children in your after school club use? If you are at all unsure you can take the whole group. Better this than the consequences of a child getting lost or having an accident.
If you decide to let children go to the toilet unsupervised, ask them to go in pairs and come back together.

Q - What do you do if there is some clothing left at the end of your session?

A - Process :

1. All lost property is shown to all children at the end of the day by coaches.
2. On the last day of the holiday clubs all lost property is placed on the floor in the hall or at a collection point and children and parents are asked to see if any is their child's.
3. Any property not collected coaches add them to their equipment and arrange collection with Gareth Stoker or Jonny Henshaw, depending on their club location. Coaches add a sheet of paper into the bag with what venue it is from.

Q - What is a Healthy Holiday club and how does it work?

A - We are proud to be a Healthy Holiday partner delivering holiday clubs for children on free school meals during the Easter, Summer and Christmas (end of term) school holidays. Schools offer places to their children who are on FREE SCHOOL MEALS, they book onto the clubs and get a fruit breakfast on arrival and a hot lunch. This is provided by an outside catering partner and delivered to the clubs hot. It will have everything you need, including dishes and cutlery, but the PE Partner team on site will need to serve it to the children. There may be children at the club who have brought a packed lunch with them.

Ask all the children to wash their hands before lunch, as they are doing this set up a serving table with all the food on. **Check the registers for any special dietary issues** (there may be alternatives provided if they have let us know) and line the children having hot food up and serve the meal.

Collect all the plates at the end of the meal and put them into black bin bags which then MUST go into the school trade bins at the end of EVERY day. Leave the site as you find it. You can find out more about the Healthy Holiday scheme by clicking here.



HEALTH & SAFETY AND SAFEGUARDING

Q - How do you complete an accident form or a bumped head note?

A - If you are delivering a PE lesson or a school paid after school club (shown as a blue tab on your Coordinate timetable) then please ask the school for an accident form/bumped head note.

If you are delivering a parent paid after school club or holiday club (shown as a green tab on your Coordinate timetable) then you can print some of the PE Partner accident forms/bumped head notes by clicking on the following link: Accident Bumped Head Form.pdf Take these with you if you do not already have some or need more or alternatively contact office@pepartner.co.uk and we will print some for you and post these to your home address.

Always give the parent an accident form/bumped head note if you have administered any form of first aid, take a picture and send this to office@pepartner.co.uk

FOR A MORE SERIOUS ACCIDENT then please click here and complete this form as soon as possible after first aid has been administered so that we have all the information available should anyone request this information including from those outside of PE Partner.

Q - What if a child is not on your Coordinate register?

A - Let the parent know this at the end of the session and give them a PE Partner booking card to remind the parent they need to book online at www.pepartner.co.uk. Email the child's name, date of the session and venue eg Eli Powell, 12/10/21, Chapel Allerton Wednesday ASC football to info@pepartner.co.uk

Q - What do you do if a child is continually misbehaving in your session?

A – Refer to the scenarios below in the WHAT IFS section for how to deal with behaviour. It is usually because they are disengaged in the activity or do not feel like they are getting enough of your attention. One way to deal with a disruptive child is to take them out of the activity for a short spell and make them your assistant. This keeps them busy, gives them your attention without disrupting or neglecting the other children. If you do have to sit them out for a spell, sit them out next to you, so that they are not out of sight or out of mind, only do this for a short time maybe 1 minute, speak to them about their behaviour and then re engage them in the activity, if they keep misbehaving increase the “sit out time”, if it continues let the child know that you will be speaking to their teachers and parents about their behaviour. It is important that you know and understand the behaviour management process click on the link below to access the OPAL Principles:
Behaviour Management OPAL.pptx

Q - What do you do if a child needs to be sent home??



Click Here to open the link to follow the guideline

Q - What if a parent asks me a question and I do not know the answer to?

A – You are not expected to know absolutely everything, so don't be afraid to say – "I don't know, but I can find out for you" or advise the parent to "drop the PE Partner team an email at info@pepartner.co.uk I'm sure they can help you.

Q - What if I have a safeguarding concern?

A – All coaches MUST know the correct way to deal with a safeguarding concern. This can be found in the Child Protection policy. There is also a Cause for Concern document on the resources section of your Coordinate webspace detailing the process to follow to raise your concerns. Please ensure you have read and understood this document so you know the process.

Q - What do I do if I need to call a parent because they don't arrive to collect a child at the end of an after school club?

A - If you have a PE Partner register for your session you will have the phone number to contact the parent or guardian - please give them a call to ask if they are running late and if everything is ok (use caller id dial 141 before the number you are calling). If you cannot get hold of them please get in touch with the office on 0113 3226115 to let us know. Please wait with the child, then if 15 minutes has passed, take them to school reception, or drop them into the schools after school care club (if they have one). If you cannot hand the child over to another authorised responsible adult, please stay with the child. If you cannot get hold of a guardian and there is no authorised person to hand the child over to, you must contact the PE Partner office on 0113 3226115 to inform the on duty designated safeguarding lead (DSL). Don't leave the child on their own and remember that their safety is your first priority. In some cases the DSL may decide to report the situation to the social care duty team.

Q - What do I do if a child isn't collected on time from a holiday club?

A - On rare occasions the grown up collecting a child can be late, or on extremely rare occasions, won't arrive at all to collect their child. 5 minutes after the end of the expected collection time, givetime, give the contact number a call (use caller id dial 141 before the number you are calling) hopefully the contact will pick up and explain that they are running late and are around the corner. If no one picks up the call, please send a text message to the contact number, then call the office to inform the on duty designated safeguarding lead (DSL) for support. Never leave a child alone, and ensure you have AT LEAST TWO coaches present. Their safety is your first priority. In some cases the DSL may decide to report the situation to the social care duty team.

Q - What is our phone, social media and gaming policy?



A - Please click on the following to read:**VERY IMPORTANT - SAFEGUARDING POLICY**

Q - What if the outside temperature is below 0?

A - If the temperature is below 0 we should bring the children inside - especially if they are KS1 children.

WHAT IF… Scenarios that might happen at your sessions and what to do about them.

A child has an accident and wets themselves.

- Reassure the child that it's okay.
- Do they have any spare clothes?
- If so, they go and get changed in the toilet. Tell the adult on collection that they had an accident and changed into their spare clothes.
- If not, phone their adult and explain the situation. Can they bring up some spare clothes for the child?
- If they cannot bring the clothes up or they don't answer the phone, contact GS/NP for the next action.

Children have been fighting.

- Separate the children. Place them in different places.
- Talk to the children separately to try and gauge an understanding of what happened.
- Bring the children back together to talk through what happened together and a better way to deal with that situation.
- Depending on what has happened, it may be that a child needs to go home if their behaviour was to an extent which the Lead coach deemed this was the only option.
- If this happens, contact GS/NP prior to the happening and explain the situation.

A child is upset because they're missing grown ups at home.

- Comfort the child.
- Take them away to the side and speak to them.
- Reassure them that they're going to have a fun day.
- Break the day down for them so it doesn't feel like a long time until home time.
- Ask them what they like to do, suggest that they will have a chance to do this during the day (Free Play).
- Try and reintegrate them with a friend for an activity.



A child becomes dysregulated, leaves the group and tries to escape.

- Try to calm them down.
- Calming them down will be an individual thing for each child. Try different things (distraction, playing with them, talk to them about something they like).
- Once calm, talk to them away from everyone else. How are they feeling? Why are they feeling this way?
- Explain a better way to deal with their emotions of anger, frustration etc.
- Depending on the situation, the lead coach may decide it is safer for everyone for the child to go home. Contact GS/NP in this situation.
- In this case, ring the child's adult and explain what has happened, ask them to come and collect the child.
- If they leave the school grounds. Ring GS/NP straight away. Follow at a slow distance to try and keep an eye on the child. Do not run after them. This puts them in more danger.

A child is upset because their friends are being mean to them & saying they don't want to be friends anymore.

- Comfort the child.
- Ask both groups what's happened separately.
- Can they play together nicely?
- Remind them to be kind to each other, thinking about other people's feelings.
- If they can't play together, can you identify someone else for the child to play with?
- Time apart is a good healer in this situation.

A child is using bad/inappropriate language.

- Remind the child of club rules.
- Ask them to refrain from using this type of language at the club.
- How does this language make other people?
- Why are they using that language?
- Can they react and behave in a different way to avoid the bad/inappropriate language.
- If it continues despite being asked not to, separate the child from the rest of the group until they've stopped using that language.
- If they won't stop, you may need to send that child home. Contact GS/NP in this situation.
- Pass on behaviour concerns to grown ups at collection.

A child has left the group and now you can't find them.

- Put the rest of the kids in 1 group so that the rest of the coaches can look for the child.
- Check all areas that the child has access to. Toilets are the big one.
- Ask the other children if anyone has seen them.



- If you cannot find them, contact GS/NP for the next step.
- To prevent this happening: Send kids to the toilet in 2s, Count the kids at the start/end of activities. Any flight risk children need to be watched at all times.

A child doesn't like an activity and refuses to join in.

- Speak to the child about why they don't want to join in.
- Can you change the activity to make it more fun?
- Can you give the child a different role?
- Encourage them to join in for the next small bit of time. Break the session down into 5/10-minute intervals.

A child is upset because they don't know anybody at the club.

- Comfort them. Ask them if they want to play a game.
- If so, a coach plays a game with that child and then includes other children as well to try and introduce them to each other in an easy laid-back way.
- If not, try and talk to them and get to know them a little bit. Ease any fears that they may have about the club.

A child is ruining the activity for the other children in the group by being aggressive and intimidating.

- Ask the child to stop.
- Take them to the side, ask them what's wrong? Why are they behaving this way?
- Explain a different way to react when feeling this way.
- If they continue to behave this way, take them to the side and work with them on a 1:1 basis.
- Explain that this behaviour is making it unsafe for other children at the club and if it continues, they will have to go home.
- If this continues, call home and ask a grown up to come and collect their child. Contact GS/NP in this situation.