



**SQUASH CANADA
OFFICIATING PROGRAM
ADMINISTRATION MANUAL**

**Revision 9
October 7, 2019**

Table of Contents

| | |
|---|-----------|
| 1. ABOUT SQUASH CANADA | 5 |
| 1.1 MEETING THE CHALLENGES OF THE NEW MILLENNIUM | 5 |
| 1.2 THE MANDATE OF SQUASH CANADA | 5 |
| 2. THE SQUASH CANADA NATIONAL OFFICIATING PROGRAM | 5 |
| 2.1 DESCRIPTION | 5 |
| 2.2 MISSION | 6 |
| 2.3 GOALS | 6 |
| 3. THE OFFICIATING COMMITTEE | 6 |
| 3.1 OFFICIATING COMMITTEE STRUCTURE | 6 |
| 3.2 OFFICIATING COMMITTEE MEETINGS | 6 |
| 3.3 RESPONSIBILITIES OF THE OFFICIATING COMMITTEE CHAIR | 6 |
| 3.4 RESPONSIBILITIES OF THE OFFICIATING COMMITTEE MEMBERS | 7 |
| 4. PROVINCIAL ASSESSORS | 7 |
| 4.1 REQUIREMENTS FOR CERTIFICATION AS A PROVINCIAL ASSESSOR | 7 |
| 4.2 ADMINISTRATION OF THE PA CERTIFICATION PROCESS | 7 |
| 4.3 RESPONSIBILITIES OF PROVINCIAL ASSESSORS | 8 |
| 5. NATIONAL ASSESSORS | 8 |
| 5.1 REQUIREMENTS FOR CERTIFICATION AS A NATIONAL ASSESSOR | 8 |
| 5.2 PROCEDURES FOR APPOINTMENT OF NATIONAL ASSESSORS | 8 |
| 5.3 ADMINISTRATION OF THE NA CERTIFICATION PROCESS | 8 |
| 5.4 RESPONSIBILITIES OF NATIONAL ASSESSORS | 8 |
| 6. RESPONSIBILITIES OF THE OFFICIATING PROGRAM | 9 |
| 6.1 OFFICIATING STANDARDS | 9 |
| 6.1.1 The Squash Canada Officiating Committee | 9 |
| 6.1.2 Provincial/Territorial Squash Associations | 9 |
| 6.1.3 The Squash Canada National Office | 9 |
| 6.2 HIGH PERFORMANCE OFFICIALS | 10 |
| 6.2.1 The Squash Canada Officiating Committee | 10 |
| 6.2.2 Provincial/Territorial Squash Associations | 10 |
| 6.2.3 The Squash Canada National Office | 10 |
| 6.3 INTERNATIONAL OFFICIATING | 10 |
| 6.3.1 The Squash Canada Officiating Committee | 10 |
| 6.3.2 The Squash Canada National Office | 10 |
| 7. INSTRUCTIONAL CLINICS AND EXAM | 11 |
| 7.1 AVAILABLE OPTIONS | 11 |
| 7.2 PLANNING | 11 |
| 7.3 THE EXAM | 11 |
| 7.4 POST CLINIC ADMINISTRATION | 11 |
| 8. INITIAL CERTIFICATION | 12 |
| 8.1 OPTIONS | 12 |
| 8.2 ADMINISTRATION OF INITIAL CERTIFICATION | 12 |
| 9. UPGRADING PROCESS | 12 |
| 9.1 REGULAR UPGRADING | 12 |

| | | |
|--|----|-----------|
| 9.2 ACCELERATED UPGRADING | 13 | |
| 9.2.1 To be upgraded from "Club" to "Provincial" | 13 | |
| 9.2.2 To be upgraded from "Local" to "National" | 13 | |
| 9.3 ADMINISTRATION OF UPGRADING | 13 | |
| 10. GROUP ASSESSMENT PROCESS | | 14 |
| 11. PROGRAM POLICIES AND PROCESSES | | 14 |
| 11.1 FOREIGN EQUIVALENCY POLICY | 14 | |
| 11.2 REFEREE SELECTION: OBJECTIVES AND PROCESS | 15 | |
| 11.2.1 Scope | 15 | |
| 11.2.2 Selection | 15 | |
| 11.2.3 Process | 15 | |
| 12. QUALITY CONTROL PROCESS (QCP) | | 16 |
| 12.1 PROCESS OBJECTIVES | 16 | |
| 12.2 NATIONAL REFEREES | 17 | |
| 12.2.1 Appointment & Review | 17 | |
| 12.2.2 Exceptions | 17 | |
| 12.2.3 Failure | 17 | |
| 12.2.4 Accelerated Re-assessment | 17 | |
| 12.3 NATIONAL ASSESSORS | 18 | |
| 12.3.1 Appointment & Review | 18 | |
| 12.3.2 Exceptions | 18 | |
| 12.3.3 Failure | 18 | |
| 12.4 PROVINCIAL ASSESSORS | 18 | |
| 12.4.1 Appointment & Review | 18 | |
| 12.4.2 Failure | 19 | |
| 12.5 THE OPERATION OF THE QCP PROCESS | 19 | |
| 12.5.1 The QCP Assessors: | 19 | |
| 12.5.2 Candidate's Responsibility | 19 | |
| 12.5.3 The Monitoring System | 19 | |
| 12.6 NOTES: | 20 | |
| 13. COMMUNICATIONS | | 20 |
| 13.1 THE SQUASH CANADA OFFICIAL'S WEB SITE | 20 | |
| 14. RESOURCES | | 21 |
| 14.1 DOCUMENTS | 21 | |
| 14.2 VIDEO TRAINING MODULES | 21 | |
| 15. THE FORMS | | 22 |

Introduction

The purpose of this manual is to provide the Officiating Committee, the Provincial/Territorial Squash Administrators, and Provincial and National Assessors with all of the information necessary to effectively administer the Officiating Program. This manual includes:

- General information on the Squash Canada Officiating Program
- The procedures to administer and handle the flow of forms
- The procedures to administer the upgrading process
- The procedures to administer the Quality Control Process (QCP)
- A list of all officiating resources
- Explanations of all the required forms

Throughout this document, the terms "Provincial Assessor" and "National Assessor" are sometimes referred to as PA or NA – and the term "Provincial/Territorial Association" is sometimes referred to as P/T.

The acronym 'WSF' refers to the 'World Squash Federation', and 'FPS' refers to the 'Federacion Panamericana de Squash'.

If you require further information or have any questions, please do not hesitate to contact the National Office.

Comments and suggestions on the Officiating Program are always welcome. Please send them to:

Squash Canada
20 Jamie Ave
Nepean ON K2E 6T6
Tel: 613-228-7724
Fax: 613-228-7232
info@squash.ca

1. ABOUT SQUASH CANADA

1.1 MEETING THE CHALLENGES OF THE NEW MILLENNIUM

Squash Canada is a non-profit, national sport association responsible for the development of athletes, coaches and officials. Founded in 1915, Squash Canada sets the Canadian standards for squash and works with partners to promote the growth and development of the sport across the country.

Squash Canada is a proud member of the Pan American Squash Federation and the World Squash Federation, and participates in the Pan American Championships, Commonwealth and Pan Am Games as well as the World Team Championships at junior and senior levels. Each year, Squash Canada also hosts several singles and doubles national championships for junior and senior athletes across the country.

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. THE SQUASH CANADA NATIONAL 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 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 Squash Canada Officiating Program and international refereeing through the WSF and FPS.

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. THE OFFICIATING COMMITTEE

3.1 OFFICIATING COMMITTEE STRUCTURE

- The Officiating Committee is composed of 5 people appointed by the board of Squash Canada.
- The board will consult the community at large, or members of the committee itself, for recommendations.
- In addition, the committee will include two non-voting members: a Squash Canada representative, and a WSF representative.
- If a committee member resigns for any reason, the board of Squash Canada will appoint a replacement

3.2 OFFICIATING COMMITTEE MEETINGS

Meetings of the Officiating Committee will be scheduled depending on program needs and resources available. At these meetings, each of the 5 committee members shall have one vote and a simple majority shall decide all decisions. A quorum shall consist of 3 members. These meetings may be in person or by any other means including electronic, video, and conference calling.

3.3 RESPONSIBILITIES OF THE OFFICIATING COMMITTEE CHAIR

- Chair the committee meetings
- Act as the primary link between the Squash Canada National Office and the Officiating Committee

- Provide direction on policy decisions as required by the board of Squash Canada
- 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

3.4 RESPONSIBILITIES OF THE OFFICIATING 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
- Make available the minutes from any Referees School/Symposium, either by email or by posting onto the official's web site.
- Must, as a standard policy, attend and be available for scheduled meetings when committee members' expenses are being paid for by Squash Canada.

4. PROVINCIAL ASSESSORS

4.1 REQUIREMENTS FOR CERTIFICATION AS A PROVINCIAL ASSESSOR

To become a Provincial Assessor, a candidate must meet the PA prerequisites as detailed in the 'Requirements for Certification as a Provincial Assessor' section of the 'Assessor Progression' document found on the official's web site.

4.2 ADMINISTRATION OF THE PA CERTIFICATION PROCESS

- The Assessor will confirm the success or failure of the candidate's attempt at PA status by emailing notifications (using the 'Assessor-Candidate Evaluation' form) to the appropriate P/T and Squash Canada offices.
- Squash Canada will update the database, and notify the appropriate P/T of having done so.
- Where the candidate was successful, Squash Canada will then send a congratulatory letter to the candidate from the Chair of the Officiating Committee.

4.3 RESPONSIBILITIES OF PROVINCIAL ASSESSORS

The Responsibilities of a Provincial Assessor are outlined in the 'Responsibilities of Provincial Assessor's' section of the 'Assessor Progression' document found on the official's web site.

5. NATIONAL ASSESSORS

5.1 REQUIREMENTS FOR CERTIFICATION AS A NATIONAL ASSESSOR

To become a National Assessor, a candidate must meet the NA prerequisites as detailed in the 'Requirements for Certification as a National Assessor' section of the 'Assessor Progression' document found on the official's web site.

5.2 PROCEDURES FOR APPOINTMENT OF NATIONAL ASSESSORS

- Annually, the Officiating Committee shall review the program needs for National Assessors and make appointments as needed
- If required, the Officiating Committee shall request nominations for the position of National Assessor through the Provincial/Territorial Associations
- On request by the Officiating Committee, Provincial/Territorial Associations, and members of the Officiating Committee itself, may submit to the Officiating Committee, nominations for the position of National Assessor.
- Nominations shall be accompanied with a statement of the nominee's qualifications.
- The Squash Canada Board of Directors shall ratify all appointments.

5.3 ADMINISTRATION OF THE NA CERTIFICATION PROCESS

- The Assessor will confirm the success or failure of the candidate's attempt at NA status by emailing notifications (using the 'Assessor-Candidate Evaluation' form) to the appropriate P/T and Squash Canada offices.
- Squash Canada will update the database, and notify the appropriate P/T of having done so.
- Where the candidate was successful, Squash Canada will then send a congratulatory letter to the candidate from the Chair of the Officiating Committee.

5.4 RESPONSIBILITIES OF NATIONAL ASSESSORS

The Responsibilities of a National Assessor are outlined in the

'Responsibilities of National Assessor's' section of the 'Assessor Progression' document found on the official's web site.

6. RESPONSIBILITIES OF THE OFFICIATING PROGRAM

6.1 OFFICIATING STANDARDS

6.1.1 The Squash Canada Officiating Committee

- Sets and maintains standards for the certification of officials and accreditation of Provincial Assessors and National Assessors.
- Reviews regularly the Rules of Squash and provides standard interpretations consistent with official WSF guidelines.
- Determines policies and administrative guidelines for the implementation of the Officiating Program by the P/T Associations.
- Is responsible for Referee upgrading from 'Provincial' to 'National' status
- Develops and maintains program resources

6.1.2 Provincial/Territorial Squash Associations

- Implement certification and rules clinics according to the Officiating Program's administrative guidelines.
- Are responsible for Referee upgrading up to and including the 'Provincial' level
- Ensure that sufficient Provincial Assessors are qualified and available to implement the program.
- Nominate to the Squash Canada Officiating Committee, suitable candidates for Provincial Assessor positions, or vacancies on the Officiating Committee when requested by Squash Canada.

6.1.3 The Squash Canada National Office

- Maintains the program's resources and makes them available to P/Ts and Assessors, 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 resources
- Liaises with the committee on financial and policy matters.
- Maintains a database of current certification levels of all Canadian officials found at: <http://www.squashcanadaofficial.com/>
- Liaises with P/T Associations on Officiating Program matters.
- Updates P/T Associations with any new officials in their P/T as verified through the on-line course and associated examination
- Updates P/T Associations with officials who have changed levels as verified through the <http://www.squashcanadaofficial.com/> database

6.2 HIGH PERFORMANCE OFFICIALS

6.2.1 The Squash Canada Officiating Committee

- Ensures that the standards for National and Provincial level officials reflect the needs of Squash Canada's high performance system.
- Provides opportunities for qualified National and Provincial 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 Assessors, 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 Assessors.

6.2.2 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.

6.2.3 The Squash Canada National Office

- Passes on to the Officiating Committee and all National and Provincial officials, any relevant high performance officiating information.
- Co-ordinates training opportunities
- Monitors the Referee Database and assists in updating where required

6.3 INTERNATIONAL OFFICIATING

6.3.1 The Squash Canada Officiating Committee

- Considers and nominates, on an annual basis, suitable candidates for the FPS and WSF Referee designations.
- 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.

6.3.2 The Squash Canada National Office

- Passes relevant information between the committee and the FPS or WSF.
- Forwards to the committee any inquiries from other countries about the Squash Canada Officiating Program.

7. INSTRUCTIONAL CLINICS AND EXAM

7.1 AVAILABLE OPTIONS

- There are two types: the full 'Certification Clinic' and the 'Rules Clinic'.
- The Certification Clinic is intended as a comprehensive review of all facets of officiating – completion of which allows a candidate to challenge its exam for initial certification.
- The second type (Rules Clinic) features shorter presentations, and are designed for players who may not be interested in certification – simply preferring a review of certain aspects. There are two versions:
 - The first is subtitled 'General', and is a condensed review of the most important facets of the rules
 - The second is subtitled 'Interference', and is a condensed review of the rules relating solely to interference issues.
- All these presentations were created in PowerPoint and are available in that format but they have also been converted to a video format which makes for more dependable downloading and playing.
- These video formats of these presentations can be downloaded from the official's web site at: <http://www.squashcanadaofficial.com>
- The PowerPoint versions are available from Squash Canada in DVD format.

7.2 PLANNING

- Once the Assessor has decided to hold a live (in class) clinic, and has downloaded the chosen presentation - then a thorough review of the material is essential so as to demonstrate a confident and competent approach during the live presentation
- The full Certification Clinic usually has a presentation time of between 4 and 5 hours,
- The Rules Clinics have a presentation time of about 90 minutes.

7.3 THE EXAM

- Only the Certification Clinic has an associated exam
- It can be either the standard written exam, or the exam associated with the online certification course
- For the latter online exam, the Assessor must coordinate with Squash Canada to obtain access for candidates who attended the live presentation.

7.4 POST CLINIC ADMINISTRATION

- The Assessor must then advise the pertinent PT administrators of the results of the exam
- The Assessor must complete the 'Clinic Presentation Report' (available at the official's web site)

- It must then be scanned and emailed to the pertinent PT administrator
- The Assessor must make sure all participants are entered into the database

8. INITIAL CERTIFICATION

8.1 OPTIONS

There are two ways to obtain the initial certification of 'Club Referee':

- The first is by completing the online certification course found at the following link: (<http://www.coursepark.com/squashcanada>) - and subsequently passing its exam;
- The second is by attending the conventional all-day live clinic presentation, and then passing either the standard written exam, or the exam associated with the online certification course.

8.2 ADMINISTRATION OF INITIAL CERTIFICATION

- If the initial certification was achieved through attendance at the live clinic presentation, the P/T will advise Squash Canada by email – and in addition, will send a congratulatory letter to the candidate. It will then update its own officiating database if applicable.
- If the initial certification was achieved through the online course, Squash Canada will advise the P/T by email – which in turn will send a congratulatory letter to the candidate. It will then update its own officiating database if applicable.

9. UPGRADING PROCESS

The database (<http://www.squashcanadaofficial.com>) is used to record all upgrading activity.

9.1 REGULAR UPGRADING

- Requirements for upgrading are detailed in the 'Criteria for Progression' section of the 'Referee Competency Progression' document found on the official's web site. Assessments can only be conducted by qualified Provincial or National Assessors (PA or NA) – and they can only upgrade to their current level. Following an assessment, the assessor must review the match (debrief) and give the candidate an opportunity to sign the assessment document. Failure to follow this procedure will invalidate the assessment if the candidate disputes it.

9.2 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 the online certification course and passing its exam, these officials may be upgraded at an accelerated rate.

9.2.1 To be upgraded from "Club" to "Provincial"

- The candidate must fulfil the requirements in 6.1.5 of the 'Referee Competency Progression' document
- The Assessor for all requirements must be a National Assessor
- Recommendations must include assessments from at least two different National Assessors.

9.2.2 To be upgraded from "Local" to "National"

- The candidate must fulfil the requirements in 6.2.6 of the 'Referee Competency Progression' document
- The Assessor for all requirements must be a National Assessor
- Recommendations must include assessments from at least two different National Assessors.

NOTE: Accelerated upgrading from "Local" to "National" will only be considered in exceptional circumstances. No one will be upgraded from "Club" to "National".

9.3 ADMINISTRATION OF UPGRADING

The administration of upgrading is both a National and P/T responsibility, depending on the levels of upgrade.

Squash Canada will:

- Confirm that a candidate meets the requirements for upgrading to 'National' status
- Update the new status at the database:
<http://www.squashcanadaofficial.com/>
- Send to the official (copying the P/T), a congratulatory letter from the Chair of the Officiating Committee.

The P/T will:

- Confirm that a candidate meets the requirements for upgrading to either 'Local' or 'Provincial' status
- Update the new status at the database:
<http://www.squashcanadaofficial.com/>
- Update any applicable P/T database.

- Send a congratulatory letter to the candidate

10. GROUP ASSESSMENT PROCESS

A group assessment can be a very valuable learning exercise. It is, in effect, a reverse assessment, where a high-level official (e.g., NA, National) is the Referee for 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, as well as the 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, as well as each call, explaining the rationale for each decision and encourage any discussion with the group. The use of videotape and replaying controversial calls would enhance this process even more.

11. PROGRAM POLICIES AND PROCESSES

11.1 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, a Referee must:

- Take up full-time residency in Canada
- Apply to Squash Canada for "Equivalency Status"
- Provide acceptable documentation as to certification from their home country

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

- Any current WSF or FPS Referee will be granted National status
- Other candidates must be assessed by a National Assessor who will determine what certification level will be granted, as well as which competency credits

Notes:

- The National Assessor will determine whether a given 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 Assessor should err on the side of caution and confer a slightly lower certification level than that which the candidate is seeking, and allow the normal upgrading process to take place.

11.2 REFEREE SELECTION: OBJECTIVES AND PROCESS

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

11.2.1 Scope

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 and the World Team Championships and numerous professional events involving PSA players.

11.2.2 Selection

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 a WSF or FPS Referee designation to maintain or improve that standard.
- Provide opportunities for Canadian Referees, who have achieved National status, to earn their qualifications toward possible FPS or WSF nomination.
- Provide opportunities for Canadian Referees who have achieved Provincial status to gain further experience to assist them in their quest for National designation.

No consideration will be given, for major national or international events, to Referees who have not yet achieved at least Provincial 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 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, and none of the three would be candidates for selection themselves.

11.2.3 Process

A notice 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 National Referee, but there could be events where we would want to send a Provincial Referee.
2. Minimum Activity Level: the applicant 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 in the applicant's activity log.

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 or FPS and peers on Selection Committee): Candidates must want to improve their officiating skills, work on their WSF 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 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 favorable 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.

12. QUALITY CONTROL PROCESS (QCP)

12.1 PROCESS OBJECTIVES

- To ensure that National Referees remain active and competent at that level.
- To ensure that all PAs and NAs remain active and competent at delivering certification clinics and conducting assessments, in keeping with their level.

12.2 NATIONAL REFEREES

12.2.1 Appointment & Review

The candidate will be appointed for a three (3) year period by 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) QCP signatures during the 3-year term
3. The signatures must come from different Assessors (NA or National level PA), of which one must be a National Assessor.

12.2.2 Exceptions

Since many Canadians are active in the WSF and FPS programs, it is our policy to accept assessments done by those bodies. Therefore,

1. Anyone appointed or re-appointed as a WSF or FPS Referee will automatically be re-appointed as a National Referee.
2. Any successful 'National' or 'Regional' assessment by the WSF or FPS will be considered to be equivalent to a National signature. The Referee must provide the appropriate documentation.

12.2.3 Failure

1. Any National Referee who fails three consecutive assessment opportunities given by different Assessors during a 3-year term will immediately revert to a 'Provincial' status.
2. Any National Referee who does not complete the requirements to be re-appointed will be labeled 'National pending' and will therefore be ineligible for any benefits available to active National Referees.
3. Any National Referee who remains pending for one 3-year term may thereafter be re-activated to 'National active' status by completing the re-appointment requirements.
4. Any National Referee who remains pending for two consecutive 3-year terms, will revert to a Provincial status upon return to the program.

12.2.4 Accelerated Re-assessment

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

12.3 NATIONAL ASSESSORS

12.3.1 Appointment & Review

1. Each year, the Squash Canada Officiating Committee will review the program needs and, as required, invite applications from the P/Ts for NA positions.
2. To be appointed as an NA, a candidate must meet the NA prerequisites as detailed in the 'Requirements for Certification as a National Assessor' section of the 'Assessor Progression' document found on the official's web site.
3. To be re-appointed as an NA a candidate must be observed once during the three year term by another NA while performing an assessment and subsequent debriefing of a candidate seeking an A signature.
4. The NA will remain an NA unless failing 2 consecutive reviews of NA performance by 2 different NAs, or FPS or WSF Assessors.
5. Following a successful review, subsequent reviews may be done by NAs not more than once every 2 years.

12.3.2 Exceptions

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

12.3.3 Failure

1. NA who fails in 2 consecutive observations by different Assessors will have their respective designation withdrawn immediately.
2. Any National Assessor who does not complete the requirements to be re-appointed will be labeled 'National Assessor pending' and will therefore be ineligible for any benefits available to active National Assessors.
3. Any NA who remains pending for one 3-year term may thereafter be re-activated to 'NA active' status by successfully completing the deficient requirement.
4. Any NA who remains pending for two consecutive 3-year terms, will lose NA status.

12.4 PROVINCIAL ASSESSORS

12.4.1 Appointment & Review

1. PAs are initially certified for a 3-year period, using the customary process outlined in the Assessor Progression manual.

2. PA terms will automatically be renewed unless the PA fails a review.
3. Reviews may be done by NAs not more than once every 2 years unless the PA fails the last review, in which case reviews may be done more frequently.

12.4.2 Failure

1. Any PA who fails 1 review will need to be re-assessed within 6 months by a different NA. Failure to have this reassessment done in the 6 month period will lead to the designation of the PA to 'PA pending' and the PA will be ineligible for any benefits available to active Provincial Assessors.
2. A PA with 'pending' status will not be able to award any signatures – but is permitted to deliver any of the instructional clinics.
3. Any PA who fails in 2 consecutive observations by different Assessors will have their designation withdrawn immediately.
4. Any PA who remains pending for one 3-year term may thereafter be re-activated to 'PA active' status by successfully completing a review by an NA.
5. Any PA who remains pending for two consecutive 3-year terms, will lose their PA status.

12.5 THE OPERATION OF THE QCP PROCESS

The following outlines the system of operation:

12.5.1 The QCP Assessors:

QCP Assessors will consist of all 'active' NAs and National PAs, as well as active WSF or FPS Assessors.

12.5.2 Candidate's Responsibility

It is the responsibility of the candidate to keep an Activity Log (electronic or hard copy), and for arranging the necessary assessments to meet the QCP criteria.

12.5.3 The Monitoring System

1. Input of the Activity Log annually is the responsibility of the candidate.
2. Input of candidate's QCP assessments for Assessor and National level will be done through the <http://www.squashcanadaofficial.com> / database. It is the candidate's responsibility to confirm that the Assessor has made the input to the database. The candidate should retain copies of all assessments. They may follow up with Squash Canada or

- the individual Assessor if the database isn't updated in a timely fashion.
3. The appropriate evaluation forms will be used for the appropriate designations and forwarded to Squash Canada once completed.
 4. A QCP Administrator, designated by the Officiating Committee will do the following:
 - Request annual updates of activity logs of all active National officials.
 - Send annual updates of their QCP status to all active National officials.
 - Maintain a database of the QCP status of all National officials and Provincial and National Assessors.
 - Produce annual reports to the Squash Canada Officiating Committee with summary details of the program participants and recommended areas of improvement. Note that the QCP Administrator may be the Squash Canada office.
 5. The Committee Chair will send appropriate notices to candidates for failure or non-compliance.

12.6 NOTES:

1. NAs who complete the 'National' requirements early simply complete them early. They still must complete the assessment observation to retain the NA designation.
2. The National and NA terms do not have to coincide providing that an NA maintains the National status.
3. Any signature given retains the status of the Assessor at the time it is given. This means that a signature given by an active NA, for example, retains its validity even though that NA's status may lapse before the signature is submitted.
4. 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 NA in January of year #1, that individual would be certified as an NA immediately, but would only have to complete the re-certification process by 30 June of year #4.

13. COMMUNICATIONS

13.1 THE SQUASH CANADA OFFICIAL'S WEB SITE

A web site for Canadian officials has been created with the following link: <http://www.squashcanadaofficial.com/>

It contains a database on to which Referees and Assessors can archive all of a Referee's assessments, their officiating activity, their record of completed of training modules, and their progress through the Referee levels. The site also contains a collection of the program's core documents, various forms relating to reports and assessments, and finally, a collection of training videos on a variety of important topics.

14. RESOURCES

The program no longer creates hard copies of any of its materials (booklets, manuals, etc). However, everything is now available digitally for download and has been placed on the official's web site found at:

<http://www.squashcanadaofficial.com/> . The following are the available resources:

14.1 DOCUMENTS

- The Referee Progression document
- The Referee Progression Matrix
- The Equivalency Under the New Progression Environment document
- The Assessor Progression Requirements document
- The Squash Canada Officiating Program Newsletter
- This Officiating Program Administration Manual

14.2 VIDEO TRAINING MODULES

- The Danger Zone Convention
- Injury, Illness, & Bleeding
- Position of Advantage
- Crossing the Flight - MIS-judgments
- Turning & Its Variations
- Ethics
- Improving Explanations
- Access Interference
- Swing Interference

Confirmation that a Referee has indeed fully viewed these 8 modules is based on the honor system.

- Assessor Training Course
- The Certification Clinic
- The Rules Clinic – General
- The Rules Clinic - Interference

Depending on your status, access to these courses may not be available. Access rights can be obtained through the Officiating Committee. Their approval for access is based both on the needs of the program, and on the perceived suitability of certain individuals for these tasks.

15. THE FORMS

These forms are available from the official's web site at:

<http://www.squashcanadaofficial.com/> Depending on their use, some of these can be downloaded, printed, and then filled out - and subsequently scanned and uploaded to the appropriate place. Others can be filled in directly online. As well, in order to minimize having a potentially large number of forms, some of these serve multiple purposes within the same category.

- **Referee Assessment (version H – 5/8/16)**

This form is used for assessing a candidate's performance as Referee of a match. It comprises 4 main pages (which can be printed back to back), and 2 'Supplementary' pages for use as backup in the event of a match having more than 50 decisions.

- **Assessor-candidate Evaluation – as Assessor**

This form can be used for evaluation of a candidate acting in the role of Assessor in 4 different

circumstances:

1. When the candidate is assessing as qualification for PA status;
2. When the candidate is assessing as qualification for NA status;
3. When the candidate is assessing for QCP confirmation for PA status;
4. When the candidate is assessing for QCP confirmation for NA status.

- **Assessor-candidate Evaluation – as presenter**

This form can be used for evaluation of a candidate acting in the role of instructor in 2 different circumstances:

1. When the candidate is presenting a Certification Clinic as qualification for PA status;
2. When the candidate is presenting a Rules Clinic as qualification for PA status.

- **Clinic Presentation Report**

This form is used for reporting the attendance, contents, and outcome of either a Certification Clinic or a Rules Clinic. There is also a 'Supplementary' page for use when there are more than 10 attendees.

- **Activity Log**

This is currently a paper repository for each Referee's activity in terms of matches officiated – but in due course, it will be available for completion directly online in the Referee's file.

- **Conduct-on-Court Report**

This form is used by any Referee to report one or more violations of Rule 15 (Conduct) by a player during a match.

- **Score-sheet - downloadable document**

This is the new, universal-style score sheet that can be used for singles or doubles. As well, it is generic in that it contains blank areas where any tournament can add its own titles and sponsor logos.

- **Score-sheet instructions document**

These are the instructions for the above-listed score sheet

- **Score-sheet example document**

This is a partially completed score sheet allowing a new user to see how it is used in practice – including different methods for entering the score.

- **FPS Referee nomination**

This form is used the first time that a Canadian Referee, who has attained National Referee status, applies to the FPS for consideration as FPS Referee. This is a required status before someone can apply for WSF Referee status.

- **WSF Referee nomination**

This form is used the first time that a Canadian Referee, who has attained FPS Referee status, applies to the WSF for consideration as a WSF Referee. Inherent to the form are requirements for other necessary forms (eyesight, hearing tests, activity) – as well as for a photograph and endorsement by the administration of Squash Canada.