

Unit OF3 Establish and maintain effective working relationships as an official

Introduction

Summary

Effective working relationships with all those involved in a sport/activity is an important aspect of effective officiating. The quality of your relationship with co-officials, performers and their representatives will have a significant impact on the success of an event. Officials often have to manage relationships with the media and must handle these relationships with preparation and care.

The unit is divided into three parts. The first part (pages 2-4) describes the three things you have to do. These are:

OF3.1 **Work as a member of a team with co-officials and event support staff**

OF3.2 **Establish and maintain effective working relationships with performers and performer representatives**

OF3.3 **Establish and develop effective working relationships with the media**

The third part (page 5) describes the knowledge and understanding you must have. The final part explains what we mean by some of the words used in this unit.

Target Group

This unit is for officials in a variety of sports and officiating roles.

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OF3.1

Work as a member of a team with co-officials and event support staff

The National Standard

What you must do

To meet the national standard, you must:

- 1 establish a working relationship with your **co-officials** and support staff that helps you to work well together
- 2 **communicate** with your **co-officials** and support staff clearly
- 3 maintain standards of professional behaviour
- 4 carry out your duties and commitments to **co-officials** and support staff
- 5 ask for help and information when you need it
- 6 provide your **co-officials** and support staff with help and information when they need it, in line with your organisation's policies and procedures
- 7 contribute to officials' and support staff team discussions
- 8 follow the correct procedures when you have disagreements or difficulties with **co-officials** and support staff
- 9 treat co-officials and support staff equitably.

What you must cover

This element covers the following types of:

a co-officials

- 1 working at the same level as yourself
- 2 responsible to you
- 3 you are responsible to
- 4 representatives of governing body

and the following types of:

b communication

- 1 spoken
- 2 written
- 3 non-verbal

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OF3.2

Establish and maintain effective working relationships with performers and performer representatives

The National Standard

What you must do

To meet the national standard, you must:

- 1 establish and maintain an authoritative and objective relationship with the **performers** and their representatives
- 2 convey an enthusiasm for the spirit of the sport/activity and the effective application of its rules/laws
- 3 use methods of **communicating** and interacting with the **performers** and their representatives that are appropriate to their needs
- 4 listen to and work with **performers** and their representatives to achieve an acceptable outcome
- 5 act within the limits of your authority and treat all individuals equitably

What you must cover

This element covers the following types of:

a performers

- 1 individuals
- 2 teams
- 3 groups

and the following types of:

b communication

- 1 spoken
- 2 written
- 3 non-verbal

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OF3.3

Establish and develop effective working relationships with the media

The National Standard

What you must do

To meet the national standard, you must:

1. establish an authoritative working relationship with relevant **media**
2. make sure the **media** follow the governing body or event specific guidelines
3. get advice from governing body or event organisers on any issues about which you are unsure
4. communicate the information requested clearly, concisely and confidently
5. manage confidential and sensitive issues according to guidelines
6. present yourself, your organisation and your sport in a positive way

What you must cover

This element covers the following types of:

- a **media**
 - 1 print media
 - 2 broadcast media

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What you must know and understand

To be competent in this unit, you must know and understand the following

For the whole unit

- K1 codes of practice relevant to the role you are performing
- K2 the importance of effective team work
- K3 what 'good working relationships' with your co-officials and support staff means in practice
- K4 how to establish good working relationships with your co-officials and support staff
- K5 why it is important to communicate clearly with your co-officials and support staff
- K6 how to communicate with your managers
- K7 the duties that you are responsible for
- K8 why it is important to carry out your duties as agreed
- K9 situations in which you may need help in your role and duties and why you should always ask for help and information in these situations
- K10 situations in which you may need to provide help and information to your co-officials and support staff
- K11 why team discussions are important and why you should contribute to them
- K12 procedures for dealing with conflict
- K13 why it is important to discuss your suggestions with colleagues and to take account of their ideas
- K14 why an effective working relationship with performers and their representatives is important
- K15 why effective communication is important and the most effective way to communicate within your sport/activity
- K16 when it is important to listen to and work with performers and their representatives
- K17 the importance of treating individuals equitably
- K18 the importance of the media in modern sport and the role that they should play
- K19 the importance of understanding reasons for media contact and preparing responses
- K20 the limits of your authority when it comes to relationships with the media
- K21 the types of situations in which you may need to consult other people for advice and information
- K22 how to present yourself, your organisation and sport in a positive light
- K23 the types of confidential and sensitive issues that may need special treatment

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What We Mean by Some of the Words Used in this unit

Authoritative relationship	<i>a relationship where other people treat you and your judgments with respect</i>
Confidential	<i>information that should only be given to authorised people</i>
Co-officials	<i>the other officials you are working with</i>
Equitably	<i>treating people equally</i>
Event support staff	<i>for example, grounds staff, first aiders etc.</i>
Media	<i>newspapers, radio, television, internet etc.</i>
Non-verbal	<i>for example, hand signals, whistles etc.</i>
Officials	<i>anyone who is assisting with the application of rules/laws, for example: referees, umpires, race marshals, judges, scorers etc.</i>
Performer representatives	<i>for example, managers, coaches, parents</i>
Performers	<i>those who are taking part in the sport or activity, usually known as players or competitors</i>
Professional behaviour	<i>as laid down by guidelines from the national governing body</i>