



# Mentor Program Protocol

## Match Officials Development

April 2019

# Table of Contents

## Preamble

## How to Host

## Clinic Particulars

Introduction

Mentor Clinic Setup

Hosting Requirements

Clinic Costs

Clinic Management

Day of the Clinic

Instructor Evaluation & Course Graduation

Post Clinic

## Program Outline

Screening Process

Online Module & Accreditation Clinic

Mentor Levels

The Mentor Process

Mentor Reports

Grading

The Reporting Process

## Ontario Trillium Foundation

An agency of the Government of Ontario, the Ontario Trillium Foundation (OTF) is one of Canada's largest granting foundations. With a budget of over \$136 million, OTF awards grants to some 1,000 projects every year to build healthy and vibrant Ontario communities.



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## Preamble

The Ontario Soccer Mentor Program originated with the Technical Advisory Group (TAG Group) in 2014 focused on the context of mentoring, post-game de-brief and report writing. Over the past 2 years, Ontario Soccer has accredited over 500 mentors through Mentor Accreditation clinics. This helped set the foundation and framework for this new program.

With this foundation, we have been able to enhance the program to refine and further establish guidelines, procedures, Mentor levels and a reporting process to promote standards and consistency that will enhance the quality of mentorship across the province. The outline of this Protocol is based on the enhancements that are specifically tailored to mentoring Club Match Officials within the first three years of their officiating career.

This Mentor program is the official Mentor Program, and the only program recognized by Ontario Soccer for mentorship of Match Officials across Ontario.

The goals of the Mentor Program are to:

- Encourage and support Match Officials
- Promote peer-to-peer mentorship
- Provide education
- Promote enjoyment and retention rates
- Promote Scouting and Upgrading opportunities

Ontario Soccer reserves the right to re-evaluate and adjust the Mentor Protocol as required. No additional requirements may be mandated by Districts, Clubs or organizations without the prior approval of Ontario Soccer.



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## How to Host

### Introduction

The following guidelines will assist you in the process of applying for, and hosting, a Mentor Clinic. Please read this section carefully and thoroughly. The entire process for requesting to host a course will be conducted online through RefCentre. Mail-in applications will not be accepted.

Please note that your Mentor clinic will not appear on this site until payment has been received by Ontario Soccer (see below).

If your Club has not hosted clinics in the past through RefCentre, [click here to acquire an account](#). For clubs that have hosted a clinic in the past, the same RefCentre account must be used going forward. To login to your account, simply visit [www.refcentre.com](http://www.refcentre.com) and enter your club's email address and password. If you have forgotten your password, simply click on the "forgot password" button on the sign in page.

### Mentor Clinic Setup

<b>Step 1: Accreditation Link Distribution</b>	<p>For 2019, Clubs will be responsible for selecting and distributing the Application &amp; Online Module link to selected individuals. This link will start the accreditation process for potential Mentors.</p> <p>ACCREDITATION LINK: <a href="https://education.ontariosoccer.net/mod/page/view.php?id=157">https://education.ontariosoccer.net/mod/page/view.php?id=157</a></p>
<b>Step 2: Clinic Registration</b>	<p>Register for a 'Mentor Clinic' via your administrators account in RefCentre.</p>
<b>Step 3: Clinic Approval</b>	<p>Applications will be reviewed by Districts for preliminary approval and will then be available to Ontario Soccer for final approval.</p> <p>Please note that Ontario Soccer cannot approve a Mentor course until it has first been approved by the District. Clinics will only be approved and open for participants to register on RefCentre once payment has been received by the Ontario Soccer office. Credit Card payment is highly recommended to reduce approval timelines.</p>
<b>Step 4: Screening Process</b>	<p>Clubs will be responsible for screening all of the Mentors who apply to the program. The premise of the Screening Process is to ensure that participants mentoring within the program are achieving the Club Mentor standards consistently across the province.</p>



## Hosting Requirements

The following requirements are **MANDATORY** to host a Mentor Clinic. Please feel free to utilize this as a checklist when preparing for your clinics.

Clinic Duration Total	3 Hours (in-class) <b>Students must have completed the Online Application &amp; Module component through the distributed link prior to the in-class session, and must show certificate of completion.</b>
Clinic Hosting Period	Weekday (January - May) Weekend (June – December)

Requirements	Description
Classroom Facility – 3 hours	Room must fit participants and instructors comfortably
Washrooms	Provided indoor for both Male & Female
Projector	Or an alternative video display which a computer can be connected to
Additional Resources	Chart Paper & Markers, Portable Speakers, Internet Access
Club Head Referee	and/or Equivalent (Club Representative) must be present throughout the entire duration of the course

## Clinic Costs

Participants	Cost
25 Students Max.	\$250.00 (base fee)

- The clinic covers the cost of 25 participants.
- The maximum number of participants is 25 per clinic.
- There is no minimum amount of participants, however the full base fee will be charged unless prior arrangements are made.

Payments can be made online through RefCentre during your clinic request process or by cheque. If payment is made via cheque, an invoice will be emailed to the clinic coordinator and Club. This invoice, along with the appropriate payment, is to be sent to Ontario Soccer as soon as possible to ensure your clinic date is approved. **Please ensure that cheques are payable to The Ontario Soccer Association, include clinic number and host's full name (as they appear on RefCentre) on the cheque.**

## Clinic Cancellation

A \$50.00 administrative fee will be charged for all cancellations. **Please note:** Clinics must be cancelled at least 10 days prior to the scheduled date or additional fees may apply.

## Accessibility for Ontarians with Disabilities Act (AODA)

Hosts are required to read the AODA information prior to clinic approval.



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## Clinic Location and Contact Information

The application must include the complete address for the course location including the postal code. Additionally, a contact email and phone number must be provided or the clinic will not be approved.

## Clinic Management

### Instructor Appointments

Ontario Soccer will appoint an accredited instructor via RefCentre. Once instructors are assigned and confirmed, they will have access to view the clinic details via RefCentre. Instructors will contact the clinic host upon being assigned. Please ensure to respond in a timely manner. While Ontario Soccer may consider instructor requests, we cannot guarantee that all requests will be granted.

### Participant Registration

Participants can register themselves through their RefCentre account provided they have completed the Application & Online Module component. The RefCentre course registration will require a 'Certificate Code' and will not accept their registration without one. The clinic coordinator must accept or decline the registration. This is the only way that a participant can be added to a clinic.

### Registration Types

Clinics can be classified in the following ways:

- **Open** – Clinic is open to registration without any restrictions
- **Private** – Participants are required to provide a "code" in order to register for the clinic. The "code" is created by the host at the time of the application.

### Registration Deadline

Mentor Accreditation Clinic registration will automatically close 2 (two) days before the scheduled start date. Hosts are **NOT** authorized to accept registrations past this deadline. If a student shows up, or is told to show up by the host, they will not be added to the course list, even if they sit through the entire course. As a result, they will not be accredited as a Mentor. Instructors are not involved in this process and shall not approve the addition of any students to their clinics.

### Class List Management

It is the responsibility of the clinic host and Instructor to manage their class list. Any participants not showing up for the clinic must be removed from the class list on RefCentre.

### Course Coordinator Guidelines

Course Coordinators are required to print and distribute, or request that the participant print the following documents for the Mentor Clinic:

- Mentor Reports (U6-U8 & U9-U10)
- Mentor Handbook

These documents will be available on the clinic coordinator's account on RefCentre.



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## **Day of the Clinic**

### **Club Representative**

A club representative (e.g. Club Head Referee, Club Assignor or Executive Member) must be present throughout the entire duration of the clinic without exception. Instructors will report if a Club representative is not present and appropriate action will be taken, including the immediate halting of the clinic, and all attendees dismissed.

### **Participant Material**

Participants should be directed to have the following material with them for the course:

- Pencil/Paper
- Mentor Reports
- Mentor Handbook
- Mentor Module Certificate of Completion
- Water/Snacks (if not supplied by the host)

### **Instructor Evaluation & Course Graduation**

After attending the course, all participants are required to complete the “Clinic Feedback” which will be available on their RefCentre account. Participants will **not** be able to graduate unless they complete this step.

### **Post Clinic**

After results have been submitted and the clinic is complete, successful participants can:

- Complete the graduation process on RefCentre, from “student” to “mentor”



## Program Outline

The program outline consists of the following:

- Screening Process
- Online Module & Accreditation Clinic
- Mentor Levels
- The Mentor Process
- Mentor Reports
- The Reporting Process

## Screening Process

The premise of the Screening Process is to ensure that participants mentoring within the program are achieving the Club Mentor standards consistently across the province. The Screening Process consists of the following criteria:

- Club Recommendation
- Application Form, Intrinsic Motivation Questionnaire & Accreditation
- Police Check
- Screening Interview
- Spot Check
- Reference Code of Conduct & Ethics

In 2019, the Screening Interview is recommended to be formalized within 30 days of the Mentor completing their Accreditation. A report of all those screened must be remitted back to Ontario Soccer. Only those who have been processed through the Screening Interview process may be officially assigned as a Mentor.

## Online Module & Accreditation Clinic

Mentor Accreditation is comprised of two learning components:

- Mentor Application with Online Module (via distributed link)
- In-Class Component.

Participants looking to become an accredited Ontario Soccer Mentor must utilize the link provided by the club to access online the Application and Online Module. This is conducted through ASC (Academy Soccer Coach). Once the module is completed, the student must apply for the in-class component of the accreditation through their RefCentre account.



## Mentor Levels

There are four Levels of Mentorship based on player age groups. Each level denotes a recommended age requirement that encourages and reinforces the opportunity for peer-to-peer mentorship. The four Mentor Levels are as follows:

Requirements	Mentor Level 1	Mentor Level 2	Mentor Level 3	Mentor Level 4
<b>Mentor Age/Game Groups</b>	U6-U8	U9-U10	U11-U12	U13+ (1st-2nd year match officials)
<b>Referee Accreditation Requirements</b>	<ul style="list-style-type: none"> <li>▪ Small Sided and/or Entry Level , or</li> <li>▪ Game Leader Certification</li> </ul>	<ul style="list-style-type: none"> <li>▪ Small Sided and/or Entry Level</li> </ul>	<ul style="list-style-type: none"> <li>▪ Entry Level</li> <li>▪ Small Sided experience an asset</li> </ul>	<ul style="list-style-type: none"> <li>▪ Entry Level (min. Grade 4)</li> </ul>
<b>Minimum Experience</b>	1 year officiating experience	1 year officiating experience	1 year officiating experience	2+ years officiating experience
<b>Min. Years of Age</b>	13 years of age by March 31 <sup>st</sup> of current year	14 years of age by March 31 <sup>st</sup> of current year	15 years of age by March 31 <sup>st</sup> of current year	18 years of age by March 31 <sup>st</sup> of current year
<b>Additional</b>	Online Application Form	Online Application Form	Online Application Form	<ul style="list-style-type: none"> <li>▪ Online Application Form</li> <li>▪ Police Check</li> <li>▪ Screening Interview completed</li> </ul>

## The Mentor Process

The following serves as a guideline for each stage of mentoring Match Officials before, during and after games:

### 1. Arrival

- Depending on the age group or level of competition of the game, Mentors should plan to arrive at least 30 to 45 minutes before the game starts. This ensures that they are setting a positive example for the assigned mentee(s) and enables them to complete the timing component of the Mentor Form for the mentee(s).

### 2. Introduction

- The Mentor should feel free to introduce them self to the assigned mentee(s) and coaching staff – the Mentor should take this opportunity to briefly let everyone know about their role, why they are there and what they are looking to accomplish for that specific game.

### 3. Ice Breakers

- Once the mentee(s) arrives, the Mentor will take the opportunity to ask a few simple questions:
  - What is the Match Official grade?



- How long have they been officiating?
- Do they have any personal goals for this game?
  - If so, what are they and how will they accomplish them?
- **Mentors are not to quiz the Match Official(s) about the Laws of the Game**

#### 4. Location

- Mentors will find an appropriate spot to sit and watch the game. When deciding, they must ask themselves:
  - Can I see the entire pitch clearly enough to understand what is happening?
  - Am I making myself vulnerable for questioning by surrounding spectators?
  - Also, their positioning should alternate to achieve the best view

#### 5. Interval-Briefing

- Mentors can recap the goals established before the game with the mentee.
  - Strength – Start with a positive comment that reinforces skills displayed by the mentee.
  - Development Area – Pick one area that was observed for the match official to focus on in the next interval/half. This could help move the rating in that category to a higher level at the end of the game. Ask guiding questions that help the Match Official discover the solution to their development area.
  - This is an opportunity to adjust/reflect on issues affecting the performance of the Match Official.
  - **Mentors will not interfere during active play to change the decision of the referee. Keep the information in the briefing short.**

#### 6. Post-Game

- Strength – Mentors will start with another positive comment. It will be beneficial to consider reviewing the half time development area
- Half-time Development Area (DA) recap:
  - Did the mentee consider recommendations for the DA?
  - Ask for the mentee's input and ensure they are engaged in the conversation. Ask the mentee: What worked to help them improve? What did not work and why?
  - What are areas we can consider for the next game? This could be a new DA if they improved on the half-time DA or reiterate the importance of the initial DA.
  - Ask specific guiding questions and/or provide suggestions on how to improve on development areas. It is important that these areas are also identified and discussed by the match official as this will help them to engage in the process of self-reflection in future games.



## Mentor Reports

Each report is specifically tailored with custom questions for mentees officiating within their respective age group. Each age group holds different levels of expectation from the Match Official(s) and the questions are formatted to reflect those requirements.

Reports are divided into segments depending on the age group of the game being officiated and the position of the Match Official (Referee vs. Assistant Referee). Those segments are as follows:

- Mentor Information
- Match Official & Game Information
- Personal Qualities & Pre-Game
- Game Factors
- Professionalism
- Attitude & Behaviour
- Review, Report & Additional Notes

Currently, there are six reports that follow the Mentor Level playing age group requirements for the Match Official. They are as follows:

- U6-U8 Referee
- U9-U10 Referee
- U11-U12 Referee
- U11-U12 Assistant Referee
- U13+ Referee
- U13+ Assistant Referee

## Grading

Evaluating each Match Official is based on the discretion of the Mentor. Game factors, professionalism and attitude & behaviour are weighted, described and applied based on the following:

Weight	Description	Application
Development Area (DA)	Area of performance that requires extensive focus either during the interval briefing and/or before next game to improve quality of match officials' performance.	<ul style="list-style-type: none"><li>▪ May select multiple DA's on the Mentor Report</li><li>▪ Should only focus on the top two DA's (if more than two selected) that requires review</li></ul>
Good	Area of performance that is typically performed in a manner that is suitable for the game level, but may still need occasional mentor reinforcement and/or requires minor adjustments to be used correctly.	<ul style="list-style-type: none"><li>▪ May select multiple on the Mentor Report</li><li>▪ May select 'Good' if 'DA' improvement is recognized during the duration of the match</li></ul>
Strength(s)	Area of performance that is delivered in an advanced and correct manner without reinforcement from mentors.	<ul style="list-style-type: none"><li>▪ May select multiple on the Mentor Report</li><li>▪ May select 'Strength' if 'Good' improvement recognized during the duration of the match</li></ul>



## The Reporting Process

A centralized online reporting platform will operate through TeamGenius. Mentor Reports will be pre-populated for easy access to Mentors once assigned to a game. Additionally, Mentor Reports can be uploaded via online website or mobile app.

Information and training pertaining to the operation of this platform is coming soon.



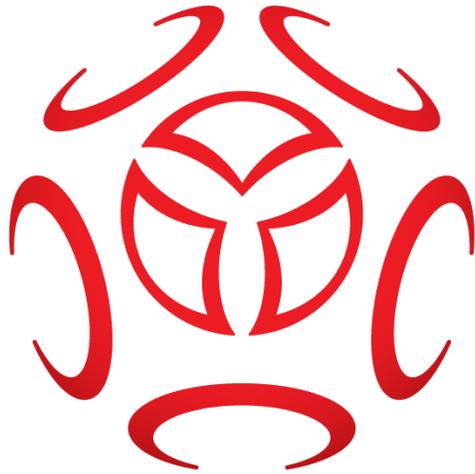
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7601 Martin Grove Road, Vaughan ON L4L 9E4  
905.264.9390 • ontariosoccer.net

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