



New Zealand Federation of Roller Sports

Handbook for Team Managers

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Index

- 1 Roles and responsibilities
- 2 Management
- 3 General responsibilities
- 4 Travel
- 5 **Travel Safety**
- 6 Accommodation
- 7 Catering/Food
- 8 Transport
- 9 Competition and training facilities
- 10 Competition
- 11 Host country
- 12 Finance
- 13 Team Training
- 14 Assembly
- 15 Parents
- 16 Customs/Agriculture/Fisheries
- 17 During event
- 18 When the competition is in New Zealand
- 19 Post event
- 20 Discipline
- 21 Media

22 Medical

Attachments

- 1 Skater information sheet
- 2 Travel Brief
- 3 NZFRS Behavioural Guidelines
- 4 NZFRS Behavioural Guidelines Acknowledgement sheet
- 5 Policy No. Disciplinary Procedures – International Team Members

1. Roles and Responsibilities

1.1 Congratulations on your appointment as team manager. From now until you return from the competition you are responsible for all aspects of the team, namely:

- ◆ leading, managing and taking responsibility for aspect of the team's preparation and participation in the competition
- ◆ ultimately responsible for administrative details
- ◆ travel arrangements, including accommodation, transport for trip and training squads
- ◆ financial matters
- ◆ organisation of training squads
- ◆ communications and liaison with team, sports committee, media and NZFRS
- ◆ morale of team
- ◆ allocation of duties to team members and officials
- ◆ ensuring team members and officials comply with the terms of their contracts
- ◆ discipline

2. Management

2.1 The team, once ratified, **is the responsibility of NZFRS.** However, technical control remains with respective sports committees. As team manager, your chain of command is to the Chairperson of the respective sport committee. The Sports Committee, if unable to resolve any issue, will refer any matter to NZFRS

2.2 Other members of the management team could include an assistant manager, coach, assistant coach and chaperone. Any doctors, physiotherapists or sports medicine specialists appointed to the team also report to the team manager.

2.3 **2.3 Each sports committee is required to appoint a travel liaison officer. This officer assists and liaises with the team manager in preparing the travel brief for the team assumes the role. Does this still happen**

3. General Responsibilities

3.1 Team Manager

- ◆ overall responsibility for team
- ◆ publicity
- ◆ finance
- ◆ discipline
- ◆ security
- ◆ van driver
- ◆ liaison with hosts

- ◆ arranging training sessions
- ◆ drug testing
- ◆ ensuring they are in possession of two NZ flags and two copies of the NZ National Anthem

3.2 Chaperone/Assistant Team Manager

- ◆ feeding team
- ◆ laundry
- ◆ drug testing
- ◆ van driver
- ◆ security
- ◆ assists team manager

3.3 Coach

- ◆ provides elite level coaching support for all aspects of the teams preparation and participation in the competition
- ◆ assist team manager with technical advice
- ◆ liaising with personal coaches to coordinate coaching directions
- ◆ attending technical committee meetings at the competition

4. Travel

4.1 The Team Manager is responsible for arranging all team travel. An agreed travel plan is negotiated between Team Management/Travel Liaison Officer and the Skate NZ Travel Agent before any travel is confirmed. **Does this still apply**

- ◆ once a team is announced, Skate NZ will advise the travel agent of the Team Manager's name. **This doesn't happen. Team Manager contacts the travel agent**
- ◆ **Should read: Once a team is announced, The Team Manager will contact the travel agent.**
- ◆ only the team manager is authorised to liaise with the travel agent regarding travel for that team.
- ◆ the team manager and travel liaison officer are to prepare and submit a travel brief to the travel agent. This brief will be negotiated and a final copy signed by both travel agent and team manager. This then becomes a contract. **I don't think this actually happens. Should it?**

4.2 Action points

- ◆ ascertain team members requirements (use attached form)
- ◆ liaise with travel liaison officer
- ◆ negotiate travel plan with Federation Travel Agent
- ◆ liaise with team members
- ◆ agree travel plan

- ◆ advise costs to skaters and payment procedures
- ◆ confirm travel and make bookings

4.3 Team members will have their own ideas on travel. These range from which airline to use, travel points, routes and departure times. These should be addressed with each team member prior to negotiating travel arrangements.

4.4 Agreed Travel Plan

A form is attached for use when negotiating team travel. All team members should have input and individual concerns addressed and resolved before the travel plan is agreed. The travel agent should be urged to provide alternate choices, such as re-routed flights, stopover reductions etc, even if the price is increased.

4.5 This plan should include visas, accommodation, rental vehicles, excess baggage, vaccinations, group check in and travel insurance etc. The Federation Travel agent is contracted to provide advice and assistance on these matters.

4.6 Once the travel plans have been finalized information to be forwarded to the National Office advising flight and accommodation details. Added

4.7 Ensure team members are advised of Regulations regarding luggage and restrictions.

5. Travel Safety

5.1 Since 9/11 Team Manager should visit www.mfat.govt.nz/travel/index.html regularly to ascertain the safety factor of traveling to the required destination.

5.2 Prior to the team leaving the country Executive Officer to prepare a letter to the Ministry of Foreign Affairs and Trade advising the whereabouts and travel plans of the team members and supporters.

6 Accommodation

6.1 In some cases the host country will identify suitable accommodation for teams. Skate NZ Travel Agents should provide maps of host town/city and team managers should use this to select best accommodation. Im not sure that they can help. Accommodation and maps etc are supplied by the host country I think and if not the internet is a good tool.

6.2 Factors to be considered:

- ◆ price
- ◆ facilities
- ◆ will it accommodate all team members (and supporters if necessary) There has been some talk about not providing facilities for the supporters ????

- ◆ how many per room (is this in line with skater expectations)
- ◆ likely noise potential
- ◆ location in relation to distance from skating venue and training facilities
- ◆ parking for vehicles
- ◆ security (hotel and vicinity)
- ◆ eating arrangements

7. Catering/Food

7.1 Food and nourishment are vital to a skaters performance. The following information should also be sought:

- ◆ what kind and how much is provided
- ◆ location of dining facilities
- ◆ are take-out pack lunches available
- ◆ special needs (vegetarian etc)
- ◆ is it safe to consume all food and water
- ◆ costs of food
- ◆ advice from Team Coaches added

8. Transport

8.1 When organising travel, transport at the venue should also be considered:

- ◆ what is available (mini-vans, taxis etc)
- ◆ what is provided by host country
- ◆ airport transfers
- ◆ costs
- ◆ drivers licence requirements
- ◆ fuel supply and cost

9. Competition and Training facilities

9.1 Information should be sought on the following aspects of the venue:

- ◆ What is the size and floor of the main venue
- ◆ Are there suitable training facilities
- ◆ Are there suitable changing rooms
- ◆ Is there adequate security arrangement
- ◆ Are medical services provided

- ◆ What is the distance and time from hotel
- ◆ Are there refreshments available

10. Competition

10.1 At the competition:

- ◆ Is a programme available
- ◆ Are the entries correct
- ◆ When is the team manager's meeting
- ◆ What arrangements are in place for liaising between teams and competition organisers
- ◆ What language is to be used
- ◆ Are the events logically scheduled
- ◆ What arrangements are in place for judges, referees, scoring and protests etc

11. Host Country

11.1 Prior to departure skaters should be briefed on the cultures and laws of the host country.

- ◆ What is the geography and climate
- ◆ What language is spoken
- ◆ What is the main religion
- ◆ What are the customs (dress, behavior etc)
- ◆ What is the political environment
- ◆ Alcohol and drug laws

11.2 Information is available from the Ministry of Foreign Affairs and Trade telephone (04) 494 8500 or their web page www.mft.govt.nz.

12. Finance

12.1 The Team manager is responsible to the Federation Treasurer and the Team for financial management for teams attending **the World Championships. The Team Manager is responsible to the Technical Committee Treasurer and the Team for financial management for teams attending the Oceania Championships** No team or team member is permitted to leave NZ with money owing.

12.2 Team members should be advised of costs as soon as possible. These costs should include:

- ◆ travel
- ◆ accommodation
- ◆ uniforms
- ◆ transport and fuel
- ◆ visas
- ◆ catering
- ◆ estimate of spending money
- ◆ **Entry fees for Oceania Championships (entry fees for World Championships are met by the NZFRS)**

12.3 Dates for progress payments should also be advised.

12.4 The Team Manager should liaise with team members and federation **or Technical Committee** treasurer to monitor progress payments.

12.5 Team manager should also investigate and advise team members on:

- ◆ host country currency
- ◆ the best currency to take
- ◆ exchange rates

12.6 The Team Manager is responsible for team funds during the event and on return liaising with the federation or **Technical Committee** treasurer to finalize team funds.

12.7 The Team Manager will be supplied with a NZFRS Credit Card for transactions whilst overseas. Monies are to be deposited into the Credit Card prior to leaving the country and strict control is to be observed.

12.8 Ensure you aware of what is being put on the credit card. Past experience has raised the issue of hotels debiting the credit card with the full accommodation account at time of check-in resulting in the card being over the credit limit and the Managers unable to continue day to day spending.

13. Team Training

13.1 In consultation with team coach a venue and dates should be organised for team training. This should be held at the venue that best reflects the competition venue (size and surface) **if possible**.

13.2 Care should be taken to involve team members, officials, private coaches and advisors, choreographers, nutritionist etc to provide maximum potential for skaters.

13.3 Produce a detailed training programme and publish it to Team members in advance of training session.

13.4 Arrange

- accommodation
- travel
- transport
- catering

and advise detail to team members.

13.5 Arrange any guest speakers/presenters

13.6 A team meeting should be held during the training session to address any problems.

13.7 Liaise with Team Coach to prepare a complete schedule of competition events and times so that team members know what to expect well before departure.

14. Assembly

14.1 Generally team members should assemble at the departure airport prior to leaving. However, there will be occasions when some members leave from different locations and in fact some may join the team enroute or at the venue.

14.2 Assembly prior to departure will allow a final check of details, a consolidation of baggage and a group check in .

15. Parents

15.1 Some parents will travel to the venue to support their children. Care should be taken with relationships with parents, especially those who accompany the team. In most cases, parents will have been a major contributor to the skaters travel fund and this needs to be acknowledged. Parents generally would like to contribute and can be involved with teams in various ways, from organising social events to driving vans.

15.2 Skaters and parent should be advised of rules regarding contact before departure. The requirement to maintain team rapport and focus should be carefully weighed against skaters and parents needs. Parents too have paid to travel and will be most upset if they cannot have contact with their skater. This relationship needs to be carefully managed.

16 Customs and Agriculture and Fisheries

16.1 Liaison should occur with NZ Customs and Agriculture/Fisheries for any restrictions which may apply to baggage and freight entering and leaving the countries on your itinerary.

17 During event

17.1 At the event it is a busy time for team management, co-ordinating skaters, coaches, transport etc.

- ◆ Managing team and officials
- ◆ safety of team members
- ◆ assisting coach
- ◆ ensuring skaters are in the right place at the right time
- ◆ security of equipment and baggage

17.2 During the competition the team manager should be ready to assist with injured team members. If hospitalization or surgery is required, authority may need to be secured from parents. If this is going to delay the team members return home, a new ticket should be organised and a full report should be provided to the host organisers and the nearest NZ embassy or high commission.

18. When the competition is in NZ

18.1.1 When managing a team when the competition is here in NZ, preparatory duties are lessened. However, the following need to be managed:

- ◆ training squad should be held at competition venue if possible
- ◆ arrange travel to competition venue
- ◆ arrange transport
- ◆ arrange catering
- ◆ arrange team uniforms

19. Post event

19.1 Before the team is completely disbanded, the following issues need to be completed:

- ◆ Team managers report
- ◆ Team members and officials reports
- ◆ Final wrap up of team finances
- ◆ Letters of thanks to hosts

19.2 Team reports should include:

- ◆ Competition and training arrangements
- ◆ Complete results and analysis
- ◆ Travel arrangements

- ◆ Accommodation and transport
- ◆ Team morale
- ◆ Health - medical report
- ◆ Food
- ◆ Media coverage
- ◆ Tour finances
- ◆ Evaluation of tour

20. Discipline

- 20.1 Policy No. attached
- 20.2 Behavioural guidelines attached

21. Media

21.1 The media should be cultivated by:

- ◆ Preparing and distributing media information kits (done in conjunction with NZFRS media liaison officer)
- ◆ Arranging interviews for skaters with local media
- ◆ Preparing press releases of results
- ◆ Being available for interviews
- ◆ Preparing a list of media telephone/facsimile numbers and email addresses
- ◆ Attending all official meetings, receptions and ceremonies

22. Medical

22.1 Team managers should ensure the following medical precautions are taken:

- ◆ Vaccinations are taken prior to departure
- ◆ Drug forms are returned to the NZFRS **Drug Liaison** Officer ASP
- ◆ Ensure the Drug Liaison Officer is aware of your travel dates
- ◆ Typed copies of prescriptions should be carried along with a Doctors statement identifying the medicine and its purpose
- ◆ Medical facilities are available at practice and competition venues
- ◆ Access to after hours medical facilities

22.2 Team Managers should have a current First Aide Certificate

Skater Information

Team: _____

Venue: _____

Name:	
Address:	
Telephone Number	
Facsimile Number	
email address	
Passport Number	
Expiry Date	Attach Copy
Travel Insurance Required	Yes No
If not, who are you insured with ?	
Skating discipline	
Grade	
Competitor Number	
Skinsuit/Leotard required	Yes No Size
Track suit required	Yes No Size Jacket Trousers
Shorts required	Yes No Size How many ?
Tops required	Yes No Size How many ?
Existing medical condition ?	
FIRS Drug certificate	Attach
Dietary requirements	
Allergies	
Other	
Who would you like to room with ?	
Skater profile	Attach
Preferred departure date	
Preferred return date	
Stop-overs required	
Other travel requirements	
Travel points Carrier	
Do you wish to use travel points should your carrier be selected	Yes No
Anything else ?	Attach on separate page

Travel Brief

Part 1 - Compiled by Team Manager

Competition:	
Team:	
Venue:	
Dates:	

Travel details (one for each variation)

Name:	
Departure from:	
Preferred departure date:	
Preferred route:	
Stopovers:	
En-route accommodation:	
Preferred Airline:	
Travel points airline:	
Use travel points	Yes/No Points #
Return travel departure date:	
Preferred route:	
Stopovers:	
Special Requirements:	

Accommodation

Official hotel/motel	
Please investigate alternates	Yes/No

Transport

Vehicle type	
Quantity	
Pick up from:	
Date:	
Return to:	
Date:	
Preferred supplier:	

Part II - Compiled by Flieways-Traveldesk

Costs

Name:	
Costs for preferred travel option:	
Costs for Alternates:	

Travel Insurance	
Departure Taxes	
Other	
Vaccinations required	

Team Costs

Accommodation (official):	
Other:	
Other:	
Transport:	

Other

Group Check In (details)	
Excess Baggage (details)	
Transfer arrangements (list)	
Visas (list those required and costs)	

Signed:

 Team Manager

 Fliways-Traveldesk

National Team Behavioural Guidelines

The following behavioural guidelines apply to all NZFRS teams:

Alcohol

Underage skaters shall not consume alcohol at any time.

Drinking age skaters may only consume alcohol with the prior knowledge and permission of the team manager, and this will not be given to any skater prior to the completion of their events.

Smoking

It is the policy of NZFRS to discourage smoking and team managers are required to adhere to and enforce this policy as part of their inclusion in the team.

Curfew

The team manager solely sets the curfew.

Skaters, once ensconced in their rooms are to stay there.

Parents/Coaches/Supporter

it is a courtesy that parents/coaches/supporters advise the team manager if they are to visit the rooms of team members.

Parents/coaches/supporters shall not interfere in decision made by the team manager.

Time table

The team manager may set a timetable for team practice, team meals, team viewings of competition, team social outings, team meetings etc.

It is the skaters and officials responsibility to comply with any timetable set by the team manager and the skater/official may only deviate from this timetable with the express permission of the team manager.

Attire

Team members must wear team attire at the direction of the team manager.

Casinos - Night Clubs - Bars

Team members represent not only this NZFRS but also New Zealand.

Team members shall not attend any locality or partake in any activity which might bring about discredit to those they represent.

Opening Ceremony - Closing Banquet - Other Organized Functions

Team members must take part in/attend at the discretion of the Team Manager.

Team members shall wear such attire as the Team Manager directs.

Team members are on display at such functions and they will behave accordingly.

Discipline

No skater shall behave in a manner that will bring discredit to themselves, NZFRS or their country.

The Team Manager is responsible for the enforcement of discipline in such a manner as is deemed appropriate.

The Team Manager has the authority to withdraw a team member from the competition, or return a team member home for gross misdemeanor. The cost of such a withdrawal and/or return will be borne by the skater concerned.

Is this covered in our Disciplinary Procedures – International Team Members Policy

Sample Behaviour Form attached

Standard of Behaviour Expected by Members of International Teams

NZ FRS will not accept the following behaviour of any team member:

- ◆ trashing or damaging any bus or car
- ◆ bad language
- ◆ damage to hotel rooms and grounds
- ◆ touching property that does not belong to you
- ◆ any action that brings the name of the NZFRS into disrepute

If any of the above standard behaviour rules are not adhered to, I understand that I will be sent home immediately, and that I will bear the cost of my removal from the team for any damage incurred. I further understand that the Team Managers are in complete control and that there will be no warnings given.

I have read and understand the document “National Team Behavioural Guidelines”

Signed: _____ Signed: _____
Team Member Parent (if skater is under 18)

Date: _____

SHOULD WE BE REVAMPING THIS TO INCLUDE OTHER ITEMS. OR SHOULD WE DELETE IT. DOES THE NEW CONTRACT COVER THIS AREA – CLAUSE 2.10 – Personal Conduct.

Its interesting reading this document. Skaters and Parents have signed this without reading the National Team Behavioural Guidelines. Well, as far as I know, no-one has asked for a copy.

