



TFF SESSION MANAGEMENT

TFF Session Management Overview

Once your TFF session is set up and dates entered onto Club Spark (if they're not, then please refer to: <https://tennisforfree.com/uploads/TFF-SESSION-SETUP.pdf>), then all that's left is a small amount of ongoing weekly management of the TFF session in terms of submitting stats and declaring pay for the session.

The weekly administration required is outlined in this document.

As an overview of this process, at the end of each weekend TFF session, ideally before the Monday morning of the following week, you will need to have logged into your Courtline site and submitted the attendance stats and declared your pay for the session. Once this is done, it will register the attendance stats with TFF and also populate your end of month invoice (which will be sent to you automatically on the 3rd day of the following month).

However, before you're ready for management of your TFF session, please ensure you can check the following boxes.

You are registered with TFF and can log in to the linked courtline site via the admin link (yoursite.courtline.net/admin).

You are the coach who has delivered the session at the park on the given session that you are managing. If not, your support coach must be familiar with these administration processes and be registered with TFF too.

Session Management can be broken down into three quick and easy processes:

Pre-Session Management - Booking yourself (as the coach) onto the session & any other pre-session management (eg advance cancellation of the session)

In-Session Management - Loading up the 'ClubSpark LTA Coaching' App and checking the register of attendees. You can also check the attendees register by loading the session in question from your courtline website on your smartphone.

Post-Session Management - logging onto the Courtline site and submitting the session attendance and the session fee (your fee for the session).

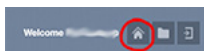
Each TFF session in the calendar month must be submitted (in terms of pay and attendance) to ensure an accurate invoice that will be generated for you on the 3rd of the following month. You will receive your pay for the previous calendar month on (or around) the 15th of the following month.

Pre-session Management

Ahead of your TFF Session, please login to your Courtline site:

STEP 1 - Log in on yoursite.courtline.net/admin

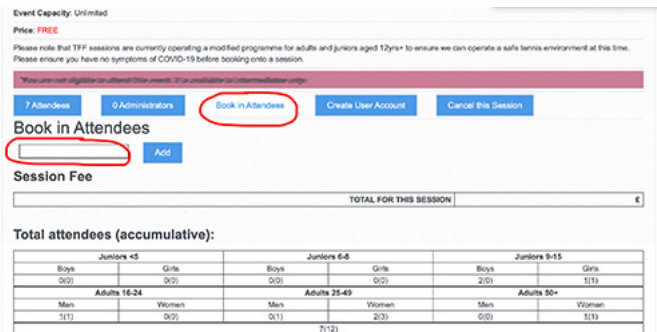
STEP 2 - click home icon to exit out of admin screen



STEP 3 - Click 'What's On' from the main menu

STEP 4 - Click session in question from list (or Calendar)

STEP 5 - Book yourself onto the session:



Event Capacity: Unlimited
Price: FREE
Please note that TFF sessions are currently operating a modified programme for adults and juniors aged 12yrs+ to ensure we can operate a safe tennis environment at this time. Please ensure you have no symptoms of COVID-19 before booking onto a session.
Please ensure you have no symptoms of COVID-19 before booking onto a session.

7 Attendees 0 Administrators **Book in Attendees** Create User Account Cancel this Session

Book in Attendees

Session Fee

TOTAL FOR THIS SESSION €

Total attendees (accumulative):

Juniors <5		Juniors 6-8		Juniors 9-15	
Boys (0/0)	Girls (0/0)	Boys (0/0)	Girls (0/0)	Boys (2/0)	Girls (1/1)
Adults 16-24		Adults 25-49		Adults 50+	
Men (1/1)	Women (0/0)	Men (0/1)	Women (2/0)	Men (0/0)	Women (1/1)
7 (12)					

Enter your name in the 'Book in Attendees' box. As you type selections will appear. Simply click your name in the dropdown box and press the 'Add' button:



Book in Attendees


Add

any. The total invoiced is 50%

accumulative):

Boys <5		Girls <5	
Boys (0/0)	Girls (0/0)	Boys (0/0)	Girls (0/0)

STEP 6 - Check that after booking yourself in for the session, that the 'Administrators 0' button changes to 'Administrators 1'. Also ensure the 'Session Fee' is correct (£18 for Level 2, £25 for Level 3+).



0 Attendees 1 Administrators Book in Attendees Create User Account Cancel this Session

Session Fee

Coach - [Name] TOTAL FOR THIS SESSION £25

That's it for pre-session management....

In summary, pre-session you just need to book in yourself for the session and ensure that the session fee is correct. If you forget to book in prior to the session, this isn't a problem, you can simply merge this process into the 'Post-session management' administration.

Please note: only one registered coach should book in for the session and it MUST be the coach that is actually delivering the session.

PRE-SESSION CANCELLATION

If you need to cancel the session in advance of the session date/time, you will need to follow **steps 1,2,3 and 4** to arrive at the individual session page. From here click the 'Cancel the Session' button. You'll then have an option to provide a reason with further buttons of 'Abort' (abort the whole process in case you hit the Cancel Session button in error) and 'Cancel Session' button. Pressing the 'Cancel Session' button will then declare the session as cancelled and will alert all users via email who have booked into the session.

You will also need to cancel the session via ClubSpark. This can be done by logging onto your ClubSpark website and cancelling via the Admin Area, or by cancelling the session in question from the 'ClubSpark LTA Coaching' app (downloadable from the App Store or Google Play Store).

In-session Management

At the start of your TFF Session, please risk assess your courts and ensure you have all measures as outlined in the risk assessment for COVID-19.

In the event of heavy rain, or if the courts are unfit for play for any other reason (eg Frost, missing net..etc), you'll need to cancel the session. Please refer to the 'Pre-Session Cancellation' process on page above.

If everything is fine to deliver a session, either login to the 'ClubSpark LTA Coaching App' (downloadable from The App Store or Google Play store) or login to your Courtline website via your phone and check the attendance register and ensure that everyone who has turned up for your session is booked in.

ALL attendees for the session must be booked in. If a person hasn't booked in for the session and if there is a space free, they can go away for a few minutes and take the time to book in for the session from their device, which will automatically update your register on ClubSpark Coaching App or Courtline website (requires a page refresh).

In-session Cancellation

If court conditions worsen through bad weather or for any other reason and the session needs to be cancelled part way into the session, then bring the session to a close, but **don't 'cancel' the session on Courtline**. Simply proceed to the Post-Session Management process as outlined below to process the session.

Post-session Management

At some stage after the TFF session and before the Monday morning, please follow this process to submit a TFF session (in terms of attendance and pay).

Follow **STEPS 1,2,3,4** of the Pre-Session management process to arrive at the session in question that you wish to submit.

Following a further 4 steps as referenced in the diagram below will ensure you submit your session attendance and session fee correctly:

The screenshot shows the Courtline interface for session management. At the top, there are buttons for '14 Attendees', '1 Administrators', 'Book in Attendees', 'Create User Account', and 'Cancel this Session'. Below these is a 'Review Session Fee and Attendance' button, which is circled in red. The main area is titled 'Attendees:' and lists a list of names with an 'x' next to each, indicating they are booked in. Below the list is a 'Book in Attendees' section with an input field and an 'Add' button. A yellow banner below that says 'Please remove all attendees who did not participate in this session before submitting'. Below the banner is a 'Submit Session Fee and Attendance' button, also circled in red. At the bottom, there is a 'Session Fee' section with a table showing the coach's name and the total fee for the session.

STEP 1 - Check that session attendees number is correct (should include you as the coach who will appear in the 'Administrators' box also).

STEP 2 - Check that your pay is showing for the session. This will show as a result of you booking in for the session on the Pre-session management process. If you forgot to book yourself into the session and hence see no pay assigned to the session, you can use the 'Book in Attendees' button now and add yourself into the session.

STEP 3 - If you're happy with the attendance figure and can see your pay assigned to the session, then press the 'Review Session Fee and Attendance'.

STEP 4 - The 'Submit Session Fee and Attendance' button will now show. Before pressing this, double check again that everything is as you expect. Finally, pressing the 'Submit Session Fee and Attendance' will submit the session stats and session fee.

Session Fee	
Coach - Paul Jessop	
TOTAL FOR THIS SESSION	£25
	£25

Please note: A full set of TFF session submissions will be required to ensure your invoice is correct. Please don't submit a session if you see problems. Please contact us at support@tennisforfree.com in such case.



CONTACT US AT: SUPPORT@TENNISFORFREE.COM