



ClubServe

What Is It?

Cloud software

Use on computer/tablet/phone

Web app

Secure & confidential

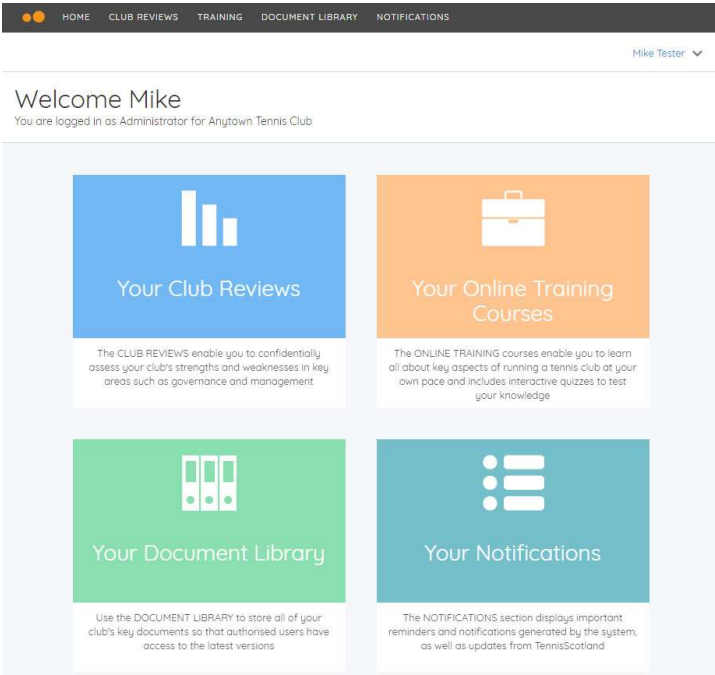


FREE to affiliated clubs



ClubServe

Using the Software

- Club ID and password
- Ten licences per club
- User registration process
- Online support
- Telephone and email helpline



HOME CLUB REVIEWS TRAINING DOCUMENT LIBRARY NOTIFICATIONS

Mike Tester ▾

Welcome Mike

You are logged in as Administrator for Anytown Tennis Club

Your Club Reviews

The CLUB REVIEWS enable you to confidentially assess your club's strengths and weaknesses in key areas such as governance and management

Your Online Training Courses


The ONLINE TRAINING courses enable you to learn all about key aspects of running a tennis club at your own pace and includes interactive quizzes to test your knowledge

Your Document Library


Use the DOCUMENT LIBRARY to store all of your club's key documents so that authorised users have access to the latest versions

Your Notifications

The NOTIFICATIONS section displays important reminders and notifications generated by the system, as well as updates from TennisScotland





ClubServe



Your Club Reviews



The CLUB REVIEWS enable you to confidentially assess your club's strengths and weaknesses in key areas such as governance and management



What Will It Do?

Club Review

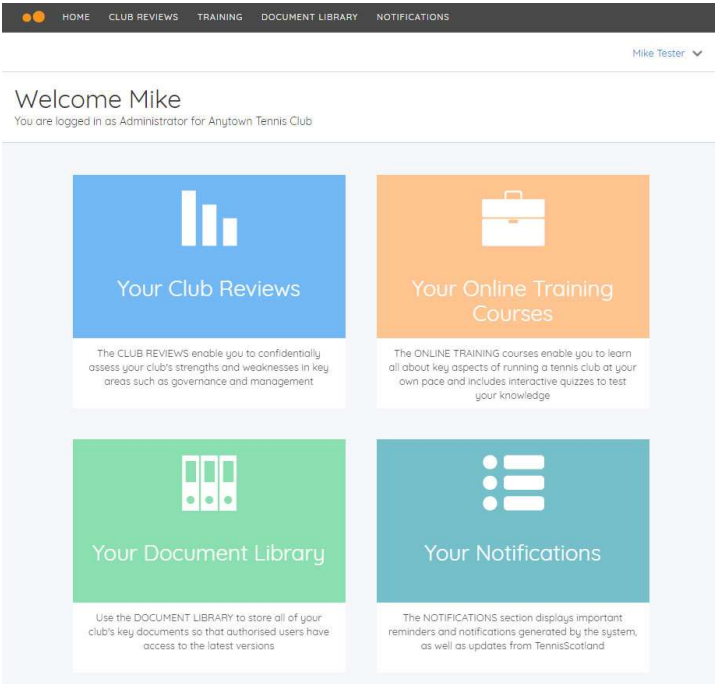


Provide access to self-assessment software which will enable club to review all aspects of governance and management



What Will It Do?

How Will It Work?

Series of questions
Multiple choice
Generates recommendations
Convert to excel



HOME CLUB REVIEWS TRAINING DOCUMENT LIBRARY NOTIFICATIONS

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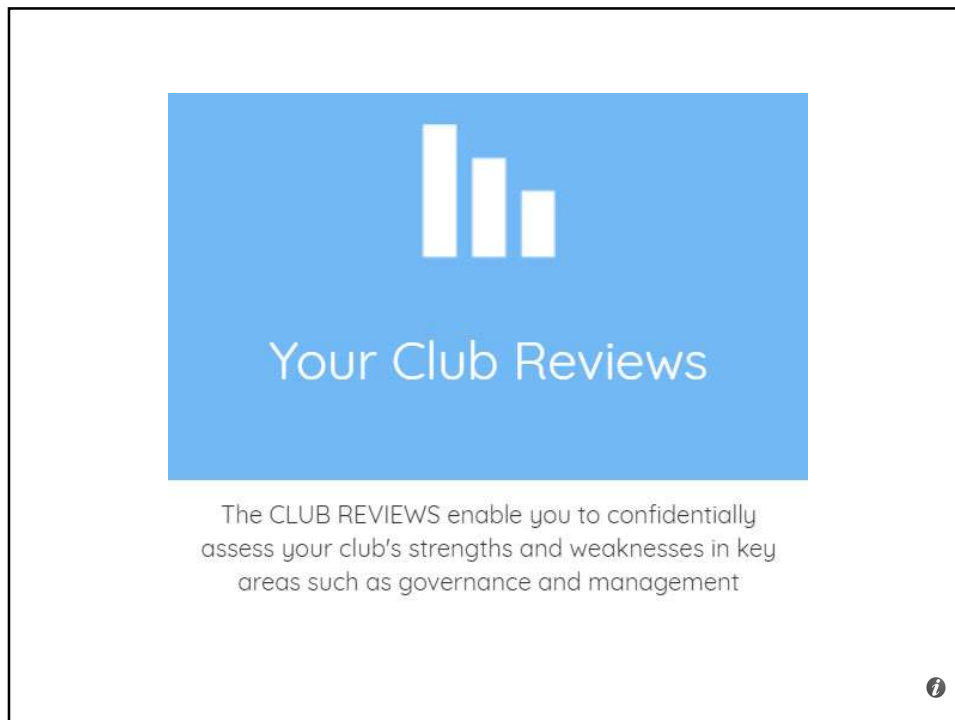
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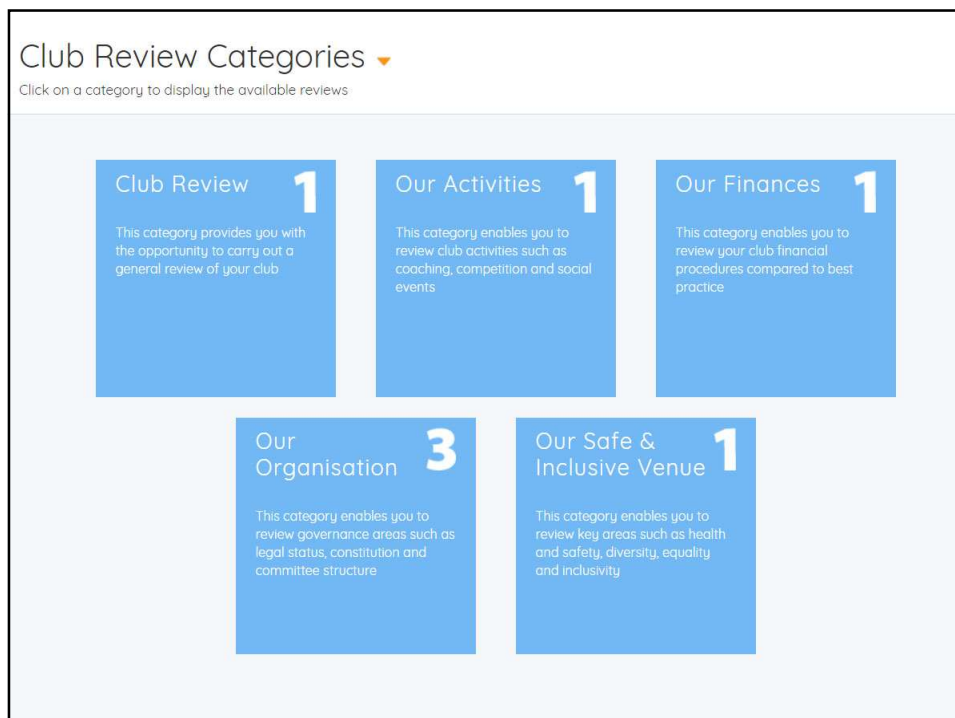




The slide features a blue rectangular graphic at the top with a white bar chart icon consisting of three vertical bars of decreasing height. Below the graphic, the text 'Your Club Reviews' is centered in a white, sans-serif font. Underneath this, a paragraph explains that CLUB REVIEWS allow for confidential assessment of club strengths and weaknesses in areas like governance and management. A small circular icon with an 'i' is located in the bottom right corner of the slide.

Your Club Reviews

The CLUB REVIEWS enable you to confidentially assess your club's strengths and weaknesses in key areas such as governance and management

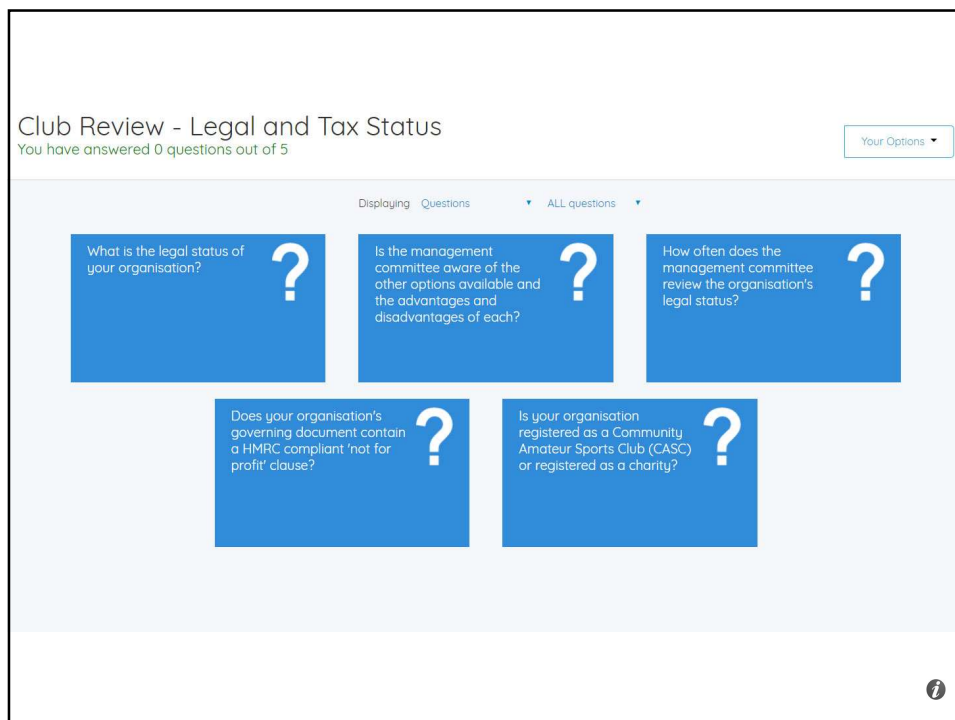


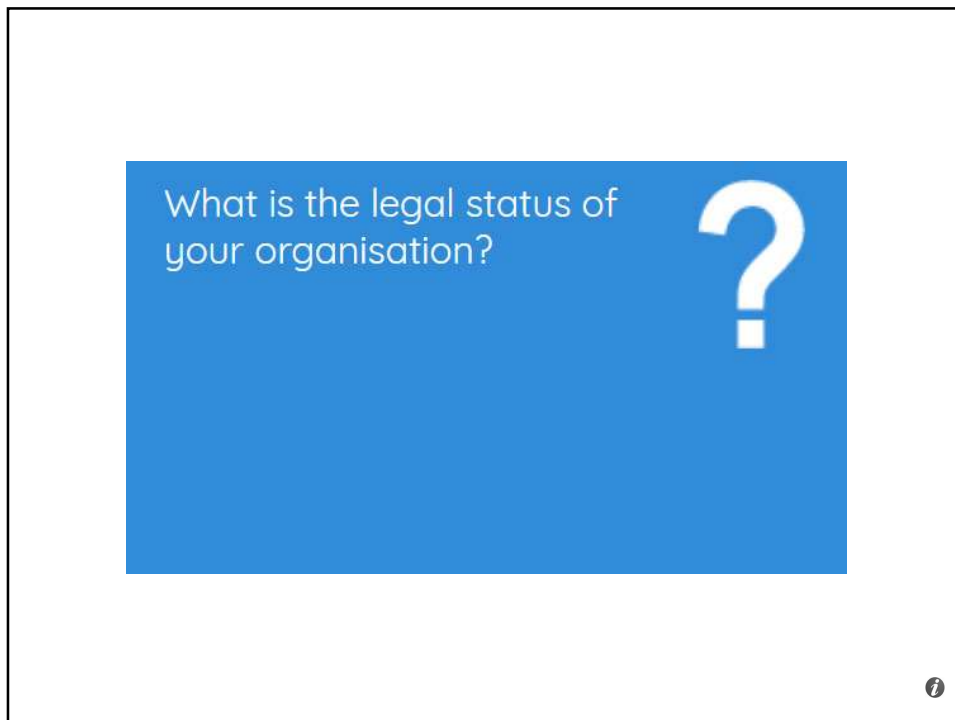
The slide is titled 'Club Review Categories' with a downward-pointing triangle. Below the title is a subtitle: 'Click on a category to display the available reviews'. The main content consists of five blue rectangular cards arranged in two rows. Each card has a title, a large number, and a brief description of the category.

Club Review Categories ▾

Click on a category to display the available reviews

- Club Review 1**
This category provides you with the opportunity to carry out a general review of your club
- Our Activities 1**
This category enables you to review club activities such as coaching, competition and social events
- Our Finances 1**
This category enables you to review your club financial procedures compared to best practice
- Our Organisation 3**
This category enables you to review governance areas such as legal status, constitution and committee structure
- Our Safe & Inclusive Venue 1**
This category enables you to review key areas such as health and safety, diversity, equality and inclusivity





Club Review - Legal and Tax Status

You have answered 0 questions out of 5

Your Options ▾

What is the legal status of your organisation?

It is essential that the management committee know what the organisation's legal status is to ensure that it is appropriate for the range of activities and responsibilities undertaken by the organisation

[Click here to find out what legal status is and the options available](#)

ANSWERS YOUR COMMENTS

- DON'T KNOW - we do not know what the legal status of the organisation is
- We know what the legal status is

< Previous Back to Questions Next >


A screenshot of a web-based quiz interface. At the top, it says "Club Review - Legal and Tax Status" and "You have answered 0 questions out of 5". There is a "Your Options" dropdown menu. The main question is "What is the legal status of your organisation?". Below the question, there is explanatory text and a link: "Click here to find out what legal status is and the options available". There are two tabs: "ANSWERS" (which is selected and underlined) and "YOUR COMMENTS". Under the "ANSWERS" tab, there are two radio button options: "DON'T KNOW - we do not know what the legal status of the organisation is" and "We know what the legal status is". At the bottom, there are three buttons: "< Previous", "Back to Questions", and "Next >".

Club Review - Committee Structure

You have answered 17 questions out of 17


Displaying Questions ▾ ALL questions ▾

<p>Is the organisation governed and managed by committee?</p> <p>YOUR ANSWER YES - the organisation is governed/managed by committee</p>	<p>Does the organisation's constitution include clauses to confirm that the organis...</p> <p>YOUR ANSWER YES - the organisation has the required clauses in its constitution</p>	<p>Are all members of the governing/management committee elected at the organisatio...</p> <p>YOUR ANSWER YES - all members of the governing/management committee are elected at the organisation's annual general meeting</p>	<p>Does the governing/management committee include the role of chairperson?</p> <p>YOUR ANSWER YES - the governing/management committee does include the role of chairperson</p>
<p>Does the governing/management committee include the role of secretary?</p> <p>YOUR ANSWER YES - the governing/management committee does include the role of secretary</p>	<p>Does the governing/management committee include the role of treasurer?</p> <p>YOUR ANSWER YES - the governing/management committee does include the role of treasurer</p>	<p>Are there between five and eight members of the governing/management committee?</p> <p>YOUR ANSWER NO - there are more than 8 members on our management committee</p>	<p>Are written minutes produced for every governing/management committee meeting an...</p> <p>YOUR ANSWER YES - written minutes are produced for every governing/management committee meeting and are formally approved at a subsequent meeting</p>




Are written minutes produced for every governing/management committee meeting an...


YOUR ANSWER
YES - written minutes are produced for every governing/management committee meeting and are formally approved at a subsequent meeting




Are there between five and eight members of the governing/management committee?




YOUR ANSWER
NO - there are more than 8 members on our management committee



Are management accounts produced in advance of each governing/management committ...



YOUR ANSWER
NO - management accounts are not produced in advance of each governing/management committee meeting



Club Review - Committee Structure

You have answered 17 questions out of 17

Your Options ▾


Displaying Recommendations ▾ ALL priorities ▾

HIGH PRIORITY

The committee will not be in an informed position to make decisions relating to the finances of the organisation without up to date management accounts - the organisation should take steps to ensure said accounts are produced and distributed to committee members in advance of each committee meeting


MEDIUM PRIORITY

The organisation should ensure that meetings are well managed to ensure that all members have the opportunity to voice their opinion without this causing issues with effective management



HIGH PRIORITY

The committee will not be in an informed position to make decisions relating to the finances of the organisation without up to date management accounts - the organisation should take steps to ensure said accounts are produced and distributed to committee members in advance of each committee meeting




Self-Assessment

Benefits

- ✓ Confidential review
- ✓ Learning tool
- ✓ Examples of best practice
- ✓ Assist Club Planning





ClubServe



Your Online Training Courses

The ONLINE TRAINING courses enable you to learn all about key aspects of running a tennis club at your own pace and includes interactive quizzes to test your knowledge



What Will It Do?

Online Training

Learn at your own pace training courses in key subjects such as governance, club finance and marketing



Training Courses

How Will It Work?

Modules & Units

Three to five minute videos

Transcripts

Quizzes

Certificates



Training Courses

Benefits



Can be taken at any time



Self-test knowledge



Tailor to suit role




Backed up by support







ClubServe



Your Document Library

Use the DOCUMENT LIBRARY to store all of your club's key documents so that authorised users have access to the latest versions



What Will It Do?

Document Library

Upload and store club
documents securely with
access control



Club Documents

How Will It Work?

Upload files
Mark as public/private
Set tracking
Set notifications




Your Club Document Library

Click on a document to open/download

Displaying for ALL categories ALL status types

Constitution Our club constitution	Financial Procedures Manual Details of the financial procedures used within the club for accounting and bookkeeping NOW DUE FOR RENEWAL	Club Manual Overview of the club and its governance/management procedures
Strategic Plan 2015-2020 Our five year strategic plan to 2020	Business Plan 2017 2017 business plan based on strategic plan objectives	Self-employment contract - Jenny Wright Contract with head coach Jenny Wright NOW DUE FOR RENEWAL





Document Generator

Self-Employment Contract
Client Name

What is the name of the client?

< Back to Summary >





Document Generator

Self-Employment Contract
Client Address

What is the address of the client?

< Back to Summary >




Document Generator

Self-Employment Contract
Coach Name

What is the name of the coach?

< Back to Summary >



Document Generator

Self-Employment Contract
Coach Address

What is the address of the coach?

< Back to Summary >





Document Generator

Self-Employment Contract
Start Date

From what date will the contract commence?

< Back to Summary >





Document Generator

Self-Employment Contract
Contract Period

For how long will the agreement be in place?

< Back to Summary >





Document Generator

Self-Employment Contract
Notice Period

How much notice should either party give the other in order to terminate the agreement?

< Back to Summary >





Document Generator

Self-Employment Contract
Renewal Period

Upon agreement by both parties, for how long will the agreement be renewed for at the end of the previous period?

< Back to Summary >





Document Generator

Self-Employment Contract
Control of the Work

Will the coach be responsible for the coaching programme (sessions offered, timetable etc.)?

Yes
 No

< Back to Summary >





Document Generator

Self-Employment Contract
Control of the Work

Will the coach be responsible for the coaching programme (sessions offered, timetable etc.)?

Yes
[Change Answer](#)

[< Back to Summary >](#)



Document Generator

Self-Employment Contract
Substitution

Will the coach be permitted to substitute another coach if they cannot attend themselves?

Yes
 No

[< Back to Summary >](#)



Document Generator

Self-Employment Contract
Substitution

Will the coach be permitted to substitute another coach if they cannot attend themselves?

Yes
[Change Answer](#)

[<](#) [Back to Summary](#) [>](#)





Document Generator

Self-Employment Contract
Financial Risk

Will the coach be financially responsible for their work (in terms of paying a facility fee or providing their own equipment)?

Yes
 No

[<](#) [Back to Summary](#) [>](#)

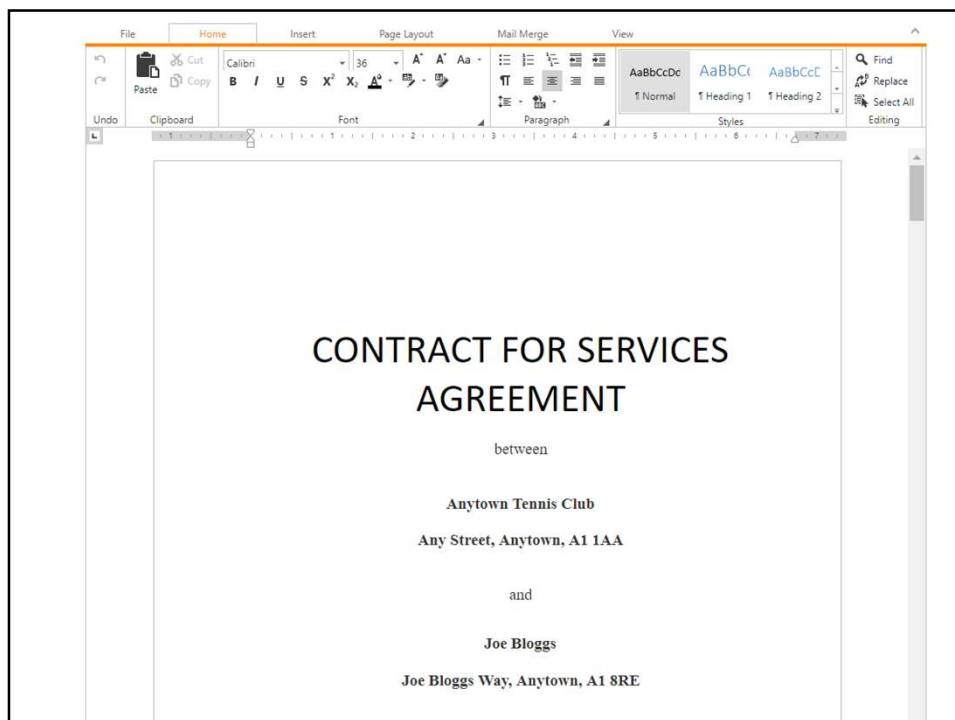




Document Generator

Self-Employment Contract
Termination of Agreement

After how many months of the coach being unable, for whatever reason, to provide the services, can the client immediately terminate the agreement?

< Back to Summary >



The screenshot shows a Microsoft Word document titled "CONTRACT FOR SERVICES AGREEMENT". The document is centered and contains the following text:

**CONTRACT FOR SERVICES
AGREEMENT**

between

Anytown Tennis Club
Any Street, Anytown, A1 1AA

and

Joe Bloggs
Joe Bloggs Way, Anytown, A1 8RE

The Word interface includes the ribbon (File, Home, Insert, Page Layout, Mail Merge, View), the Font section (Calibri, 36, A⁺, A⁻, Aa), the Paragraph section (B, I, U, S, X², X₂), and the Styles section (Normal, Heading 1, Heading 2). The status bar at the bottom shows "Page: 1 of 1" and "Word Count: 100".

4.4 The Coach shall be obliged to appoint a substitute coach to deliver any element of the contracted services he/she is unable to personally deliver, and shall be required to ensure that the substitute coach is a suitably qualified Coach, is DBS checked to the satisfaction of the Client, is covered for Public Liability insurance/Employers' Liability insurance as appropriate to an acceptable level, and is approved by the Client (approval not to be withheld unreasonably). It shall be the responsibility of the Coach to pay the substitute coach for services provided by the substitute coach.

4.5 The Coach shall be entitled to appoint a substitute coach to deliver any element of the contracted services, so long as the substitute coach is a suitably qualified Coach, is DBS checked to the satisfaction of the Client, is covered for public liability insurance/employers' liability insurance as appropriate to an acceptable level, and is approved by the Client (approval not to be withheld unreasonably). It shall be the responsibility of the Coach to pay the substitute coach for services provided by the substitute coach.



Club Documents

Benefits



Easy to access



Secure storage

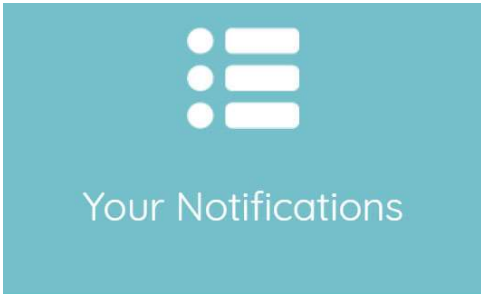


Version control







ClubServe



Your Notifications

The NOTIFICATIONS section displays important reminders and notifications generated by the system, as well as updates from TennisScotland



What Will It Do?

Notifications

System, governing body and
club messaging system
optionally linked to emailing
and texting



Notifications

How Will It Work?

Messages displayed at sign-in
User acknowledges
History feature



Notifications

Benefits



Function tracking



Improved communication



Compliance reminders



What Will It Do?

Security

Secure server (HTTPS)
Agreement with Tennis Scotland
Invitational access
Admin function



What Will It Do?

When?

Staged releases
First scheduled for January
Regular webinars
Online training & support
Helpline



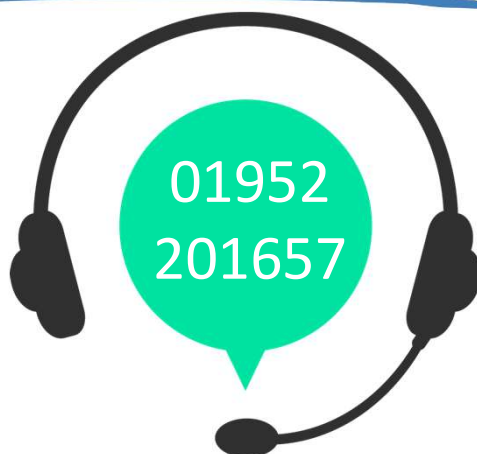
What Will It Do?

January Release

Club Reviews
Online Training
Document library
Notifications



Support Service



HELPLINE



Support Service

support
@gbsport.org.uk

HELPLINE



