



THE
WINN
FAMILY
ASSOCIATION

WINN FAMILY T-20 LEAGUE

Module: Welfare Officer
Module Number: WFA601
The Winn Family Association (WFA)

Modules Objective: Eligible to act as a Welfare Officer for the Winn Family T-20 League and support the league's safeguarding responsibilities.

LEARNING OBJECTIVES

By the end of this course you will be able to:

- ✓ Understand the purpose of safeguarding within the Winn Family T-20 League.
- ✓ Explain the responsibilities of a WFA Welfare Officer.
- ✓ Recognise signs that someone may require support or protection.
- ✓ Understand the correct procedures for reporting concerns.
- ✓ Promote a safe, respectful and inclusive environment for everyone involved in cricket.

WHAT IS SAFEGUARDING?

Safeguarding means protecting children, young people and adults at risk from abuse, neglect, bullying and exploitation. It is about creating an environment where everyone feels safe, respected and valued.

Within the Winn Family T-20 League, safeguarding is everyone's responsibility—not just the Welfare Officer's. Good safeguarding means:

- Putting people's welfare first.
- Creating a positive cricket environment.
- Listening to concerns.
- Acting appropriately when concerns arise.
- Following WFA policies and procedures.

Safeguarding helps ensure cricket remains enjoyable for every player, volunteer, official and spectator.

WHY SAFEGUARDING MATTERS IN CRICKET

Cricket brings people together, but every sporting environment has a responsibility to protect those involved.

Safeguarding helps to:

- Prevent abuse and harm.
- Build trust within the league.
- Protect the reputation of the WFA.
- Encourage participation.
- Create an enjoyable environment where everyone can develop and have fun.

Every volunteer should leave a match feeling safe, respected and supported.

THE ROLE OF THE WELFARE OFFICER

The Welfare Officer acts as the first point of contact for safeguarding and welfare concerns.

Their responsibilities include:

- Promoting safeguarding policies.
- Supporting volunteers and participants.
- Listening to concerns.
- Reporting concerns appropriately.
- Keeping records securely.
- Helping educate volunteers on safeguarding.

The Welfare Officer does not investigate allegations. Their role is to ensure concerns are reported and managed correctly.

RESPONSIBILITIES BEFORE MATCH DAY

Before each fixture, the Welfare Officer should:

- ✓ Ensure emergency contact information is available.
- ✓ Confirm first aid arrangements.
- ✓ Check that safeguarding information is accessible.
- ✓ Ensure volunteers understand their responsibilities.
- ✓ Identify any additional welfare needs.

Good preparation helps prevent problems before they occur.

RESPONSIBILITIES DURING MATCH DAY

During matches, the Welfare Officer should:

- Be visible and approachable.
- Observe behaviour.
- Monitor interactions between volunteers and participants.
- Deal calmly with any welfare concerns.
- Support officials where appropriate.

If a safeguarding concern arises, the Welfare Officer should prioritise the safety of those involved.

RESPONSIBILITIES AFTER MATCH DAY

Following the match:

- Complete any incident reports.
- Secure confidential records.
- Follow up on outstanding concerns
- Inform the WFA Safeguarding Lead where necessary.
- Review whether any improvements can be made for future matches.

Learning from each event helps improve safeguarding standards.

TYPES OF ABUSE

Physical Abuse

Deliberately causing physical harm.

Examples include:

- Hitting
- Pushing
- Shaking
- Excessive physical punishment

Emotional Abuse

Persistent behaviour that damages confidence or emotional wellbeing.

Examples include:

- Humiliation
- Threats
- Intimidation
- Constant criticism

Neglect

Failure to provide appropriate care or supervision.

Examples include:

- Ignoring injuries
- Leaving children unsupervised
- Failing to meet basic needs

Sexual Abuse

Any unwanted sexual activity or exploitation.

This should always be reported immediately.

BULLYING

Bullying can happen anywhere, including sport.

Bullying may be:

- Physical
- Verbal
- Emotional
- Online (Cyberbullying)

Examples include:

- Name-calling
- Excluding someone
- Spreading rumours
- Repeated teasing

Bullying should never be accepted as "banter."

RECOGNISING WARNING SIGNS

Possible indicators include:

- Sudden behaviour changes
- Withdrawal from activities
- Unexplained injuries
- Anxiety around certain people
- Frequent absence
- Loss of confidence
- Poor concentration

One sign alone may not indicate abuse, but repeated patterns should always be taken seriously.

IF SOMEONE TELLS YOU SOMETHING

If someone discloses a concern:

- ✓ Stay calm.
- ✓ Listen carefully.
- ✓ Allow them to speak freely.
- ✓ Reassure them they have done the right thing.
- ✓ Explain that you cannot promise complete confidentiality.
- ✓ Record exactly what was said.
- ✓ Report the concern immediately.

Never investigate yourself.

REPORTING PROCEDURES

When a concern is raised:

Ensure immediate safety.

Inform the appropriate WFA Safeguarding Lead.

Complete a safeguarding report.

Keep information confidential.

Cooperate with any investigation if requested.

Never delay reporting because you are unsure.

CONFIDENTIALITY

Safeguarding information should only be shared with people who need to know.

Do not:

- ✗ Discuss incidents publicly.
- ✗ Share information with friends.
- ✗ Post about incidents on social media.

Protecting confidentiality protects everyone involved.

PROFESSIONAL BOUNDARIES

Welfare Officers should always:

- ✓ Behave professionally.
- ✓ Be approachable.
- ✓ Treat everyone equally.
- ✓ Maintain appropriate relationships.
- ✓ Avoid favouritism.
- ✓ Follow the WFA Code of Conduct.

Professional behaviour builds trust.

CREATING A SAFE CRICKET ENVIRONMENT

Everyone should feel welcome.

Good practice includes:

- Respecting others.
- Using positive language.
- Encouraging participation.
- Listening to concerns.
- Challenging inappropriate behaviour.

Small actions create a positive culture.

CASE STUDY 1

A junior player tells you another volunteer regularly shouts aggressively at them.
What should you do?

- A. Ignore it.
- B. Tell the player to be tougher.
- C. Listen, reassure them, record the concern and report it.
- D. Confront the volunteer immediately.

CASE STUDY 2

A volunteer notices another volunteer posting photographs of junior players online without permission.

What should happen?

- Inform the Welfare Officer.
- Review whether consent was given.
- Follow the WFA photography policy.
- Remove the images if required.

Protecting privacy is an important safeguarding responsibility.

GOOD PRACTICE CHECKLIST

A good Welfare Officer always:

- ✓ Listens.
- ✓ Treats concerns seriously.
- ✓ Reports concerns promptly.
- ✓ Protects confidentiality.
- ✓ Promotes respect.
- ✓ Leads by example.

KEY TAKEAWAYS

Remember:

Safeguarding is everyone's responsibility.

Always place welfare first.

Never ignore concerns.

Report concerns immediately.

Support everyone fairly and respectfully.

A safe cricket environment benefits everyone.

KNOWLEDGE CHECK

Before completing the assessment, ask yourself:

- ✓ Can I explain safeguarding?
- ✓ Do I know how to report concerns?
- ✓ Can I recognise warning signs?
- ✓ Do I understand confidentiality?
- ✓ Do I know my role as a Welfare Officer?

If you answered "Yes" to all of the above, you are ready to complete the assessment.

ASSESSMENT & CERTIFICATION

WFA601 Assessment & Assessment Requirements

To successfully complete this module, you must:

✓ Complete the WFA601 online assessment.

✓ Achieve a minimum pass mark of 85%.

✓ Demonstrate a clear understanding of safeguarding responsibilities, reporting procedures and the role of a Welfare Officer.

Candidates who do not achieve the required pass mark may review the course materials and retake the assessment.

Continuing Your Development

Learning about safeguarding is an ongoing responsibility - The Winn Family Association encourages all Welfare Officers to:

- Refresh their safeguarding knowledge each season.
- Stay up to date with WFA policies and procedures.
- Participate in additional volunteer development opportunities.
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Certification

Upon Successful Completion

You will receive:

🏅 WFA Welfare Officer Digital Badge
📜 Official WFA601 – Welfare Officer Certificate

★ WFA Welfare Officer Accreditation

This qualification confirms that you have successfully completed the WFA Welfare Officer training programme and are recognised as having the knowledge and understanding to promote safeguarding and welfare within the Winn Family T-20 League.

- Share good practice with fellow volunteers.
- Continue promoting a safe, welcoming and inclusive cricket environment.

Continuous learning helps ensure the highest standards of welfare across the Winn Family T-20 League.



THANK YOU FOR WATCHING

Winn Family T-20 League

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The Winn Family Association (WFA)

Thank You for Completing WFA601

Thank you for your commitment to creating a safe and enjoyable environment for everyone involved in the Winn Family T-20 League.

By completing this course, you are helping to uphold the values of the Winn Family Association:

Respect • Safety • Integrity • Inclusion • Teamwork

Next Step: Complete the WFA601 online assessment to earn your certification and accreditation.

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