

# Instructions for Helpers

Standards for the ICC Instruction Team — appearance, communication, incidents, and professional development.

---

These protocols are the operating standard for every member of the ICC instruction team. They are not suggestions. A consistent, professional experience for students and families depends on every helper and instructor following the same playbook. When in doubt, default to more communication — with the head coach, not with parents.

## 01 Appearance Standards

- ICC polo or approved RYP/ICC branded shirt — clean and pressed
  - Khaki, navy, or dark shorts/pants — no athletic shorts or sweats
  - Golf shoes or clean court shoes — no flip flops
  - Hat or visor when outdoors — ICC branded preferred
  - Name tag or lanyard for clinics and events
- 

## 02 Pre-Session Protocol

<b>Step 1</b>	Arrive 15 minutes before session start
<b>Step 2</b>	Check and confirm roster with front desk
<b>Step 3</b>	Set up stations before students arrive
<b>Step 4</b>	Review session plan — know your objectives
<b>Step 5</b>	Greet every student by name at arrival

---

## 03 During Session Protocol

- Phone on silent, face down. Not in your hand.
  - No personal conversations with other staff during instruction.
  - Announce the plan at session start: "Today we're working on..."
  - Debrief mid-session: "Here's what I'm seeing..."
  - End on time. Always.
-

## 04 Parent Communication Standards

End-of-Session Report	One specific, positive observation per student. <i>Example: "Emma really focused on her tempo today and it's clicking."</i>
Escalation Rule	Concerns go through head coach, not directly to parents.
Confidentiality	Never discuss other students with a parent.
Expectations	No promises about tournament readiness or competitive expectations.

## 05 Incident Protocol

*All incidents must be documented. When in doubt, report it. Never handle a parent complaint or injury without notifying the head coach.*

Trigger	Required Action
<b>Any Injury</b>	Immediate documentation, notify head coach, complete incident form
<b>Behavior Incident</b>	Document and notify head coach same day
<b>Equipment Damage</b>	Report to pro shop before end of day
<b>Parent Complaint</b>	Listen, thank them, escalate to head coach

## 06 Professional Development

*These are minimum requirements for all ICC instruction team members.*

- Attend monthly staff meeting (mandatory)
- Log session notes in the team app
- Complete annual re-certification by September 1
- Observe at least one other instructor's session per month

*Questions? Concerns? All communication goes through the head coach.*