



Officials Feedback and Learning

Listed below are the types of feedback and guidelines WSO are encouraging member nations to use for their referees. As WSO evolves these will be developed further.

Different approaches are listed in bold below along with brief description - cross referenced to current or proposed practices. All are designed to form part of a referee's portfolio capturing feedback and Continuous Professional Development (CPD) learning opportunities from all avenues and uploaded where appropriate into their file

Feedback

Referee to Referee

Referee reflection - via agreed reflection forms captured and uploaded onto personal file

- Referee to Referee discussions on individual referee's performance. Discussion points captured formally or informally
- Feedback received to be captured formally to enable learning

Referee self-assessment - via agreed self-reflection forms captured and uploaded onto personal file. Submission of a series of self-reflection forms as and when required by the appropriate certified level and in various parts.

- Summary form completed on several matches after a specific event
- Self-reflection form on a specific match after a longer period of reflection and analysis (e.g. having subsequently watched the match back on tv/video)

Mentor/Buddy

Paired engagements- Mentor system and Buddy system

- Mentor system - Experienced referees/personnel (Mentors) are paired up with all referees (Mentees)
- Buddy system - Referees of same level are paired up to learn and grow from each other's shared experiences
- Referees are paired up with an allocated mentor who gives feedback on referee's performance
- Specific buddy system - same level/same country/common goal/problems shared/challenges faced
- Encouraging all forms of feedback communicating personal/electronic
- Allocated via National Federation/WSO Panel
- Mentor to undergo specific mentor training

Appraisals

Panel Review Group - Member nation/WSO Panel - Formal

- Formal review and documented procedure performed by WSO (Levels 4/5) and member nation panel (Levels 2/3) to determine a referee's level
- Taken place every 6 months/Annually as determined by WSO/Member nation

Appraisal - Formal Appraisal form

- Completion of the approved formal appraisal documented as per guidelines to endorse a referee's performance
- Completed by approved appraisers
- Appraisers to undergo specific appraiser training as deemed by WSO

External feedback

From within the Squash Family - Promoters/Players/Squash Family/Coaches/Observers

- Completion of specific feedback on the referee's performance at an event by personnel outside of the referee family but within the squash family or any other designated observer

Practical feedback

Telecommunication engagements -

- Series of telephone/messages/WhatsApp calls between mentors and referees to discuss specific situation on matches refereed by individuals

Continuous Professional Development (CPD) Modules

Multi referee self-assessment Workshops -

- Specific virtual match debate.
- Group sessions organised by member nations where referees are invited to give their perspective on a match. Session to be run by approved facilitator.
- All learners are invited to complete predesigned 'appraisal' forms giving their decisions on a match/matches. Key decisions are then discussed accordingly
- Best practice match management /preferred decisions are then offered by facilitator as part of learning outcomes.

WSO publications - WSO Management/WSO Advisory Group

- Series of official "best practice" publications on specific area of the game. Issued directly by WSO management/advisory team
- Series of current best practice handouts issued at specific events by referees endorsed by WSO

Virtual engagement workshops -

- As per multi referee self-assessment - series of virtual meetings where groups of single Level /event referees discuss key aspects of matches as appropriate

WSO online networking -

- Series of appropriate “batched” match testing individual/game/match situations which have been developed by WSO and are available as learning on the website

Joint referee activities appointed at tournaments – as above

- Series of discussion point match decisions sent out to referees who are due to referee at a forthcoming event. Ensuring all are current/understand the interpretations etc

Event Site visits

- Actual match learning at events - observations in crowd - organised/observed sessions
- Facilitated by an experienced official, specific referee sessions where groups of referees are invited to events and sit and watch individual matches and sessions. Post-match interviews with match referees discussing specific situations that occurred during the session.
- Needs co-ordination

Daily referee group meetings - at events

- Daily referee meetings (normally at the start of play) run by approved facilitator in a classroom environment, discussing talking points from the previous days play. Where possible backed up by full multi-media equipment and video footage
- Needs co-ordination

Training sessions - workshops/breakout rooms/event daily meetings/clip selection

- Approved referee workshop training sessions during the season where agreed topics are discussed in a formal manner with an appropriate facilitator and audience

Large meeting groups - Conferences

- National /Regional /World conferences with agreed modern-day agenda, agreed facilitators and speakers.

Feedback and Learning Matrix

Feedback and Learning	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Referee to Referee			Referees encouraged to give feedback to other referees formally or informally			
Referee Self-Assessment - Event			1 per year	1 per year	2 per year	2 per year
Referee Self-Assessment - Individual			1 per year	1 per year	2 per year	2 per year
Mentor and/ or Buddy assigned			Mentor	Mentor and Buddy	Mentor and Buddy	Mentor and Buddy
Panel Review Group-min 2 years		Valid 2 years	Min every 2 years	Min every 2 years	Every 2 years	Every 2 years
Appraisal			Min total 2 From 2 different appraisers per review period (2 years)	Min total 2 From 2 different appraisers per review period (2 years)	Total 4 2 from 2 different appraisers per review period (2 years)	Total 4 2 from 2 different appraisers per review period (2 years)
External Feedback			Feedback generated for those referees who attend specific events			
Telcom feedback				Appropriate for Level 3 onwards		
CPD Modules (examples)						
Multi referee Self-Assessment Workshops	All referees encouraged to attend virtual workshops					
WSO publications	All referees encouraged to access publications					
Virtual engagement workshops		All referees encouraged to sign up to				
WSO Online networking	All referees signposted to access up to date materials online					
Pre event Referee support		Specifically aimed at those referees who are due to attend forthcoming event				
Event Site visits		All referees encouraged to attend officially organised referee training sessions where appropriate				
Daily referee group meetings		Mandatory for all to attend daily briefings				
Training Sessions	All referees encouraged to attend officially organised referee training sessions where appropriate					
Large Conferences	All referees encouraged to attend officially organised referee conferences /meetings where appropriates					

Note: Member Nations may want to add CPD points weighting to each module

CPD: Will be compulsory for Level 4 and Level 5 referees-