



LSESU Coach/ Instructor Service Level Agreement

Personal details

Full Name of Instructor/ Coach	
Email address of Instructor/ Coach	
Mobile number of Instructor/ Coach	
Area of work (club or rec sport coach/instructor)	
Name of Club/ Society (if applicable)	

Schedule

This Service Level Agreement is made on **[INSERT DATE]** between London School of Economics Students' Union **[INSERT STUDENT GROUP NAME]** and **[INSERT INSTRUCTOR/ COACH NAME]** between the dates **[INSERT DATE]** and **[INSERT DATE]** (*end date must be before 31st July 2027*).

A fee at the rate of **INSERT HOURLY WAGE** per hour.

The coach/ instructor will work for **INSERT NUMBER OF HOURS** on **INSERT DAYS OF THE WEEK**.

All dates must be term time only.

LSESU Coach / Instructor Code of Conduct

This Code of Conduct sets out the standards of behaviour expected of all coaches and instructors engaged by LSE Students' Union (LSESU).

It is informed by the [UK Coaching Code of Practice for Sports Coaches](#).

By signing the accompanying Service Level Agreement, the coach/instructor confirms that they have read, understood and agree to comply with this Code of Conduct.

Sections

- Purpose
- General Principles
- Professional Standards
- Behaviour and Conduct
- Inclusion, Equality and Respect
- Relationships and Professional Boundaries
- Health, Safety and Welfare
- Reporting
- Breach of Code of Conduct
- Payment
- GDPR



1. Purpose

London School of Economics Students' Union (LSESU) is committed to promoting an inclusive, collaborative and respectful environment where everyone is treated equally and fairly.

The purpose of this Code of Conduct is to:

- establish and maintain clear standards for coaches and instructors working with LSESU.
- promote a safe, inclusive, respectful and positive environment for all participants.
- support coaches, committees and student leaders to understand their roles within the coaching relationship.
- ensure that coaching practice reflects high professional standards.

Coaches play a vital role in student experience within sport at LSESU. Good coaching creates a positive experience for participants, encourages continued engagement in sport and physical activity, and support students' wellbeing, development and sense of belonging.

2. General Principles

All coaches and instructors at LSESU must:

- always prioritise the welfare and safety of participants.
- treat all participants with dignity, respect and fairness.
- work within the rules and spirit of their sport or activity and follow relevant National Governing Body guidance.
- only coach within the scope of their qualifications, competence and experience.
- maintain appropriate professional boundaries with students and student leaders.
- contribute to a safe and positive coaching and club/ group culture.

3. Professional Standards

Coaches and instructors must:

- provide coaching/instruction to a high standard and prepare appropriately for all sessions.
- be punctual, organised and professional in their language, conduct and presentation.
- maintain the qualifications, training, insurance and documentation required by LSESU and/or the relevant National Governing Body.
- undertake only the activities they are appropriately qualified and insured to deliver.
- raise issues/ concerns promptly with the relevant LSESU contact.

4. Behaviour and Conduct

Coaches and instructors are expected to:

- model respectful, professional and responsible behaviour at all times.
- communicate with students in a professional and respectful manner.
- provide feedback in a respectful way that supports learning, confidence and development.
- support a positive club culture, working constructively with student committee members.
- respect the fact that students are members of an educational institution and that their academic commitments must be recognised and supported.

Coaches and instructors must not:

- engage in discriminatory, abusive, intimidating or demeaning behaviour of any kind.
- publicly criticise, humiliate or belittle students, committee members, officials or other coaches.
- coach while under the influence of alcohol or recreational drugs.
- attend student-led club social events in a personal capacity.



5. Inclusion, Equality and Respect

LSESU is committed to providing an inclusive sporting environment. Coaches and instructors must:

- treat all participants as individuals and with equal respect.
- promote participation and belonging for all students, regardless of background or identity.
- not discriminate against any protected characteristic or other unfair basis.
- actively challenge and report discrimination, exclusion, bullying, harassment or poor practice where observed.

6. Relationships and Professional Boundaries

To maintain appropriate boundaries, **coaches and instructors must:**

- promote welfare of the participating students.
- maintain a healthy student-coach relationship.
- avoid pursuing personal relationships with students participating in the activity they coach.
- declare to LSESU any pre-existing relationship with a current student participant before coaching begins.
- ensure communication with students remains professional and relevant to the activity.
- communicate through agreed club communication channels and avoid one-to-one communication methods that could blur boundaries.
- Always ask for consent in cases of physical contact and ensure the contact is appropriate, necessary and within recommended NGB guidelines.
- Respect students' boundaries on participation in the club.

Coaches must not:

- Engage in any behaviour that constitutes a form of abuse; including but not limited to: physical, sexual, emotional, neglect, bullying, etc.
- Engage in sexual intimacy with any participant for whom you have responsibility. This includes sexual innuendo, flirting or inappropriate gestures and terms.

7. Health, Safety and Welfare

Coaches and instructors must take all reasonable steps to provide a safe coaching environment and place participant safety and welfare at the centre of what they do.

This includes:

- following relevant risk assessments, emergency procedures and LSESU processes.
- using facilities and equipment safely and appropriately.
- ensuring sessions are suitable for the ability and experience of the participants.
- acting within the limits of competence and seeking support where needed.
- reporting all accidents, incidents, near misses, safeguarding or welfare concerns via [LSESU processes](#).
- if there is an immediate risk of harm, emergency services should be contacted.
- Ensuring under 18s register with the SU before taking part and comply with all additional control measures required by LSESU.
- immediately inform LSESU if an under-18 attends activity without prior approval.

Coaches must not

- investigate, or encourage students to investigate any concerns or complaints. These must be reported the SU.
- permit under-18s to participate in club activity unless the required LSESU procedure has been followed and written approval has been granted.



8. Breach of Code of Conduct

Failure to comply with this Code of Conduct may result in action by LSESU, including review of the coaching arrangement and possible termination of the Service Level Agreement

Coach/ Instructor Service Level Agreement

This Service Level Agreement (SLA) sets out the terms under which coaching or instructor services are provided to London School of Economics Students' Union (LSESU).

By signing this agreement, the coach/instructor confirms they have read, understood and agree to:

- this Service Level Agreement
- the LSESU Coach/Instructor Code of Conduct

Compliance Requirements

The coach/ instructor must

- always abide by the Coach/ Instructor Code of Conduct.
- hold the necessary and relevant training and qualifications and provide evidence as such.
- hold a valid Disclosure and Barring Service (DBS-obtained in the past two years)- can be purchased via Gov.UK website.
- hold a valid First Aid qualification.
- obtain your own public liability and professional indemnity insurance and provide evidence of this.
- only provide services that you are qualified to do so.
- follow National Governing Body guidance in relation to the activity.

Payment

- Coaches/ Instructors must submit a completed invoice no later than 60 days after the event.
- Coaches/ Instructors are responsible for completing an invoice and sending this to their club/society treasurer or LSESU contact

All invoices **must**:

- Be correctly addressed to LSE Students' Union, Saw Swee Hock Student Centre, 1 Sheffield Street, London, WC2A 2AP
 - Include the suppliers details (name, address, e-mail)
 - Have an invoice date
 - Have an invoice number
 - Include a VAT number (if applicable)
 - Include details and dates of services
 - Have a correct total on invoice
 - Include the suppliers bank account detail
- The invoice must be sent to the club treasurer (for club coaches) or directly to your SU contact (for instructors). Club treasurers will send the invoice to the SU for approval before being processed.
 - The SU Finance Team make weekly payment runs.
 - All approved invoices and expense reimbursements that we (SU) receive by 12pm Monday will be processed during that week's payment run, to reach the payee's account by the following Monday.
 - Anything received after 12pm on a Monday, will be processed in the following week's payment run.
 - LSESU will aim to process payments in line with the timelines above. Where this is not possible (for example, due to processing delays or administrative issues), payment will be made within 30 days of the approved invoice being received by the LSESU Finance Team.



- Coaches must hold qualifications to be paid.
- This agreement must be signed and all documents received for the coach to be paid.
- Coaches will only be paid for the specific number of hours they have worked.
- Any additional hours (outside of this agreement) must be agreed with the SU to ensure payment.

GDPR

Coaches/instructors must handle any personal data obtained through their role in accordance with applicable data protection legislation, including UK GDPR. This includes ensuring that personal data is kept secure, only used for legitimate coaching purposes, and not shared with third parties without appropriate authorisation.

Coaches/instructors must follow LSESU data protection policies and guidance at all times. Further information is available in [LSESU's Privacy Notice and Data Protection Policy](#).

Terms of agreement

- LSESU and the coach/ instructor recognise that the contractor is an independent self-employed contractor therefore the coach/ instructor is not entitled to sick pay or annual leave.
- Sub-contracting this agreement is not permitted.
- This agreement can be terminated at any point, in writing, by LSESU or the coach/instructor due to, but not limited to, a breach of this agreement and/or LSESU's code of conduct, session attendance, committee choice.



Declaration

Instructor/ Coach

I confirm that the information on this form is correct, agree to the terms and condition of this SLA.

Name	
Signature	

LSESU staff member

This contract is only approved once signed by a member of staff from LSESU.

Name	
Signature	