



Pickleball Scotland Codes of Conduct, Ethics and Behaviour

Pickleball Scotland has national responsibility for governing and developing the sport. We are working to promote our key values so that activities are delivered in safe, fun, accessible and inclusive ways. Through our Safeguarding Policy and Regulations (Regulation 5), and these Codes of Conduct, we strive to uphold and champion a rights-based approach that ensures a positive ethos and well-run sports culture that is welcoming and equitable for all levels of participation.

Contents:

- 1. Code of Conduct for Coaches**
- 2. Code of Conducts for Ambassadors**
- 3. Code of Conduct for Participants**

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1. Code of Conduct for Coaches

This Code of Conduct is issued by Pickleball Scotland, in its official capacity as the governing body of Pickleball ('the sport') in Scotland. It sets out the standards of conduct that are expected and required of Coaches (Club Coaches, Senior Club Coaches and Advanced Coaches), and provides a guide for good and safe coaching practice. This Code of Conduct forms a part of the [Safeguarding Policy and Regulations](#).

As participants in the sport of pickleball, Coaches must also adhere to the Code of Conduct for Participants.

Coaches must comply with the spirit and intent of the standards set out in this Code of Conduct. They must conduct themselves with a positive attitude and approach that upholds and adheres to the Pickleball Scotland key values of: safety, fun, Game On! and being generous, consistent with the Efforts are Successes inclusion ethos.

Non-compliance with any of the standards set out in this Code of Conduct may constitute 'misconduct' and may result in disciplinary proceedings or other action against the Coach.

For the Code to impact on coaching practice and behaviour, it is:

- incorporated into the Pickleball Scotland governance documents
- incorporated into coach education and development processes
- assessed as part of the coach accreditation process
- part of the policy and procedure for dealing with allegations and complaints
- used as the benchmark of good practice in determining the need for sanctions
- supported by the appropriate training and resources.

The Pickleball Scotland Code of Conduct for Coaches covers four topics:

- Rights
- Relationships
- Personal Standards
- Professional Standards

Rights

Coaches must respect and champion the rights of every individual to participate in sport and physical activity.

Coaches should:

- create an environment where everyone has the opportunity to participate in their chosen sport or activity
- maintain an environment free of fear and harassment
- recognise the rights of all participants to be treated as individuals
- recognise the rights of participants to seek advice from other coaches and experts
- promote the concept of a balanced lifestyle, supporting the well-being of participants in and out of the sport.

Your behaviour:

- Treat all individuals with respect at all times.
- Do not discriminate on the grounds of gender, marital status, race, colour, disability, sexual identity, age, occupation, religious beliefs or political opinion.
- Do not allow any form of discrimination to go unchallenged.
- Do not publicly criticise or engage in demeaning descriptions of others.
- Be discreet in any conversations about participants, coaches or any other individuals.
- Communicate with and provide feedback to participants in a way that reflects respect and care.

Relationships

Coaches must develop a relationship with their participants (and others) based on openness, honesty, mutual trust and respect.

Coaches:

- must not engage in behaviour that constitutes any form of abuse including for children: physical, sexual, emotional or psychological, discriminatory, neglect, or bullying including communication via digital technology; and for adults: physical, sexual, emotional or psychological, discriminatory, financial or material, neglect, self-neglect, modern slavery, organisational acts of inequality or omission, or bullying including communication via digital technology
- should promote the welfare and best interests of their participants
- must avoid sexual intimacy with participants, either while coaching them or in the period of time immediately following the end of the coaching relationship. (The Sexual Offences (Scotland) Act 2009; the 'Position of Trust' as set out in the Safeguarding Policy and Regulations)
- must take action if they have a concern about the behaviour of an adult towards a child, young person, protected adult, or other participant at risk
- should empower participants to be responsible for their own decisions
- should clarify the nature of the coaching services being offered
- should communicate and cooperate the relevant club/organisation/group, venue, or any other organisations if applicable and act in the best interests of participants.

Your behaviour:

- Be aware of the physical needs of all participants (especially at the early developmental stage) and ensure that training loads and intensities are appropriate.
- Ensure that physical contact is appropriate and necessary, and is carried out within recommended guidelines with the participant's full consent and approval.
- Do not engage in any form of sexually related contact or activity with any participant for whom you have responsibility. This extends to sexual innuendo, flirting or inappropriate gestures and terms. Coaches are in a position of power and trust in relation to participants. By entering into an intimate/sexual relationship with a participant, a coach may be deemed guilty of abusing this position.
- Inform parents/guardians immediately if you are at all concerned about the welfare of a child, unless there are concerns that this would not be in the interests of the child. If that was to be the case, the coach should follow the reporting guidance in the Safeguarding Policy and Regulations.
- Know and understand the Pickleball Scotland child protection/safeguarding policies and procedures, and follow them.

- Follow the reporting procedures set-out by Pickleball Scotland if you have a safeguarding concern about a child, young person, protected adult, or other participant(s) – non-action is unacceptable.
- Arrange to transfer a participant to another coach if it is clear that an inappropriate or intimate relationship is developing.
- Discuss with parents/guardians and other interested parties the potential impact of the coaching programme, activities or events on the participant.
- Respect participants' opinions when making decisions about their participation in the sport.
- Encourage participants to take responsibility for their own development and actions.
- Allow participants to discuss and participate in decision-making processes.
- Discuss and agree with participants what information is confidential.
- Inform participants or their parents/guardians of the requirements of the sport.
- Inform participants or their parents/guardians of any potential costs involved in accessing the coaching services on offer.
- Be aware of and communicate any conflict of interest as soon as it becomes apparent.
- Do not work with any other coach's participant without first discussing or reaching agreement with both coach and participant.
- Identify and agree with participants which other qualified experts or organisations could offer the appropriate or specialist services for furthering of skills development where appropriate.

Personal standards

Coaches must demonstrate proper personal behaviour and conduct at all times.

Coaches:

- must be fair, honest and considerate to participants and others in the sport
- should project an image of health, personal hygiene and functional efficiency
- must be positive role models for participants at all times.

Your behaviour:

- Operate within the rules and the spirit of the sport.
- Educate participants on issues relating to the use of performance-enhancing drugs in sport and cooperate fully with UK Anti-Doping, UK Sport and governing body policies.
- Maintain the same level of interest and support when a participant is sick or injured, and/or experiencing an physical, emotional, or well-being issues.
- Display high standards in use of language, manner, punctuality, preparation and presentation, and encourage participants to display the same qualities.
- Do not smoke, drink alcohol or use recreational drugs before or while coaching.
- Display control, respect, fairness, dignity and professionalism to all involved in the sport.

Professional standards

To maximise the benefits and minimise the risks to participants, coaches must attain an appropriate level of competence through qualifications, and have commitment to ongoing training, education, assessment, monitoring and appraisals. Where it is considered applicable by the Pickleball Scotland management, coaches may be subject to regular performance reviews, to ensure safe, best practice, and high standards of coaching. This is in order to protect all participants and provide the right level of coaching.

Coaches should:

- ensure the environment is as safe as possible, taking into account and minimising possible risks
- promote safe and correct practice
- be professional and accept responsibility for their actions
- make a commitment to providing a high-quality service to their participants
- actively promote the positive benefits to society of participation in the sport, including the contribution it makes to achieving improved health, well-being and educational outcomes for children and young people
- contribute to the development of coaching by building and exchanging knowledge and ideas with others, and by working in cooperative partnership with other relevant individuals, organisations, agencies, and professionals to improve standards in the sport
- gain Continuous Professional Development qualifications appropriate to the level at which they coach and activities being undertaken, and agree to follow guidelines as set- out in Safeguarding Policy and Regulations in relation to Scottish Government and legislation.

Your behaviour:

- Follow the guidelines of Pickleball Scotland.
- Plan all sessions so they meet the needs of the participants and are progressive and appropriate.
- Maintain appropriate records of your participants' progress.
- Recognise and accept when it is appropriate to refer a participant to another coach (or Coach Development Team member) with enhanced certifications, e.g. Inclusive Practice or Pickleball for Wellbeing for supporting people with disabilities, long term health conditions, and Additional Support Needs, or the required specialist training and approvals for the protection of children, young people and protected adults, e.g. PVG checks and up-to-date Child Wellbeing and Protection in Sport certification.
- Seek to achieve the highest appropriate level of qualification available.
- Seek continuing personal development (CPD) opportunities to develop your coaching skills and competencies, and update and increase knowledge.
- Be aware of relevant social issues and how pickleball can contribute to local, regional or national initiatives.
- Actively participate in recruitment and education opportunities in your sport.
- Actively contribute to local, regional and national initiatives to improve the standards and quality of coaching both in pickleball and sport in general.
- Work in an open and transparent way that encourages other coaches to contribute to or learn from your knowledge and experience.

- Be self-aware and use reflective practice to identify your developmental needs and take the necessary steps to access education and training resources.
- Manage your lifestyle and coaching commitments to avoid the burnout that might impair your performance.
- Do not assume responsibility for any role for which you are not trained, assessed or qualified for, nor misrepresent your level of qualification.
- Help promote the highest possible standards in coaching practice and challenge and/or report poor practice or misconduct by other Coaches, Ambassadors, Volunteers, or Participants by contacting the Pickleball Scotland Lead Safeguarding and Inclusion Officer, Sandra Macrae, at inclusion@pickleballscotland.org, or the Coaching and Education Officer, Nanette Mutrie, at coaching@pickleballscotland.org.

2. Code of Conduct for Ambassadors

This Code of Conduct is issued by Pickleball Scotland, in its official capacity as the governing body of Pickleball ('the sport') in Scotland, and sets out the standards of conduct that are expected and required of Ambassadors, and provides a guide for good and safe Ambassador practice. This Code of Conduct forms a part of the [Safeguarding Policy and Regulations](#).

As participants in the sport of pickleball, Ambassadors must also adhere to the Code of Conduct for Participants.

It is expected that Ambassadors will comply with the spirit and intent of the standards set out in this Code of Conduct. They must conduct themselves with an ethical, positive attitude and adopt an approach to pickleball facilitation that upholds and adheres to the Pickleball Scotland key values of: safety, fun, Game On! and being generous, consistent with our Efforts are Successes inclusion ethos.

Non-compliance with any of the standards and expectations set out in this Code of Conduct may constitute 'misconduct' and may result disciplinary action.

For the Code to impact on Ambassador practice and behaviour, it is:

- incorporated into the Pickleball Scotland governance documents
- incorporated into Ambassador education and development processes
- assessed as part of the Ambassador accreditation process
- part of the policy and procedure for dealing with allegations and complaints
- used as the benchmark of good practice in determining the need for sanctions
- supported by the appropriate training and resources.

The Pickleball Scotland Code of Conduct for Ambassadors covers four topics:

- Rights
- Relationships
- Personal Standards
- Facilitation Standards

Rights

Ambassadors must respect and champion the rights of every individual to participate in sport and physical activity.

Ambassadors should:

- create an environment where everyone has the opportunity to participate in their chosen sport or activity
- maintain an environment free of fear and harassment
- recognise the rights of all participants to be treated as individuals
- recognise the rights of participants to seek advice from other Ambassadors and experts
- promote the concept of a balanced lifestyle, supporting the well-being of participants in and out of the sport.

Your behaviour:

- Treat all individuals with respect at all times.
- Do not discriminate on the grounds of gender, marital status, race, colour, disability, sexual identity, age, occupation, religious beliefs or political opinion.
- Do not allow any form of discrimination to go unchallenged.
- Do not publicly criticise or engage in demeaning descriptions of others.
- Be discreet in any conversations about participants, Ambassadors, Coaches or any other individuals.
- Communicate with and provide feedback to participants in a way that reflects respect and care.

Relationships

Ambassadors must develop a relationship with their participants (and others) based on openness, honesty, mutual trust and respect.

Ambassadors:

- must not engage in behaviour that constitutes any form of abuse including for children: physical, sexual, emotional or psychological, discriminatory, neglect, or bullying including communication via digital technology; and for adults: physical, sexual, emotional or psychological, discriminatory, financial or material, neglect, self-neglect, modern slavery, organisational acts of inequality or omission, or bullying including communication via digital technology
- should promote the welfare and best interests of their participants
- must avoid sexual intimacy with participants, either while facilitating to them in the Ambassador role or in the period of time immediately following the end of the Ambassador relationship. (The Sexual Offences (Scotland) Act 2009; the 'Position of Trust' as set out in the Safeguarding Policy and Regulations)
- must take action if they have a concern about the behaviour of an adult towards a child, young person, protected adult, or other participant at risk
- should empower participants to be responsible for their own decisions
- should clarify the nature of the Ambassador role and the level of qualification
- should not deliver coaching without a recognised pickleball qualification approved by Pickleball Scotland
- should communicate and cooperate with the relevant club/organisation/group, venue, or any other organisations if applicable and act in the best interests of participants.

Your behaviour:

- Be aware of the physical and emotional needs of participants (especially at the early stage of their involvement with the sport) and ensure that activities are appropriate and kept safe and fun.
- Ensure that physical contact is appropriate and necessary, and is carried out within recommended guidelines with the participant's full consent and approval.
- Do not engage in any form of sexually related contact or activity with any participant for whom you have responsibility. This extends to sexual innuendo, flirting or inappropriate gestures and terms. Ambassadors are in a position of power and trust in relation to participants. By entering

into an intimate/sexual relationship with a participant, the Ambassador may be deemed guilty of gross mis-conduct and abuse of position.

- Inform parents/guardians immediately if you are at all concerned about the welfare of a child, unless there are concerns that this would not be in the interests of the child, in which case, the Ambassador should follow the reporting guidance in the Safeguarding Policy and Regulations.
- Know and understand the Pickleball Scotland child protection/safeguarding policies, regulations and procedures, and follow them.
- Follow the reporting procedures set-out by Pickleball Scotland if you have a safeguarding concern about a child, young person, protected adult, or other participant(s) – non-action is unacceptable.
- Encourage participants to take responsibility for their own development and actions.
- Ensure that personal information and data relating to participants is kept confidential.
- Identify and agree with participants which other qualified experts could offer the appropriate services for furthering of skills development, such as certified pickleball Club Coaches.

Personal Standards

Ambassadors must demonstrate proper personal behaviour and conduct at all times.

Ambassadors:

- must be fair, honest and considerate to participants and others in the sport
- should project an image of health, personal hygiene and functional efficiency
- must be positive role models for participants at all times.

Your behaviour

- Operate within the rules and the spirit of the sport
- Display high standards in use of language, manner, punctuality, preparation and presentation, and encourage participants to display the same qualities.
- Do not smoke, drink alcohol or use recreational drugs before or while engaged in Ambassador activity.
- Display control, respect, fairness, dignity and professionalism to all involved in the sport.

Facilitation Standards

To maximise the benefits and minimise the risks to participants, Ambassadors must attain an appropriate level of competence and have commitment to ongoing training, education and monitoring, to ensure safety, best practice, and high standards of activity facilitation in order to protect all participants.

Ambassadors should:

- ensure the environment is as safe as possible, taking into account and minimising risks
- promote safe and correct practice

- accept responsibility for their actions
- make a commitment to providing high-quality Ambassador facilitation to their participants
- actively promote the positive benefits to society of participation in the sport
- contribute to the development of the Ambassador role by building and exchanging knowledge with others in the organisation and by working in cooperative partnership with the Pickleball Scotland team who deliver training
- gain Continuous Professional Development qualifications appropriate to the nature of the Ambassador role and activities being undertaken, and agree to follow guidelines as set-out in Safeguarding Policy and Regulations in relation to Scottish Government guidelines and legislation.

Your behaviour

- Follow the guidelines of Pickleball Scotland.
- Plan all sessions so they meet the needs of the participants and are appropriate.
- Recognise and accept when it is appropriate to refer a participant to another Ambassador (or Coach) with enhanced certifications, e.g. Inclusive Practice for supporting people with disabilities, and/or the required specialist training and approvals for the protection of children, young people and protected adults, e.g. PVG checks and up-to-date Child Wellbeing and Protection in Sport certification.
- Seek Continuous Personal Development (CPD) opportunities to develop and update your Ambassador skills and competency, and increase knowledge.
- Actively contribute to local, regional and national initiatives to improve the standards and quality of Ambassador facilitation.
- Work in an open and transparent way that encourages other Participants and Ambassadors to contribute to or learn from your knowledge and experience.
- Be self-aware and use reflective practice to identify your developmental needs.
- Do not assume responsibility for any role for which you are not trained, assessed or qualified for, nor misrepresent your level of qualification.
- Help promote the highest possible standards in Ambassador practice and challenge and/or report poor practice or misconduct by other Ambassadors, Participants, or Volunteers by contacting the Pickleball Scotland Lead Safeguarding and Inclusion Officer, Sandra Macrae, at inclusion@pickleballscotland.org, or the Coaching and Education Officer, Nanette Mutrie, at coaching@pickleballscotland.org.

3. Code of Conduct for Participants

This Code of Conduct is issued by Pickleball Scotland, in its official capacity as the governing body of Pickleball ('the sport') in Scotland, and sets out the standards of conduct that are expected and required of Participants. This Code of Conduct forms a part of the [Safeguarding Policy and Regulations](#).

This Code of Conduct applies to all Participants in the sport, including players, spectators, organisers, volunteers and those who are supporting players. Participants should comply with the spirit and intent of the standards set out in this Code of Conduct. Unacceptable, unethical, or unsafe behaviour may be challenged and may result in sanctions.

We expect that Participant will:

- conduct themselves in a fair and appropriate manner in accordance with the highest standards of disciplined and sporting behaviour and integrity, consistent with the Pickleball Scotland values and in the best interests of the sport;
- conduct themselves with a positive attitude and approach that upholds and adheres to the Pickleball Scotland key values of: safety, fun, Game On! and being generous, consistent with the Efforts are Successes inclusion ethos;
- help create a safe, welcoming and fun environment, both on and off the court;
- treat all other Participants fairly and with respect;
- not verbally, physically, sexually or emotionally abuse any other Participant;
- not act or do anything (physically and/or orally) in a violent, threatening, intimidating, harassing or deliberately provocative way or in a way which may reasonably be interpreted as such, or which is, or may reasonably be interpreted as, intended to offend, insult, humiliate, ridicule or cause harm or fear;
- value diversity, and not unlawfully discriminate against anyone, or treat anyone less favourably or unfavourably, by reason of age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race (including colour, nationality, or ethnic or national origins), religion, belief (including religious, philosophical or lack of belief), sex or sexual orientation;
- not do anything, on or off the court, that is or may be unsporting, insulting, and/or contrary to the integrity of, adversely affects and/or detrimental to the interests of, the sport, and/or brings or has the potential to bring the sport into disrepute;
- not use an audible obscenity and/or make an obscene gesture of any kind (including towards another Participant) while participating in any way in, or in connection with, the sport (including playing, supporting and spectating);
- take responsibility for their actions or conduct, and the effects of those actions or conduct, and not condone conduct that breaches this Code of Conduct;
- comply with all policies and regulations issued by Pickleball Scotland;
- assist Pickleball Scotland in ensuring the safety and welfare of children, young people and protected adults who are involved in the sport in any way by maintaining appropriate standards of conduct and behaviour in their dealings with children, young people and protected adults in

accordance with the Pickleball Scotland Safeguarding Policy and Regulations, and promptly report any welfare concerns to the Pickleball Scotland Lead Safeguarding and Inclusion Officer, Sandra Macrae, at inclusion@pickleballscotland.org;

- not commit a criminal offence (or commit any act, or engage in other conduct, that would constitute a criminal offence), whether or not committed/conducted in a pickleball context, that would adversely affect the sport or reputation of the sport
- not participate in the sport in any way (including playing and officiating) having ingested or used or while under the influence of any drug (except one required for legitimate medical treatment) or illegal substance of any kind
- comply with the reasonable directions of Pickleball Scotland or any official;
- cooperate fully with any Pickleball Scotland investigation and provide comprehensive, honest and accurate information and responses;
- accept and respect the authority of officials, the role of officials in ensuring that competitions are conducted fairly and according to the relevant rules and regulations, and decisions made by officials;
- not violently, dangerously, in anger, or with the intention to cause harm or damage to a person, the object itself or another object or property, hit, kick, throw or use as a weapon, a ball, paddle, or other equipment;
- not assume responsibility for any roles which they are not trained or appropriately assessed and certified for by Pickleball Scotland or another approved organisation, nor misrepresent their level of qualification in the sport, e.g. skills development, skills assessment, or coaching work.
- Help promote the highest possible standards in pickleball and challenge and/or report poor practice or misconduct by Coaches, Ambassadors, Participants, or Volunteers by contacting the Pickleball Scotland Lead Safeguarding and Inclusion Officer, Sandra Macrae, at inclusion@pickleballscotland.org, or the Coaching and Education Officer, Nanette Mutrie, at coaching@pickleballscotland.org.