



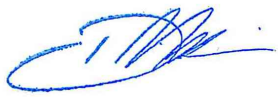


Guideline (GUI)

Document Control Guidelines

BCSA-GUI-001

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Errors or Omissions

Big Country Soccer Association has provided this manual to the membership as a guide for the parents of players who are registered with Big Country Soccer Association. Any errors or omissions contained herein shall not supersede the by-laws, policies, procedures, or guidelines of the Association. Any changes to the manual shall be included in the next edition. The by-laws of the association supersede any guideline or policy should a conflict occur.

Document Revision History

Rev	Date	Description	Originator	Checker	Approver
0	4-Jan-2024	Official issue of this Guideline Document.	Duncan Hawkins	Jenni Herndier	Cody Craig
A	8-Dec-2023	This is the initial DRAFT of this Guideline document.	Duncan Hawkins		Cody Craig

Current Revision Description

Section	Description



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1 Purpose

Big Country Soccer Association recognizes its responsibility to have a documented management system in place to serve as the structure for the Association to operate and provide its member Associations with the necessary support to run a safe and healthy community environment for youth athletes, volunteers, and any other person(s) who interface with their member association.

Part of this structure includes the need to ensure that any documentation that is developed to support Big Country Soccer Association and its member associations, is supported through a process of basic document development, approval, and control. This guideline document defines the following general requirements:

- a) The template requirements to use for developing guidelines,
- b) Draft document control requirements,
- c) Document approval requirements,
- d) The naming convention to be used to catalog documents,
- e) The indexing requirements to track documents, and
- f) The control of approved documents.

2 Scope

This document applies to all Big Country Soccer Association governing management system documents as noted in this guideline except for documents that are controlled outside the governance of Big Country Soccer Association. The interested parties that this document will apply to are:

- a) Big Country Soccer Association Board Members
- b) External parties participating in reviewing and/ or performing audits on Big Country Soccer Association.

3 References

The following referenced documents are to be considered the latest edition and indispensable for the application of this document.

Table 1 – References

Document Number	Title
BCSA-FORM-001	Master Document Control Index



4 Acronyms and Defined Terms

For this document, the following acronyms and terms apply.

4.1 Acronyms

Table 2 – Acronyms

Acronym	Definition
BULL	Bulletin
BCSA	Big Country Soccer Association
GOV	Governance
GUI	Guideline
MDCI	Master Document Control Index
PDF	Portable Document Format
POL	Policy
PPLN	Practice Plan
PRE	Presentation
SPOC	Single Point of Contact

4.2 Definitions

Table 3 – Definitions

Term	Definition
Big Country Football Club (BCSA)	This is the name used to identify the Association that community associations are recognized and registered to provide youth soccer in Big Country region in Alberta.
Governance	Governance refers to the structures, systems, and practices Big Country Soccer Association has in place to: <ul style="list-style-type: none">a) assign decision-making authorities, define how decisions are to be made, and establish the Association’s strategic direction;b) oversee the delivery of its services; the implementation of its policies, plans, programs, and projects; and the monitoring and mitigation of its key risks; andc) report on its performance in achieving intended results and use performance information to drive ongoing improvements and corrective actions.



Term	Definition
Guideline	Guidelines is a set of rules or instructions that are provided by Big Country Soccer Association providing instructions on completing processes and/ or outlining the position of Big Country Soccer Association on specific topics.
Interested Party	Means a person who has an interest and may be affected by the process and/ or who may affect the defined process.
Policy	A set of ideas or a plan of what to do in particular situations that has been agreed to officially by Big Country Soccer Association Board representatives.

5 Responsibilities

5.1 The following list of responsibilities are not all encompassing. Additional responsibilities may be assigned out, as required, when there are tasks and/ or actions required to represent Big Country Soccer Association, its member associations, and the governing soccer associations that Big Country Soccer Association is required to adhere to.

5.2 The Big Country Soccer Association Board oversees the official Association documented system requirements. This group is responsible for the overall internal document systems as noted in this guideline and ensuring those interfacing with this system have been made aware of the system's requirements and operate as directed by this guideline.

The function of the Big Country Soccer Association Board in relation to this guideline is as follows:

- a) Ensure that only the approved document templates are used for the creation of Association documents.
- b) Participate in any assigned review and revision process to ensure currency of Association documents.
- c) Ensure a document library is maintained to ensure adequate access to Association documents.
- d) Protect the approved controlled documents from unintended and unauthorized alteration. This also extends to the maintenance of the location where the controlled documents are stored and accessed.



- e) Make available the approved documents of the Association to those interested parties that will likely need to be familiar and work with the documents.

5.3 The Document Author is responsible for ensuring that any documents that they are assigned and/or volunteer to develop is done so by following the Big Country Soccer Association document control guidelines.

The functions of the Document Author in relation to this guideline is as follows:

- a) Prepare documents according to the document control requirement using only those templates that are approved and authorized for use by Big Country Soccer Association.
- b) Submit the documents for approval based on the approval matrix outlined in this guideline.
- c) Provide support to Big Country Soccer Association document control requirements through the identification of continual improvement opportunities in Association documents and/ or the system in which the documents are controlled.

6 Document Requirements

6.1 Documented governance and guidelines must use the standard format template as illustrated by the Big Country Soccer Association in this document. Other document templates are not permitted unless approved by the Big Country Soccer Association Board to be included as a document template option within the Association's management system structure.

6.2 Each documented governance and/ or guideline must include as a minimum as illustrated by this guideline document that following:

- a) Correct logo for Big Country Soccer Association as illustrated by this guideline.
- b) Cover page with the document name, number, and revision.
- c) Revision History Table.
- d) Table of Contents.
- e) Purpose.
- f) Scope.
- g) References applicable to the information contained in the document.
- h) Abbreviations and Definitions.
- i) Body of the Document.

Note:

- i. Document Numbering is controlled by the Big Country Soccer Association Secretary as the SPOC to ensure that each document is properly registered in Big Country Soccer Association's system.*



6.3 Policy documents must follow the current policy format and include the following as a minimum:

- a) Correct logo for Big Country Soccer Association as illustrated by this guideline.
- b) Document name, number, and revision.
- c) Author, Checker, and Approver.
- d) Body of the Document.

6.4 Forms used by Big Country Soccer Association must include the following as a minimum:

- a) Correct logo for Big Country Soccer Association as illustrated by this guideline.
- b) Document name, number, and revision.
- c) Body of the Document.

Note:

ii. Forms will be developed to look familiar for continuity.

6.5 Practice Plans will be developed by the Soccer Technical Director for Big Country Soccer Association and/ or designated representative. The format of the practice plans will be consistent with what has been developed by Big Country Soccer Association.

6.6 Any presentations built by Big Country Soccer Association must include as a minimum, the following:

- a) Correct logo for Big Country Soccer Association as illustrated by this guideline.
- b) Document name, number, and revision.
- c) Body of the Document.

7 Developing Draft Document

7.1 Developing draft documents requires specific controls to ensure the document is being properly identified and controlled separately from other documents that are published as live documents. Each draft document in the management system will be controlled by the author and include the following requirements:

- a) The document is to be watermarked as “DRAFT” on each page to identify the document as being in a status of draft.
- b) The Master Document Control Index (MDCI) is to identify the document status as “DRAFT”.
- c) The document is to be set-up to include track changes in order to centralize all comments provided by those interested parties assigned to the document for review and comment.



- d) Interested parties are notified that their comments and feedback on the draft document are required.
- e) The draft document is to be in a revision status of “A” on its initial development.
- f) The draft document is to remain in its native file type i.e., Word, Excel, etc. to allow for comments to be added to the document.

Note:

- iii. *Once a draft document with a revision status of “A” is approved, the revision is updated to a revision status of “0” signifying the documents first revision number for the document and noted in the MDCI before it is published.*
- iv. *Once a document is ready to publish, the document is to be converted to a read only PDF file format type as a control, unless otherwise agreed by the Big Country Soccer Association Board.*

8 Master Document Control Index

- 8.1 The MDCI spreadsheet template is a critical document for Big Country Soccer Association document control that catalogs all approved documents and their retention status. This document is under the direct control of the Big Country Soccer Association Secretary to ensure that all documents have been properly approved for development and/ or revision within the Association.
- 8.2 The MDCI must note the following details as a minimum noted in Table 4 below:



Table 4 – Master Document Control Index

Requirement	Definition
Document Title	This is the actual name assigned to the document. This title listed in the MDCI must match the title on the document.
Document Number	Unique document identification number assigned to the document by the Big Country Soccer Association Secretary. This number cannot be re-assigned to any other document.
Previous Document Number	If a previous document with a different document number, prior to the introduction of the MDCI, is being re-introduced into the Association, the previous document number to be listed to show what the original document number was within the system.
Revision Number	Current revision number assigned to the document.
Revision Date	This is the date of the last revision.
Document Review Frequency	Review frequency is identified as at minimum (a) every three years or (b) annually.
Last Review Date	Date of when the document was last reviewed. If the document was revised, this date and the revision date will be the same.
Last Audit Date	This is the date of when the document was last audited.
Document Status	Choice of “Draft”, “Live”, or “Archive (Obsolete)”
Document Retention	Length of time the document will be retained with Big Country Soccer Association.
Document Author(s)	Name(s) of the document’s original author(s).
Document Last Approved By	Name of the approver of the current revision of the document.
Document Location	Location of where the document is located as the official location of the controlled document.
Reference Document Number	Reference numbers of the documents listed in the document.
Reference Document Name	The reference document names listed in the document.
Interest Party to the Document	Identification of the interested parties that the document pertains to and who may need to be notified of any subsequent updates, as applicable.



Note:

- v. Information must be recorded in every cell for the line assigned to the document in the MDCI.
- vi. If there is a column that does not apply currently to the document, “Not Applicable” or “N/A” must be noted.

9 Document Approval

9.1 All Big Country Soccer Association governing documents must go through an approval process before they are published and implemented for use by the Association. This control is necessary to ensure that not only the content is approved, but also the way the document is constructed also complies with document control requirements noted in this guideline.

9.2 For a document to be considered approved, note the following:

- a) The revision history for each document is to identify the author, checker, and approver.
- b) The document will be published as a live document on the Big Country Soccer Association website, as applicable.
- c) The Master Document Control Index will identify the document as “Published” with document approval noted.

9.3 Note the following approval matrix for Big Country Soccer Association documents. Not all noted in the matrix need to be involved with the approval of all documents but rather are selected based on the subject matter that requires approval. The matrix below identifies who is authorized to approve each category of document.

Table 5 – Document Approval Matrix

Document Prefex ID	Category	President	Vice-President	Treasurer	Board Member
POL	Policy	✓	✓		
GOV	Governance	✓			✓
GUI	Guideline	✓	✓	✓	
FORM	Form		✓	✓	
PPLN	Practice Plan	✓	✓	✓	
DRILL	Drill	✓	✓	✓	
PRE	Presentation	✓	✓	✓	
BULL	Bulletin	✓	✓	✓	

**Note:**

- vii. *Dependant on the subject matter, others may be included in the approval process of Big Country Soccer Association documents. In such cases, the President and/ or the Vice-President will identify any additional participants, as necessary.*
- viii. *The President, Vice-President, and Treasurer for Big Country Soccer Association is considered the most competent in the development of the necessary Practice Plans, and Drills used to support member associations in their efforts with player development, when requested.*

9.4 Approval can be either:

- a) Electronic stamp or signature,
- b) Hard-Copy signature,
- c) Digital initials added to the document, or
- d) Other electronic tracking i.e., email approvals.

9.5 All documents are to remain as either in a status of “Revision” or “DRAFT” until such time as the document has been approved for implementation and use by Big Country Soccer Association. This will be identified through a watermark on the document.

10 Document Use

10.1 Only approved documents are to be published for use on the Big Country Soccer Association website or as controlled by the Big Country Soccer Association Board. The most current version of the document is considered the published document. If a hard copy document is printed and made available for use, the document must be periodically compared to the published document to ensure they have the most up to date version and revision of the document.

10.2 Note the following:

- a) Digital copies of approved documents are uploaded to the Big Country Soccer Association website, unless otherwise instructed, to its designated document library and are considered the current revision of the controlled document.
- b) Once a document is published, a notification will be posted on the Association website, as appropriate, to the status of the new/ updated document.
- c) The document available for interested parties to reference will be saved in a read only “PDF” format for control purposes. The master documents (native editable files) will be saved in a controlled location to prevent unintended changes to the document. This location will be approved by the Big Country Soccer Association Board.



- d) All printed copies documents are considered “UNCONTROLLED” documents used for reference.
- e) All outdated versions (prior revisions) of a document will be kept as legacy documents in a controlled location accessible only to the SPOC, Vice-President, and President for Big Country Soccer Association.

Note:

- ix. *Dependant on the subject matter, Big Country Soccer Association will send out an announcement to member associations to update them on the new and/ or revised document that is applicable to them and their soccer community.*

10.3 Big Country Soccer Association documents may need to be shared to other interested parties outside of those operating in and/ or with the Association. In such cases, any published documents that are shared, note the following:

- a) Any documents outside of Association control is automatically classified as an “UNCONTROLLED” document.
- b) Documents shared outside of the Association must first be approved by the President and/ or Vice-President for Big Country Soccer Association prior to sharing the document.
- c) A document transmittal must be completed verifying the release of the document and that the recipient understands that the document is considered “UNCONTROLLED” and will not receive subsequent revisions to the document, unless agreed to by Big Country Soccer Association.

11 Revisions to Documents

11.1 As part of the document control system requirements, tracking revisions to governing documentation is necessary to understand the history of the document and what has influenced its revisions. Formal revision tracking is active for all registered documents in the MDCI.

11.2 When revisions are required to governing documents, note the following controls:

- a) All Big Country Soccer Association members are responsible for notifying the Association Board if there is an opportunity to update/ revise a document.
- b) Specific details for the revisions are to be cataloged in the “Revision History” table of the document.
- c) Notification is to be provided, as necessary, to alert the presence of a revision to a document.

**Note:**

- x. *Documents used as forms will not require a revision history but will require a revision number and date to identify the document's last update.*
- xi. *The Master Document Control Index (MDCI) for registered documents catalogs all documents and Document Retention.*
- xii. *their revision status.*

12 Removal of Documents

12.1 As the document control system evolves over time, system documents may become obsolete and no longer reflect the current requirements of the Big Country Soccer Association. In such cases, the control of obsolete documents is necessary to ensure that only current documents are available for use, however, obsolete documents are available for reference, as necessary, without being stored with active documents.

12.2 Although obsolete documents are no longer an approved document for use by BCSA, they still require control. As such, note the following:

- a) All obsolete documents are to be watermarked in red "OBSOLETE DOCUMENT" on the native document file.
- b) The obsolete document is to be removed from all published locations and placed in a stored and controlled file location that is only accessible by those noted in 10.2 e) of this guideline.
- c) The MDCI is to be updated to identify that the document is no longer active within the system.

Note:

- xii. *The document number assigned to the archived document cannot be re-issued. This is to avoid duplicate numbers for different documents to exist within the system. New documents can only be assigned the next available document number as available through the MDCI.*

12.3 All documents will identify the retention period for each registered document in the MDCI.



13 Document Storage

- 13.1** Big Country Soccer Association stores all published system documents electronically on its current website, unless otherwise noted in the MDCI.

- 13.2** Native files of the documents are controlled by Big Country Soccer Association Board off the website to ensure that the native files are not at risk of being lost. A back-up of the native files are completed at the end of each registered soccer season.



Appendix 1- How to Write a Policy and Guideline- General Information

What steps should be followed when developing a policy and/ or guideline?

1. Research

The existing structure of the organization should be examined, as well as the written and unwritten policies already in place. The development of specific policies must be prioritized based on the importance of each policy to the effective operation of the organization.

Several questions must be asked, including:

- a) What areas of the organization are least effective?
- b) Where do issues of risk/ liability rest?
- c) What rules are in greatest need of clarification?
- d) What policies must be in place before others can be developed?

Once the development process has been organized based on the priority, specific policy requirements can be identified as defining:

- The issue, problem, or opportunity that the policy needs to address.
- What the policy is expected to accomplish.

Contact volunteer groups or similar sport organizations (either soccer, or similar sports such as hockey or volleyball) that have things in common with the organization. They may be willing to share their policies and/ or provide helpful input (e.g., an established sports club may be a source of policies and/ or information for a newly formed club).

As well, service organizations such as Volunteer Canada may have samples that can be utilized as a template. While referring to similar policies is a useful starting point, it is important to ensure others' policies are appropriate to your own organization.

2. Dialogue

Engage all stakeholders of the organization in the early stages of policy development. This will bring a variety of perspectives to the process and will help to ensure these groups accept ownership of the end-product. Involve everyone who may have an interest, including volunteers, service users, program sponsors, etc.

Use a variety of methods to conduct this exchange of information (e.g., brainstorming, questionnaires, group meetings).



3. Writing the Policy and/ or Guideline Document

Use clear, simple language and be as concise as possible. Write in the present tense and use active words that will direct people. Avoid jargon and overly technical descriptions unless it is necessary. Word choice can make a big difference in how easily your policies/ guidelines can be used. For example, using the word “shall” or “must” indicates that something is a mandatory requirement, while the term “should” implies that there might be other options, or someone could bypass the task associated with that step.

Write the policy and guideline assuming basic knowledge of the organization, but novice knowledge of the specific policy and guideline being described. You can always provide supplemental information elsewhere, such as on your website.

Avoid using information that is likely to change frequently. Instead of using an individual’s name, use the position title. By carefully considering the type of information you include in the document, you can help ensure better accuracy for a longer period.

Consider whether you need to develop forms or supplemental information to support the implementation of a policy/ guideline. For example, policies that are established for the protection of youth i.e., harassment reporting, may require a specific record template to help ensure correct reporting requirements noted in the policy/ guideline are being met.

Draft and redraft. Do not worry about length. An effective policy/ guideline may be articulated in a few paragraphs or may require several pages or even a binder.

4. Obtain Approval

All documents that are registered within Big Country Soccer Association require approval as noted in this guideline document. It is essential that before a document is published and made available to the Big Country Soccer Association community that this approval process has been completed.

5. Distribute and Implement

The official document to be published counts for little unless it is implemented! Include thoughts on how the document should be broadly distributed. Means of distribution may include direct email distributions to publishing on the website and sending out an official notification.

Consider how you are going to assist existing Big Country Soccer Association community members to be aware of the policy/ guidelines and to develop the knowledge and skills for its implementation. This may require special training sessions, memos, etc. Ensure those that require the information contained in the policy/ guideline can ask questions about the document or express concern if implementation creates difficulties.



Big Country Soccer Association Board members and volunteers may be asked to affirm their understanding of specific policies in writing, by signing something confirming they have read the policy and agree to follow it.

The implementation of policies and guidelines should be monitored by Board. Proper implementation requires consequences for non-compliance. Immediate action must be taken if the documents are breached.