

WWR Evaluation Manual Responsibilities, Process and Certification

September 2023

WWR Evaluation Manual

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Note: An effort has been made to use official terms when referring to Official, Head Official, Evaluator or Technical Delegate. Where this was not possible gender-neutral language has been used.

Introduction

The primary goal of this manual is to clearly outline the approved WWR process for evaluation and certification of officials, including techniques, roles, timelines and deliverables. The evaluations of all other roles at a tournament are addressed through the approved WWR 360 Evaluation process.

Additionally, this manual will cover the identification, training and certification of individuals who will serve in the role of evaluator for the WWR in the future.

Evaluators appointed by the WWR shall not interfere with the duties of the WWR Technical Delegate (TD), the delivery of competition, or with the activities of the Local Organizing Committee (LOC). Any issues arising during the tournament should be addressed to the Head Official (HO).

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1. Skills

&

Tools

WWR Evaluator's should possess the following skills to effectively manage this role;

- Sufficient verbal English language skills to communicate effectively with the officiating crew, Head Official (HO), Technical Delegate (TD), and members of the Local Organizing Committee (LOC).
- Sufficient written English language skills to clearly express observations related to performance, using the WWR evaluation form.
- Sufficient computer skills to use Excel, Word, Power Point and e-mail and possess tools to access these applications (tablet, laptop or other media device)
- Ability to use video to analyze performance (YouTube or app based) as appropriate.
- Extensive knowledge of rules, mechanics and game management
- Extensive knowledge of the chair check procedures, able to support the crew in managing the process and supporting final decisions.
- Be organized when executing paperwork and stay concentrated during active assessment
- Ability to use appropriate and specific terminology.
- Ability to diagnose performances, identify trends, provide solutions, and deliver thoughtful, specific and concise feedback (both affirming and constructive).
- Ability to see the big picture as well as small details while observing the game, i.e., interaction with teams, officials, table officials and Game Commissioners (GC).
- Ability to motivate team members, and the whole crew, to achieve the best performance possible.
- Be an active listener and remain professional when providing difficult feedback.
- Support team members with empathy or lead difficult conversations with confidence
- Able to use multiple teaching methods to support officials, including facilitated discussion, one-one conversations, written communication or visual demonstrations.

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2. Pre-Tournament

- Shortly after receiving notice of selection by the WWR, your tournament HO should contact the evaluator. This communication should be brief and outline items such as:
 - The evaluator(s) role within the senior team i.e., timelines, role in the assigning process etc.
 - Establish clinic areas of focus and develop a strategy to facilitate learning and team building exercises. Content can be led by the evaluator team or delivered by members of the crew or senior team. (the TWG or the HO may play a greater role in content and team building by establishing points of emphasis or supporting various team building strategies).
- One month prior to the tournament the evaluator team and Head Official should have a brief conference call to establish:
 - A pre-tournament ranking list of the officials. This can aid the HO in preliminary assigning strategy. The pre-event ranking can also help when reflecting on the post tournament ranking, measure improvement or support decision making.
 - Review clinic & team building topics to ensure points of emphasis are covered.
 - Discuss and establish a shared understanding of referee expectations & team goals for the event (should be tailored to the level of crew and achievable).
 - Discuss how to best support any ratification candidates assigned to the crew, if applicable.
 - Set expectations and timelines that will help divide the reporting load.

3. Introduction and Clinic

- The evaluator(s) to introduce themselves to the crew. The evaluator(s) should cover the following:
 - Expectations and team goals you have set for the tournament (i.e., refine game management, push game pace, elevate partner support etc.).
 - Explain the evaluation process to the crew. Consider answering questions or adding extra detail when ratification candidates are assigned to the crew.
 - How the active evaluation process will be managed through pool play and semifinals.
 - Reports will be completed on the final day. (or within 15 days if there are unforeseen circumstances)
 - Exit interviews will be scheduled after each official's last assignment.
 - 360 evaluation process for GC's and Leadership Team. (crew should submitted within 15 days)
- Clinic process
 - The HO should establish event goals and objectives for the crew and review them with the evaluator team. This will establish themes and points of emphasis for the clinic that are best suited to the needs of the crew. Clinics may include;
 - Video review and rules discussion
 - WWR points of emphasis or facilitated discussion on mechanics, pregame, approach to specific rule or violations
 - Partner communication techniques
 - Team building opportunities
 - Team building should be accomplished through opportunities or exercises that strengthen team connections or deepen awareness of how each other works or manage stress.

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- Tournaments with more veteran crews may see an increased emphasis on team building over rules and case discussion.

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4. Tournament Evaluation Process

- Evaluators must try to arrange to observe each official during the tournament.
- The Active Evaluator assigned to the game must provide each referee with an assessment of their performance after each game where observation is provided.
- Techniques for evaluating officials and delivering post-game evaluations:
 - **Maintain Professionalism and Respect**
 - Always approach feedback with a tone of respect and collaboration. The goal of observation and feedback is to help the official improve.
 - There is space for both compliments and critique, but critique should be well intentioned and specific, never harsh.
 - Stay objective and avoid letting personal biases influence evaluation.
 - **Observe and Analyse with Precision**
 - Observe all elements of the game attentively to get a full picture of the officiating context.
 - Focus on key areas such as positioning, mechanics, communication, judgement and game management
 - Take detailed notes that highlight strengths, areas for improvement that are based on an observed trend or critical error.
 - **Deliver Feedback with Clarity and Positivity**
 - Begin your part of the conversation by acknowledging what each official did well. This builds rapport and encourages a growth mindset.
 - Be specific and descriptive when addressing areas for improvement.
 - Build an overall impression (individual and crew) and be able to describe the strengths of each official, address gaps in performance that are consistently present, consider positive or negative impact to team dynamic and have a sense of general adaptability to the game.
 - **Prioritize Key Takeaways**
 - Avoid overwhelming the official with excessive critique. Focus on key, actionable, items that can be developed during the event.
 - Tie feedback to its impact on the game, including elements that can improve game flow, reduce missed calls, improve partner or athlete communication.
 - **Engage in Two-Way Communication**
 - You can start with either referee, although it's most common to start referee 1 as they typically lead the pre-game and set the tone for the game
 - Ask questions that allow each official to gauge their own performance and that of the crew. This can give you insights into their thought process.
 - Create an environment that has the feel of a conversation. This can deepen your insight into their self-awareness of existing gaps, skills or nonverbal cues.
 - **Follow Up with Support**
 - Offer resources like video, mechanics diagrams or cases that showcase best practices.
 - Encourage officials to reflect on their game and the feedback they received and apply it in their next game. Follow up on the changes you've seen when you have the opportunity to evaluate them again.
 - Not every game has a lot going on. Evaluations may be brief if there is little to cover.

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- Over the course of the event, evaluators should assist the crew with any questions they have regarding rules or procedures.
- Evaluators are encouraged to consider the personality of the referees, their behavior, interaction with members of the crew in addition to overall performance.
- During the competition, the evaluators will coordinate with the HO to organize daily meetings with the referees. The evaluator should discuss overall themes or trends, both positive & negative, observed throughout the day. The evaluator should also be prepared to discuss selected situations and provide an open forum for discussion.
- There may be instances when the evaluator, in agreement with the HO, should be prepared to schedule one-to-one or leadership discussion with members of the crew. In these cases, ensure that professionalism and respect are at the forefront.
- Observe the work of the GC and provide feedback throughout the tournament.
- Report any concerns regarding performance or conduct of a referee, GC or table official to the HO during a tournament.

5. Evaluator Team: Division of Labour

- For each game there will be an Active evaluator assigned to observe the game. A Passive evaluator may choose to attend the game to support the Active evaluator and provide additional observation or confirm something they have seen previously. The Passive evaluator is not required to be present courtside or attend the post-game. They may choose too, if they feel they have something they would like to contribute.
- Active Evaluator: Should be focused on the game, take detailed notes, and sit in an agreed upon location, free from distraction i.e., Penalty Box, Tech Table or other location, to observe the game. This evaluator will also lead in the post-game.
- Passive Evaluator: The game is not their primary focus. The passive evaluator should prioritize taking a break or working on evaluation paperwork. They may also choose to sit with the crew to watch the game passively. Should the Passive evaluator choose to observe, they should focus on general impressions or look to confirm elements of an official's performance they've observed previously. They may see specific instances from a different point of view which may be passed on to the Active evaluator. If the Passive evaluator chooses to observe they may contribute to the post-game if both evaluators agree that their presence is helpful or needed.
- Establishing the Active and Passive evaluator: The HO should provide the evaluator team with a copy of assignments daily. As a team you should assign yourselves to games (the HO may also do this). Pay attention to the number of times you will see a particular referee. Try to be as balanced as possible with the number of times you are Active for a particular official.
- Daily reporting: It is good practice to focus key trends, rather than "one-off" mistakes, for each official (positive or negative). These can be recorded into the reporting paperwork and added or subtracted daily, so you are not overwhelmed to complete on the last day. Significant errors by an official will be discussed in the postgame and indicated in the paperwork. Set aside time to work on the paperwork each day, to meet with your co-evaluator and discuss what you've written. If the observations you've made about an official improve rapidly, you can remove them. If there is a trend that stays from day to day or marginally improves, it is likely to remain. Take a few minutes to meet with your HO to get their impressions too or see what topics they want to discuss in the evening meeting.
- Contribution to assignments: After the first day of competition, the HO should consult with the evaluating team each day to discuss assignments. The evaluating team should provide insight into their feelings on the progress of officials as well as suggestions on pairings they would like to see. Evaluators should also weigh in on playoff assignments. Ultimately the final

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decision on assignments rests with the HO.

- Final Day:
 - Finalize reports for each referee and schedule exit interviews.
 - Choose one evaluator to send reports to after the exit interview is over.
 - If there is a Provisional Candidate, please ensure to note their pass or fail. This will need to be updated in MALS.
 - Identify any changes in rank that need to be updated in MALS or raised to the TWG (ie. loss of license, downgrade of license, exam failure, failed fitness test, failed floor exam and tracking or confirming of a World official)
- Try to have a balance of key trends that each of you has observed as well as some specifics from each of your notes. This is especially important for Candidates. This will provide the most balanced report.

6. Tournament

Summary

- The evaluator(s) must provide a post tournament ranking of all officials to the HO for the tournament and the WWR Head of Technical. The report should include.
 - Ranking in numerical order from highest to lowest.
 - The level of each referee evaluated (World, Zone or pass/fail for Candidates).
- In the final report for each referee, the evaluator(s) should include:
 - Exam score (if applicable).
 - Fitness test result (if applicable).
 - Rank of Zone (80-89) World (90-100) – see certification for requirements before upgrading a Zone official to World. This may include requesting previous scores.
 - Recommendations for each official's career trajectory, including rationale for the specific level of event a referee should be considered to attend in the future, strengths, and weaknesses.
 - If a Zone referee is early in their career (first 1-3 years), demonstrates strong game management principles and ability to rapidly implement feedback, with great potential to move to higher levels of competition quickly, the Evaluator may choose to identify them as Fast Track.
- The evaluator(s) must provide a copy of the evaluation, in English, to the following people, immediately following the exit interview or within 15 days:
 - Referee being evaluated.
 - WWR Head of Technical.
 - Technical Working Group contact responsible for the official (AMZ, AOZ or Euro Representative)
 - Head Official of the country that official represents.
- Provide feedback for GCs through the 360-evaluation process and the exit interview
- If necessary, you may request access to old reports for an official. This may help with your report summary. It will also provide critical information used to determine the next steps for that official.
- Provide feedback regarding partner evaluator, if applicable, through the 360-evaluation process.

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7. Referee Certification

Referee Candidate Certification

- A Nation must make a request to the TWG for a WWR Certified Evaluator to evaluate a Candidate for Provisional Certification. The Provisional License can ONLY be provided at a non-sanctioned event that has been approved by the Technical Working Group. This is to ensure the Candidate possesses the appropriate skills to be ratified at a WWR sanctioned event (sanction level 3, or above). Ratification must be completed within 18 months of the Provisional Certification.
 - See the Candidate Application Process for examples of approved events. The TWG has the right to approve additional events that qualify based on the level of competition, being representative of high-performance play.
- WWR Referee Candidates are required to complete the following;
 - Complete the application form in its entirety. Use the following link for the application: <https://forms.office.com/e/Yjg59j5QZy>
 - Demonstrate that they can effectively conduct a chair check or provide supportive proof of completing a chair check.
 - Obtain support of the application from two of the following three representatives: Country Head Official, a Certified WWR Evaluator, a WWR TWG Zone Representative.
 - Provide supportive proof of passing the WWR fitness test (or be able to complete the fitness test at the non-sanctioned event):
[WWR-Guidelines-for-conducting-the-Yo-Yo-Intermittent-Recovery-Test.pdf \(worldwheelchair.rugby\)](#)
 - Write and pass, or provide supportive proof of passing, a written exam, either online or in person, within 3-6 months of application. If the candidate has not had an opportunity to take an exam, a link will be provided on the application to complete the written test. The candidate must pass with a minimum grade of 80%.
- Candidates are required to:
 - Provide a \$100 USD evaluation fee to the certified Evaluator.
 - Pass a WWR floor test after being assessed in a minimum of two games with a score of 80% or better.
- If the Candidate is successful in obtaining a Provisional License, they will be granted 18 months to attend a level 3 or higher sanctioned WWR event to ratify their certification. Once the candidate is ratified, they will be a fully certified WWR referee.
- If the candidate is not successful in their ratification, the evaluator will inform them they have failed. Detailed advice on where to improve will be provided, which will be shared with the initial evaluator. The candidate must re-apply within 8-12 months.

Candidate Ratification at an event includes:

- Complete a chair check.
- Pass the WWR fitness test with the crew.
- Pass a closed book exam in English with a score of 80% or better.
- Pass the WWR floor exam with a score of 80% or better.

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Evaluation of Certified Officials

- The evaluator team, at a WWR event, will provide a written report to each official using the approved WWR Evaluation Form.
- Reports should contain feedback based on observations discussed during the post-game conferences. Each report should also contain a certification level of Zone or World. Provisionally Certified officials must receive a pass (Ratified Zone) or fail.
 - Zone – score between 80 and 89 points
 - If a Zone official consistently receives evaluation scores, at the high end of the Zone scale, in their first 1 – 3 years of certification, the Evaluator may indicate ‘Fast Track’ in the notes. A Fast Track official must demonstrate consistent progression in skills, rapid implementation of feedback and command of advanced game management concepts in high pressure competition. This label indicates to the TWG that the official should be provided with increased opportunity to work high level events.
 - Zone officials must receive a score of 80% or better on WWR written exam and pass the WWR fitness test.
 - World – score of 90+
 - To increase certification from Zone to World referees must demonstrate a consistently high level of excellence and an ability to improve beyond the Zone standard. A referee must receive a score of 90+ on 3 out of 5 evaluations, and achieve an average score of 90.2, or higher, using the most recent 5 evaluations. At least 2 of the 3, 90+, evaluations must be sequential. Intensity of the teams competing, game quality and level of play should be considered.
 - A World level referee must be able to work elite competition with a high level of consistency, including: consistent ability to sell calls with confidence, confident management of special situations, easily adapt to the game, have comfort with a high pace of play, calmly manage bench and player decorum, demonstrate strong game management skills, build player/coach rapport and bring out the best in their partner when placed in a leadership role, i.e. Referee 1.
 - The Evaluator providing the upgrade should ensure that officials demonstrate the above characteristics, consult previous reports, and have confidence in their decision.
 - A World level referee must consistently pass the WWR written exam and must regularly score 90%, or better to be eligible for upgrade. A World level referee must easily meet, and preferably exceed, the minimum standard set for the WWR fitness test on a consistent basis.

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Downgrading or Loss of WWR Certification

- Downgrading of referees from World to Zone should be managed carefully. There should be a consistent pattern of floor evaluation scores lower than 90% and interventions provided to support improvement. A 3rd consecutive floor evaluation below the score of 90% will result in a downgrade to a Zone license. Since a World official will have a demonstrated history of high achievement and excellent implementation of skill under pressure, there is greater emphasis on implementing skills on the court. That said, should written exam scores fall below an average score of 87% across three consecutive exams they may be downgraded to Zone.

The following steps should be taken prior to downgrading a World official:

- The first evaluation below 90 should be noted in the evaluation form.
- The second evaluation below 90 should be noted in the evaluation and discussed in the exit interview, with clear strategies provided to improve.
- The third evaluation below 90 will result in downgrading to Zone – The HO and WWR Head of Technical will be notified by email.
- If a World official is not able to pass the fitness test, they will be ineligible to officiate at sanctioned events until they can demonstrate the ability to pass.
- If written exam scores fall below an average of 85%, a discussion should be had with strategies to improve. These should be noted in the evaluation. The next exam falling below this average will result in a downgrade to Zone.

Loss of WWR Certification

- Once an official is ratified and working events as a Certified WWR Official, that referee must maintain a floor exam, and a written exam, score of 80% or higher. A zone referee who receives a 3rd floor evaluation, at or below the score of 80%, will require recertification. Zone officials who receive back-to-back written exam scores below 80% will be required to recertify.
- The following steps should be taken prior to removing the license of a WWR Zone official.
 - The first evaluation of 80%, or below, should be noted in the evaluation form.
 - The second evaluation of 80%, or below, should be noted in the evaluation and discussed in the exit interview, with clear strategies to support improvement.
 - The third evaluation of 80%, or below, will result in loss of license – The HO and WWR Head of Technical will be notified by email.
 - If a Zone official is not able to pass the fitness test after 2 attempts, they will require recertification prior to reinstatement as a WWR referee. If a Zone official is not able to pass the fitness test, they will be required to pass before they will be selected for the next sanction event.
 - If a Zone referee receives a written exam score below 80% it should be noted in their report. The second written exam score below 80% will require recertification.
- A referee who does not receive an evaluation score over a period of 3 years will be required to recertify prior to reinstatement as an WWR referee. An extension of up to 18 months will be provided to officials who submit a written request to the TWG for parental leave or critical illness affecting them or their immediate family.
- A referee can provide retirement notice to WWR Technical Working Group at any time. This will move from active official to off court official. At that time the TWG will confirm the overall exit of the referee or transition to other off court roles. Referee retirements must be noted on the official's final court evaluation or be submitted in writing to the Head of the Technical Working Group.

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Emeritus Referee

- Provided to an official who meets the following criteria.
 - Is no longer an active World or Zone official based on the criteria listed in the manual and has identified that they are retired as an active on court official.
 - Is currently and remains in good standing with the WWR.
 - Has been an active certified WWR World or Zone official for a minimum of 7 years.
 - Has attended a World Championship or Paralympic Games as an Official.
 - Has taken on leadership roles in the WWR while active or in retirement from active officiating.
- Nomination
 - Any person in the WWR has the right to nominate a candidate for the title of “WWR Emeritus Referee” from amongst the group of former WWR officials.
 - The nomination of the candidate will be reviewed by the Technical Working Group for approval.
- Jurisdiction
 - Emeritus WWR referees may still hold the certification to act in the role of Game Commissioner, Head Official and/or Evaluator at any event.

8. Evaluator Certification

Evaluator Trainee Requirements

- In addition to the items covered under the Skills section of this manual, an evaluator trainee should be:
 - Be a WWR certified official for a minimum of 5 years or have extensive evaluating experience from another sport along with detailed knowledge of WWR rules and mechanics.
 - Have worked as a referee outside of their zone at the WWR sanction level 1A & 1B events (European Zone A, America Zone, Asia/Oceania Zone or World Championships and Paralympics).
 - Have worked as an evaluator within their own country at the highest level of competition.
 - Receive recommendation from a member of the WWR Technical Working Group or Certified WWR Evaluator.

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Evaluator Training Process

- A Certified Evaluator will be paired with the trainee at a sanctioned WWR event. The Certified Evaluator should review this document and set reasonable strategies and timelines for the trainee evaluator to learn the role.
- The Certified evaluator should take the lead as the first Active evaluator and have the trainee observe both the on-floor evaluation and the post-game (if possible). This allows the trainee evaluator to get a feel for the style of notes, key observations and analysis that the senior evaluator looks for.
 - After the initial post-game, the senior evaluator should debrief the trainee evaluator. Take the time to review strategies around positive and negative feedback, conversational evaluation, self-evaluations, and appreciative inquiry.
 - It is also important to provide strategies that emphasize concise language, observation of body language, and completing evaluations with a positive summary statement.

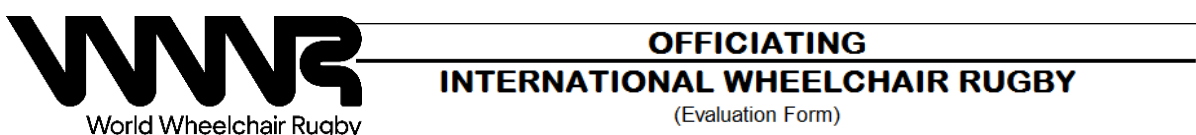
Trainee Observation and Support

- The Certified evaluator should take the time to observe the trainee evaluator while acting in the Passive evaluator role.
 - Connecting with the trainee evaluator at half time and prior to entering the post-game meeting, over the course of their first few evaluations, to review and compare notes and answer any questions that come up in the observation process.
 - The senior evaluator should support the first few post-game interviews with observations and/or questions, if necessary.
 - After each post-game the senior evaluator should provide any feedback necessary to improve post-game delivery for the trainee.

Certification

- The trainee must receive a positive recommendation from the event Head Officials and the Certified Evaluator using the 360. This will result in an 'in training' status. A second positive recommendation & 360 evaluation will result in a status of Certified.
- The trainee evaluator must also demonstrate they can consistently pass the written exam.
 - To maintain a status of Certified, the evaluator must maintain positive 360 evaluations and regularly pass the written exam. Should the evaluator receive 360 evaluations that indicated poor or inconsistent performance, or they do not achieve a passing grade on two successive written exams, they will be returned to an 'in training' status and will need to work with a Certified evaluator who will provide guidance and support to improve. A positive 360 Evaluation and a passing grade on the written test will allow them to regain their Certified status. If poor written exam results or negative feedback persist, the individual will no longer be eligible to work in the role of evaluator. and answer any questions that come up in the observation process.

9. Appendix A – WWR Evaluation Document & 360 Evaluation



OFFICIAL: _____

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COMMENTS		score	
"letter of the law" (knowledge of the rules) - text - IWRF interpretation			/40
"spirit of the law" (judgement) - fair play - common sense - consistency			
"application of the law" (call selection) - adaptation to the game - maintain flow/tempo			
PART D: GAME MANAGEMENT	COMMENTS	score	
1) relating with players/coaches: 2) teamwork (partner & table officials) 3) maintaining flow/tempo of game 4) handling special situations 5) choice/timing of intervention			/40
		TOTAL:	0 /100
		RANK OBTAINED:	
GENERAL COMMENTS AND RECOMMENDATIONS			
AREAS OF STRENGTH		AREAS NEEDING IMPROVEMENT	

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TEMPLATE for 360 Feedback

Section 1

...

Thank You for your recent participation in a WWR licensed tournament.

To complete your involvement in this recent tournament can you please complete this survey providing your feedback on the performance of the Head Official and their support team in providing you the opportunity to succeed against your goals for the tournament

Evaluator Feedback

This section is seeking feedback on the performance of the Evaluators

31. This person provided a clear understanding of their expectations for this event.

- ☐ Strongly agree
- ☐ Agree
- ☐ Somewhat agree
- ☐ Neutral
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Strongly disagree

32. Comments for Question 33

Enter your answer

33. What were this persons strengths in the Evaluator role ?

Enter your answer

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35. This person communicated in a way that was clear and understandable?

- ☐ Strongly agree
- ☐ Agree
- ☐ Somewhat agree
- ☐ Neutral
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Strongly disagree

36. Comments for Question 37

Enter your answer

37. How did the evaluator contribute to the overall success of the officiating team?

Enter your answer

38. Provide an example(s) of how the evaluator encouraged teamwork amongst team members.

Enter your answer

39. This person had a good understanding of the rules and refereeing mechanics.

- ☐ Strongly agree
- ☐ Agree
- ☐ Somewhat agree
- ☐ Neutral
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Strongly disagree

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40. Comments for Question 41.

Enter your answer

41. This person addressed areas of concern and conflict in an appropriate matter.

- ☐ Strongly agree
- ☐ Agree
- ☐ Somewhat agree
- ☐ Neutral
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Strongly disagree

42. Comments for Question 43.

Enter your answer

43. How did this evaluator support the HO/AHO at this event?

Enter your answer