



International Wheelchair Rugby Federation

Evaluation Manual
Responsibilities, Process and Certification

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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 the male gender has been used for practical purposes only.

1. Introduction

The primary goal of this manual is to clearly outline the approved IWRF process for evaluation and certification of officials, including; techniques, roles, time lines and deliverables. The evaluations of all other roles at a tournament are addressed through the approved IWRF 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 IWRF in the future.

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

2. Skills

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

- Sufficient verbal English language skills to communicate effectively with Officiating Crew, Head Official, Technical Delegate and members of the Organizing Committee
- Sufficient written English language skills to clearly express observations related to performance, using the IWRF Evaluation Form
- Sufficient computer skills to use Excel, Word, Power Point and E-Mail
- Ability to use video (YouTube or app based) when/where available and appropriate
- Extensive rules and mechanics knowledge
- Extensive knowledge of the chair check procedures, able to support the crew in managing the process
- Ability to take effective notes that will inform the officials you evaluate and the reports you submit post tournament
- Ability to identify and describe principals of advantage/disadvantage
- Strong conversationalist who can build rapport with the crew
- Organized and detail oriented
- The ability to diagnose performances, identify trends, provide solutions and deliver feedback (both positive and negative).
- Ability to see the big picture as well as small details while observing the game, ie. performance of; officials, table officials and Game Commissioners
- Ability to be a charismatic and persuasive speaker in order to motivate the best performance possible from individual officials and the entire crew
- Be an active listener
- Able to deliver feedback that is thoughtful, concise and specific (providing accurate accounts of specific game details when necessary).
- Able to remain professional when providing difficult feedback
- Ability to manage difficult conversations and be a compassionate listener when appropriate
- Ability to stay concentrated
- Able to use multiple teaching methods to support the development of Officials, including; verbal, written, visual (draw or demo)
- Ability to collaborate with other Evaluators as well as HO, TC and LOC
- Ability to use appropriate and specific terminology

3. Pre-Tournament

- Shortly after receiving notice of selection by the IWRF, your tournament HO should contact you. This communication should be brief and outline items such as;
 - The evaluator(s) role within the senior team ie. timelines, role in the assigning process etc.
 - Establish clinic goals and assign presentation topics or team building exercises for the evaluator team to deliver (the HO may request that you choose a topic or team building exercise).
 - Assign other duties, ie. supervision of chair check
- One month prior to the tournament the evaluator team should have a brief conference call to establish:
 - A pre-tournament ranking list of the officials on the crew – this is helpful to reflect on in the post tournament ranking and gives you a way to measure improvement
 - Review clinic or team building topics to ensure you don't overlap
 - Discuss and establish a shared understanding of referee expectations or goals for the tournament (should be tailored to the level of official and achievable)
 - Discuss trainees – if applicable
 - Set goals for division of labour on reporting

4. Introduction and Clinic

- The HO should provide an opportunity for the evaluator(s) to introduce themselves to the crew. The evaluator(s) should cover the following:
 - Expectations you have set for the tournament (ie. Focus for the crew – game management, pace of game, partner support etc.)
 - Explain the evaluation process to referees and trainees
 - Active/Passive evaluation through pool play and semi finals
 - Reports completed on the final day
 - Exit interviews will be scheduled after their last assignment
 - 360 evaluation of leadership team
- Clinic process
 - Support the HO's goals for the clinic
 - Deliver assigned clinic topic or one that aligns with the expectations you have established for the crew. This will reinforce key expectations in the evaluation process.
 - Each tournament should have some level of team building included
 - Prepare one or two team building exercises for the clinic
 - Tournaments with more veteran crews may have an increased emphasis on team building over rule and case discussion

5. Tournament Evaluation Process

- Observe the work of each active referee during the tournament
- Provide each referee with an assessment of their performance after each game you observe
- Make sure that the information provided includes constructive technical feedback as well as positive attributes
- Feedback should pertain to the individual official as well as to the overall performance of the crew
- Techniques for evaluating officials and delivering post-game evaluations;
 - Evaluator should keep a neutral face while taking notes – when something happens that you want to write pause first and watch the play
 - Choose key items to highlight, build an overall impression (individual and crew), be able to describe the quality of teamwork and have a sense of general adaptability to the game
 - Create an environment that has the feel of a conversation
 - Ask questions that allow the official to gauge their own performance and that of the team
 - Can start with either referee, although referee 1 is often a good place to start
 - Providing comments in the order of: Positive Feedback/Constructive Feedback/Positive Feedback
 - Observe the body language of the officials in the post-game. It will help inform your questions
 - If you have specific examples of issues, use specific time stamps or specific detail in describing or teasing out issues or concerns
 - Finish with a general overview
- Assist the crew with any questions they have regarding rules or procedures
- Evaluate the personality of the referees, their behavior, interaction with members of the crew and overall performance during the competition
- During the competition, the evaluator will coordinate with the HO to organize daily meetings with the referees. The evaluator should discuss overall themes or trends, both positive and negative, observed throughout the day. The evaluator should also be prepared to discuss selected situations and provide an open forum for discussion with the crew.
- There may be instances when the evaluator, in agreement with the HO, should be prepared to schedule one-to-one discussion with members of the crew, when necessary
- Observe the work of the TC and provide feedback throughout the tournament
- Report any concerns regarding performance or conduct of a Referee, TC or Table Official to the Head Official during a tournament

6. Evaluator Team: Division of Labour

- For each game there should be an Active and a Passive evaluator
- Active Evaluator: Should be focused on the game, take detailed notes and sit in an agreed upon location, free from distraction ie. Penalty Box, to observe the game. This evaluator will also take the lead in the post-game
- Passive Evaluator: Does not need to make the game their primary focus. The passive evaluator may be taking a break, filling in paperwork or sitting with the crew or the HO. The goal is to observe for general impression, engage in discussion with the crew and potentially see specific instances from a different point of view. Based on observations made this evaluator may contribute to the post-game
- Establishing who should be the active or passive evaluator: The HO should provide the evaluator team with a copy of assignments daily. As a team you should assign yourselves to games. 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 or passive for a particular official
- Daily reporting: It is good practice to add or subtract key trends for each official (positive or negative) into the reporting paperwork daily, so you are not overwhelmed for the last day. Set aside 30 – 45 min at the end of each day to meet with your co-evaluator. If the trends you add improve rapidly, you can remove them. If that trend stays from day to day or marginally improves, you should probably keep it. 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 decision on assignments rests with the Head Official
- Final day: finalize reports for each referee and schedule exit interviews.
 - Choose one evaluator to send reports after the exit interview is over
- 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 trainees. This provides a balanced report.

7. Tournament Summary

- The evaluator(s) must provide a post tournament ranking of all officials to the HO for the tournament and the IWRF Technical Commissioner. The report should include;
 - Ranking in numerical order from highest to lowest
 - The level of each referee evaluated (World, Zone or Pass/Fail for trainees)
- 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
 - Recommendations for each official indicating whether they should be considered for future appointments and at what level
 - Provide a rationale that indicates if there is a specific level of event a referee should be considered to attend in the future
 - If the referee being evaluated shows great potential to move to higher levels of competition, please 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 and Game Commissioner being evaluated
 - IWRF Technical Commissioner
 - Technical Committee contact responsible for the official
 - Head Official of the country for that official
- Provide feedback for TC's through the 360 evaluation process and the exit interview, if time permits
- If necessary, you may request access to old reports for an official. This may help with your report summary. It may also guide decisions related to moving official up or down in level
- Provide feedback regarding partner evaluator, if applicable, through the 360 evaluation process

8. Referee Certification

- Referee Trainee Certification
 - IWRF Referee Candidates are required to confirm the following, prior to attending an event;
 - Complete the application form in its entirety. Use attached link for the application: <https://forms.gle/ZqeVdNTYDhg6H3L4A>
 - Demonstrate that they can effectively conduct a chair check.
 - Applicant must obtain approval of the application from two of the following three representatives: Country Head Official, a Certified IWRF Evaluator, an IWRF Technical Committee Zone Representative.
 - Pass the IWRF fitness test and provide video evidence or confirmation through your Head Official. Use attached link to access

video editing options and fitness test information:

<https://iwrfofficials.com/education-2/>

- Pass an online theory exam. The exam will be provided once the application is submitted.
- Candidates selected to move forward for evaluation will be required to:
 - Pre-tournament

 - Pay their own travel expenses to attend. Note: If the tournament is an IWRF sanctioned event, accommodations, meals and per-diem will be paid to the candidate.
 - Provide the \$150 evaluation fee to the tournament Head Official. The Head Official will provide the \$50 administration fee to the tournament TD (if no TD, then to an IWRF representative).
 - During the tournament

 - Complete a chair check
 - Run the IWRF fitness test with the crew
 - Complete a closed book exam in English
- Candidates applying for certification at events **not** sanctioned by the IWRF (see updated list on the IWRF Referee web page), must;
 - Identify, in their application, that an IWRF certified evaluator will be required
 - Cover the transport, accommodation and meal costs for the evaluator(s).
 - Pay a per-diem of \$25 USD per day, including travel days, to the evaluator(s) before the conclusion of the tournament.
- Note: The IWRF Technical Commission will make every effort to provide the most cost effective certified evaluator possible, while still respecting the principles of neutrality
- Evaluation of Certified Officials
 - The evaluator(s) at an IWRF tournament will provide a written report to each official using the approved IWRF Evaluation Form.
 - Report's should contain feedback based on observations discussed during the post-game conference. Each report should also contain a certification level of Zone or World. Trainees will receive a pass (Zone) or fail;
 - Zone – score between 80 and 89 points
 - If a Zone official consistently receives high evaluation scores early in their career, demonstrates a quick, consistent progression in skills, rapid implementation of feedback and command of advanced officiating concepts, accounting for the level of competition, the Evaluator may indicate 'Fast Track' in the notes. This indicates to the Technical Commission that they should provide increased opportunity to a Zone official with this tag

- Zone officials should also receive a score of 80% or better on IWRF written exam and pass the IWRF 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 minimum standard of 90. 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 referee elite competition with a high level of consistency, including: consistent ability to sell calls with confidence, confident management of special situations, strong sense of adaptability to the game, comfort with a high pace of play, calm management of 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, ie. 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 also consistently score 90%, or better, on the IWRF written exam to be eligible for upgrade. A World level referee must easily meet, and preferably exceed, the minimum standard set for the IWRF fitness test on a consistent basis
- Downgrading or Loss of IWRF Certification
 - Downgrading of referees from World to Zone should be managed carefully. There should be a consistent pattern of evaluations below the score of 90. The 3rd consecutive evaluation below the score of 90 will result in a downgrade to a Zone license
 - The following steps should be taken prior to downgrading an 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, Technical Committee and IWRF Technical Commissioner should 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

- Loss of IWRF Certification
 - After initial certification, a referee who receives a 3rd evaluation, at or below the score of 80, will require recertification
 - The following steps should be taken prior to removing the license of an IWRF 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 licences – The HO, Technical Committee and IWRF Technical Commissioner should 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 an IWRF referee. If a World official is not able to pass the fitness, they will be required to pass the fitness test before they will be selected for the next sanction event.
 - A referee who does not actively submit an application for selection to a Zone appointment over a period of 3 years should be required to recertify prior to reinstatement as an IWRF referee
- 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 IWRF
 - Has been an active certified IWRF 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 IWRF while active or in retirement from active officiating
 - Nomination
 - Any person in the IWRF has the right to nominate a candidate for the title of “IWRF Emeritus Referee” from amongst the group of former IWRF officials
 - The nomination of the candidate will be reviewed by the Technical Committee for approval
 - Jurisdiction
 - Emeritus IWRF referees may still hold the certification to act in the role of Game Commissioner, Head Official and/or Evaluator at any event

9. Evaluator Certification

- Evaluator Trainee Requirements
 - In addition to the items covered under the Skills section of this manual, an evaluator trainee should be;
 - IWRF certified for a minimum of 5 years or have extensive evaluating experience from another sport along with detailed knowledge of IWRF rules and mechanics
 - Have worked as an IWRF referee outside of their zone at the IWRF major championship level (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 their Zone Technical Commissioner, an IWRF Technical Committee member or certified IWRF Evaluator
- Evaluator Training Process
 - Senior Evaluator should review this document and set reasonable strategies and timelines for the Trainee Evaluator
 - Senior Evaluator should take the lead as the Active Evaluator for the first evaluation of the tournament. When possible, the first Active Evaluation should be done as a pair. This allows the Trainee Evaluator to get a feel for the style of notes, key observations and analysis that the Senior Evaluator looks for.
 - The Senior Evaluator should also take the lead in the initial post-game
 - 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 inquisitive evaluation.
 - It is also important to provide strategies that emphasize concise language, read body language, and complete evaluations with a positive summary statement
- Evaluator Observation and Support
 - The Senior 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

- The Senior Evaluator should encourage the Trainee Evaluator to choose one group feedback point or theme to cover during the evening meetings each day

- **Evaluator Certification**
 - The Senior Evaluator and the Head Official should evaluate the Trainee Evaluator and ensure they are capable of executing the following skills;
 - Providing strategies that help officials focus on key areas of improvement, including positive and constructive information
 - Able to confidently contribute to report completion and exit meetings
 - Show an ability to listen, observe and adjust feedback strategies during post-game so that officials can accept or understand feedback
 - Able to clearly communicate procedure, mechanic, positioning and signal adjustments
 - Able to provide strategies to reinforce or improve game management
 - Trainee Evaluators should work a minimum of 2 tournaments in the Evaluator role, receive positive 360 evaluations, and be recommended by the training evaluator and the head official for those tournaments
 - Confirmation of certification will be provided by the IWRF Technical Commissioner

Appendix A – IWRF Evaluation Document



OFFICIATING
INTERNATIONAL WHEELCHAIR RUGBY
(Evaluation Form)

OFFICIAL: _____

PARTNER: _____

EVALUATOR: _____

Tournament: _____ **Date:** _____

Intensity: High: _____ Medium _____ Low _____

INTERNATIONAL RANKS OBTAINABLE

level 1 - World	90+ on theory & 90+ on practical
level 2 - Zonal	80+ on theory & 80+ on practical

Note: 1 point will be removed for each occurrence in Parts A & B; and
2 points will be removed for each occurrence in Parts C & D

Part A: IMAGE (Personal & Professional)	COMMENTS	score	
1) appearance: grooming, uniform, conditioning			/5
2) attitude: punctuality, courtesy concentration, intensity			
PART B: MECHANICS:	COMMENTS	score	
coverage: <i>(angle/distance relative to the play and to partner)</i> - lead/trail - press - off-ball - dead ball			/15
signals: - correct use - sequence - clarity			
procedures: - tip-off - violation - foul - throw-in - time-out - substitution			

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

Appendix B – Sample 360 Evaluation








360 Evaluation for John Smith

1. The Evaluator had sufficient English language skills to effectively complete their duties.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	N/A
							<input type="radio"/>








Other (please specify)

2. The Evaluator had sufficient English language skills to effectively complete their duties.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree	N/A
							<input type="radio"/>








Other (please specify)

3. The Evaluator provided comments and strategies that addressed game management and teamwork.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						








Other (please specify)

4. The Evaluator provided a clear understanding of their expectations and explained the evaluation process.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

5. The Evaluator provided comments and evaluations that reflect the expectations provided.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

6. The Evaluator provided both positive and constructive feedback.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

7. Questions from officials were answered accurately and respectfully.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

8. The Evaluator actively observed each game I officiated.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

9. The conduct of the Evaluator was appropriate and professional.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

10. The Evaluator provided timely and constructive post game communications to the crew.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

11. The Evaluator was clear, concise and provided comments applicable to all aspects of the game (calls, mechanics, etc.).

Strongly Disagree Disagree Slightly Disagree Neutral Slightly Agree Agree Strongly Agree

						
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Other (please specify)

12. Time dedicated to post game feedback was sufficient.

Strongly Disagree Disagree Slightly Disagree Neutral Slightly Agree Agree Strongly Agree

						
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Other (please specify)

13. The Evaluator organized daily meetings that provided a forum for discussion regarding cases from the day with the goal of improving the performance of the whole crew.

Strongly Disagree Disagree Slightly Disagree Neutral Slightly Agree Agree Strongly Agree

						
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Other (please specify)

14. The Evaluator provided a final report in a timely fashion (within 15 days).

Strongly Disagree Disagree Slightly Disagree Neutral Slightly Agree Agree Strongly Agree

						
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Other (please specify)

15. The Evaluator was able to work well with; other Evaluator's, the Head Official, Technical Delegate and Organizing Committee.

Strongly Disagree Disagree Slightly Disagree Neutral Slightly Agree Agree Strongly Agree

						
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Other (please specify)

16. The Evaluator assessed my performance fairly.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

17. The Evaluator provided feedback that will help me improve as an official.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

18. This Evaluator should be considered for this position at future events.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

19. This Evaluator should be considered for this role at future IWRF events.

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
						

Other (please specify)

20. If you have any further comments about the Evaluator please add them here