

SUNDAY CERTIFICATION SCHOOL AGENDA S2

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NEW USTA TRAINING AND EVALUATION GUIDELINES S3 p.1

The USTA Officials' training and evaluation system is developed and disseminated by the Training and Evaluation Committee. There are 14 National Trainer/Evaluators and each Section has its own Sectional Trainer/Evaluators.

The purpose of the system is to ensure consistency in training, technique and application of rules and regulations.

T/Es hold re-certification schools annually throughout the country. About 32 schools are conducted by National T/Es with the remainder being led by Sectional T/Es. Provisional schools for new officials are typically taught by Sectional T/Es.

In addition, National T/Es conduct Line Training Clinics throughout the year, generally in association with Challenger-level professional tournaments. Solo Chair Training Schools are held occasionally.

National T/Es are assigned to evaluate officials, both chairs and lines, upon the request of Sectional Chairperson or the National Chairperson. Officials at all levels of experience should consider these as additional training opportunities. Sectional T/Es evaluate tournaments at the local level.

In addition to the training component, evaluations are used to determine an official's appropriate certification level. Basically, an official needs to be evaluated as performing at a level above their current certification level in order to move up.

In the current evaluation system, the following are starting points:

Professional	5.4	Sectional	2.4
National	4.4	Provisional	1.4
USTA	3.4		

Grades below the starting point are indications that an official needs to improve accuracy, technique or both.

An evaluation above the starting point shows an above average official for that certification level, while evaluations of .8 and .0 above the starting point are for officials whose demonstrated skills warrant consideration for promotion.

A Provisional Umpire (with Sectional approval) can move up to Sectional Umpire without evaluations simply by meeting the work requirement (5 days of roving or line work) and passing the USTA test. A Sectional Umpire seeking to move up to USTA Line or USTA Chair Umpire must meet both the work requirement, should have an average of 2.7 or above from either a National or a Sectional T/E and the approval of their Sectional Chair. Separate evaluations are necessary for line and chair certifications

To be considered to advance to National Line certification, a USTA Line Umpire should meet the work requirements and:

- receive a minimum of 3 evaluations of 3.8 or above (at least one baseline) from at least two different National T/Es. Consistency of evaluations is important.
- not have more than 10 percent below average (3.2 or below) evaluations (with fewer than 10 evaluations, one below average evaluation is permitted)
- have an overall evaluation average of at least 3.65
- receive the approval of the National Chairman.

NEW USTA TRAINING AND EVALUATION GUIDELINES S3 p. 2

To be considered for advancement to National Chair certification, a USTA Chair Umpire should meet the work requirements and:

- receive at least two evaluations of 3.7 or above from at least two different National T/Es
- not receive more than one evaluation of 3.2 or lower
- receive the approval of the National Chairman.

To be considered for advancement to Professional Line certification, a National Line Umpire should meet the work requirements and:

- receive a minimum of 3 evaluations of 4.8 or above on 2 baselines (or 1 base and 1 serve) and 1 long line from at least two different National T/Es. Consistency of evaluations is important.
- not have more than 10 percent below average (4.2 or below) evaluations (with fewer than 10 evaluations, one below average evaluation is permitted)
- have an overall evaluation average of at least 4.65
- have at least one service line evaluation of at least 4.4
- receive the approval of the National Chairman.

To be considered for advancement to Professional Chair certification, a National Chair Umpire should meet the work requirements and:

- been certified at the National level within the previous two years
- receive the approval of the National Chairman.

The National T/E Committee reviews all Professional and National certification levels annually, with recommendations going to the National Chairman. In order to advance to - and to maintain - National or Professional certification, an official's overall work record and evaluations for the previous year must reflect consistent superior performance.

An umpire receiving multiple below-standard evaluations during a year is subject to having their certification level reduced by their Sectional Chairman or the National Chairman.

All officials have a right to know the evaluations they have received. Officials should not hesitate to discuss their performance with T/Es, whose recommendations are often used in the selection of officials for other tournaments.

ROVING UMPIRE PROCEDURES S4, page 1

The Roving Umpire duties are basically covered in the Friend at Court.

1. Assignments: The Referee or Field Referee will advise the Roving Umpire of the details of that tournament, that is, the scoring system, ball use, ball change, time of warm-up, rest periods and number of sets. Ideally a Roving Umpire should be assigned to no more than 4 courts.
2. Equipment: The Roving Umpire must have: tape measure, stop watch, pencils, note pad, scorecards, coin to toss and extra balls-new and used. May need: visor, sunscreen, water, sweater and food, if not provided. Tournament supplies: chairs, singles sticks, balls, water, cups, towels, sawdust, first-aid kit, net and strap repair material, etc. **The official USTA uniform is: USTA shirt, khaki pant/shorts, beige hat and belt, white tennis shoes and socks.**
3. Pre-Match: For the first match of the day, arrive at court site at least (30) minutes early to set up courts. Check net height - 36 inches. Set singles sticks as needed - 36 inches from outside edge of singles sideline to center of stick. Place sticks on opposite sides of net to offer maximum support. Time permitting, measure the nets at reasonable intervals during your shift, especially before each match.
4. Time warm-ups: See that all matches are started promptly and are kept moving. Note when players arrive on court. Enforce the time of warm-up. Announce "two minutes" "one minute" and "time." Use judgment if not in position to time the entire warm-up. For example, you have been occupied with one court and notice one of your other matches has been warming up 4-5 minutes and the players have not started hitting serves. It is better to advise the players to take their serves ("two minutes") than to demand they start play immediately. Be polite but firm to get the match started
5. Player Briefing: The Tournament Desk should advise the players that they are playing under "The Code," that the Point Penalty System (PPS) is in effect, and that footfaults will be called by the Roving Umpires. Players should be advised that Roving Umpires are available for assistance and will be moving from court to court.
6. Foot faults: Roving Umpires must know the definition of a foot fault (Rule 18). Do not warn players that they are foot faulting. During warm-ups, observe players to see if any have a tendency to foot fault. When you observe foot faulting from a distance, you must approach the court so you can make a closer observation, and if a foot fault occurs, call it. If a player asks which foot, use "left" or "right". Announce "foot fault" loud enough to be heard at both ends of court. After calling the foot fault, remain at that court to observe other servers.
7. Settling score disputes: Listen to both sides. (1) Try to reconstruct the score and get the players to agree. (2) Replay points or games the players cannot agree on, counting all points and games agreed on. (3) Resume at a mutually agreed upon score; (4) Flip a coin to make the decision.
8. Settling other disputes: If players are disputing a call, be sure the correct player made the call by "The Code." If so, the call stands. If you feel this match is a problem, remain at the net or close by and watch several games.

Note: Avoid taking over a match as a Solo Chair Umpire unless you have a replacement as a Roving Umpire. The Referee should be advised if you do become a Solo Chair. Standing at the net will often be sufficient to settle most problem courts. When the match is back on track, go back to observing all of your courts equally.

ROVING UMPIRE PROCEDURES S4, page 2.

9. Overrules: A Roving Umpire may overrule a player's call only when in direct observation of that court. Never ask a spectator for an opinion. Do Not Overrule Upon Appeal!
10. Point Penalty System: Code Violations must be handled quickly. Stop play and go directly to the player involved. Give the Code Violation to the player. Determine the new score and stand by to see that players resume play in the correct position.
11. Leaving Court: Players may not leave the court during a match without permission, except to find an official. The Roving Umpire may give the permission to leave the court for a reasonable time to replace or repair clothing, shoes, or equipment, but not racquet. A player leaving the court without an official's permission is subject to the PPS. Players may be allowed a toilet visit. If possible, have an official accompany player to restroom to insure that no coaching occurs.
12. Rest Periods: When a third set is necessary, there may be a 10-minute rest period. Rest periods must be strictly enforced. Start your watch as soon as the second set ends. Penalties for lateness after the rest period are: Up to 5 minutes, one game; more than 5 minutes, default.

Girls and Boys 12's to 18s' Mandatory 10 minute rest
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13. Medical Timeout: Should you see an on-court accident occur, or see a match stopped for what might be a medical condition, immediately start your stopwatch. In fairness to the other player, there is a 15-minute limit to the amount of time for stoppage from the time you start your stopwatch. The Referee must be advised immediately. Any bleeding entitles the player to a Bleeding Timeout. (See Medical Timeout pass-out.)
14. **REMEMBER:**
 - A. You are responsible for all courts assigned to you. Move around to observe all of them.
 - B. Be alert for problem players and problem matches. If you see players in a discussion instead of playing, go to the court to be available. Should the discussion continue beyond a reasonable time, take the initiative. Go on court to help resolve the question.
 - C. Interfere with play as little as possible, but be there when you are needed.
 - D. Know the "Rules of Tennis" and "The Code."
 - E. Apply the rules fairly to all players.

ROVING UMPIRE PROCEDURES S4, page 3

Ten Tips on Roving:

1. Get **specific instructions** from your referee (warm-up times, ball changes, etc.) and carry a stopwatch, scorecards, rulebook, draw sheet, match schedule, pencils and extra balls.
2. Make yourself a **visible** presence on your courts. Don't spy from the stands or from behind a windscreen. Get in a position where you can hear and see everything on your assigned courts, near the net post when possible.
3. When briefing the players, keep it "**short**" and to the point. Discuss only relevant rules and procedures, such as playing under The Code. Coin toss not mandatory by an official.
4. **Anticipate problems** and stand near the court. Your presence can defuse potential problems. Notify the referee of situations that may keep you on one particular court. Communicate situations with other rovers when rotating. (Codes, foot faults, slow play, questionable calls).
5. **Beware of casual overrules.** If you see a call that is blatantly wrong, you should overrule. When making overrules, calling foot faults or giving code violations, be courtside in plain view and watch both players from the best position to make a call. Be 100% sure.
6. **Know the rules that govern the event** and apply them fairly. Keep in mind the level of the event you are officiating when resolving issues.
7. **Don't be officious.** Interfere with play as little as possible. Allow players reasonable time to sort out a situation. Be available to take charge when you see no resolution.
8. Don't call a shot from off court, even if asked. Confirm close, or **overrule bad calls quickly.** Remind players that they make the calls.
9. While roving, **don't fraternize** with players, coaches, parents or spectators. It's unprofessional and you might miss something on court.
10. **Look sharp and be alert.** Move briskly between your assigned courts.

Tips on what NOT to do when Roving:

1. Do NOT shorten the warm-up.
2. Do NOT walk across the court while ball is in play.
3. Do NOT call across courts in play, and do NOT talk loudly next to a match court.
4. Do NOT issue penalties without using each step – 1-3 of PPS. Point, Game, Default
5. Do NOT forget to issue a "caution" for borderline behavior.
6. Do NOT forget to stay to watch for foot faults on second player when you have called them on first player.
7. Do NOT make negative remarks of any kind in presence of players, parents, relatives or spectators.
8. Do NOT overrule upon appeal.

THINGS TO REMEMBER AS A USTA ROVER

1. Get your assigned courts ready for play by picking up old balls, trash, reset the scorecards, measure the net, and set up the singles sticks if they are being used.
2. Try to time the warm up in as many of your assigned courts as possible.
3. Promptly report any Code Violations to the Referee.
4. Avoid staying on one court too long.
5. Call foot faults from the net post only NOT from outside the fence. When you call a foot fault you must stay for the other server(s).
6. Do not wear your stopwatch around your neck...it should be in your hand to time changeovers and the time in between points.
7. Do not put your hands in your pockets.
8. Do not cross your arms.
9. Do not sit when there are matches on your courts.
10. Do not eat or chew gum while on duty.
11. Do not put anything on your belt such as cell phone, walkie-talkie, tape measure, etc.
12. Carry the walkie-talkie in your hand so you can hear it when someone is trying to reach you and so that you can call in empty courts.
13. Carry a small notebook and something to write with to record any code violations, medical timeouts taken, etc. to be passed on to the official relieving you.
14. Be highly visible and if you see or hear a potential problem then go to that court. Usually things will settle down when they see an official.
15. Make sure to have your stopwatch, tape measure, coin, sunscreen, sunglasses.
16. If you have any questions do not hesitate to ask the Referee.

RULES COMPARISON CHART 2011 S5

POINT PENALTY SYSTEM	USTA (NON-PROFESSIONAL)	ITA (COLLEGIATE)	ATP & MEN'S CIRCUITS	WTA TOUR WOMEN'S CIRCUITS
1 st Offense	Point	Point	Warning	Warning (notify TD/Referee)
2 nd Offense	Game	Game (notify Referee)	Penalty Point (notify Supervisor/Referee)	Penalty Point (notify Supervisor/Referee)
3 rd & Each Subsequent Offense	Default (Player may appeal)	Default Only Referee has authority to default	Game penalty for third & Each subsequent offense. After third offense, Sup/Ref shall determine the penalty	Game penalty for third & Each subsequent offense. After third offense, Sup/Ref shall determine the penalty
TIME VIOLATION				
Interval (seconds) End of Point/ Changeover	20/90 120/set break (Timing: end of previous point to when ball is struck)	20/90 120/set break (Timing: end of previous point to when ball is struck)	20(25)/90 120/set break (Timing: end of previous point to when ball is struck)	20/90 120/set break (Timing: end of previous point to when ball is struck)
Rec/play to pace of server	Yes	20 seconds	Yes	Yes
1 st Offense	Warning	Warning	Warning	Warning
Subsequent Offenses	Point	Point	Point	Point
MEDICAL CONDITION				
Allotted Time:	3 min/15 min maximum	5 minutes	3 minutes	3 minutes
When time starts:	+When trainer or qualified medical person arrives & is ready to treat +If qualified not available, when treatment begins	+When trainer arrives 5 minutes allowed, maximum of 3 minutes for treatment	+When trainer is ready to treat (after evaluation)	+When trainer is ready to treat (after evaluation)
How many?	+1 for each medical cond. (A player may receive a Medical Timeout for cramps or heat related condition in the warm-up & one for the same condition during match) +Pre-existing allowed +Injury need not be visible to CU or designated official +Diabetics may check blood Sugar & administer injections on or off-court	A player may receive a medical Timeout for any medical condition in the warm-up & one for any medical condition during match +Pre-existing allowed +Injury need not be visible to CU or designated official +Diabetics may check blood sugar & administer injections on or off-court +Div. 1 allows only 1 MTO per match	+1 for each medical condition (No MTO for cramps) +Pre-existing allowed +Injury need not be visible to CU +Illness, heat related & cramps treatable +Diabetics may check blood sugar & administer injections off-court	+1 for each medical condition (No MTO for cramps) +Pre-existing allowed +Injury need not be visible to CU +Illness, heat related & cramps treatable +Diabetics may check blood sugar & administer injections off-court
When player can Receive treatment If two MTOs are needed during same stoppage of play	- On any Medical Timeout, and is limited to 2 consecutive or non-consecutive changeovers -Should declare need for 2 at beginning of MTO	+During any changeover or Medical Timeout	+During Medical Timeout +During any changeover or set break +Should not exceed 2 changeovers	+During Medical Timeout +During any changeover or set break +Should not exceed 2 changeovers
RE-WARM-UP				
Minutes Delay/ Minutes allowed	0 to 15/none Over 15 may be Same as original	0 to 15/none Over 15/original warm-up time	0 to 15/none 15 to 30/3 minutes Over 30/5 minutes	0 to 15/none 15 to 30/3 minutes Over 30/5 minutes
COACHING				
When permitted: Penalty	During authorized rest period Point Penalty System	Anytime without Disturbing play	Not permitted Point Penalty System	Limited coaching Point Penalty System
BREAKS				
Toilet/Change of Attire (Shirt change WTA/Women's circuit Only	Bona fide toilet breaks Permitted and can be limited If announced in advance	+Men's Div I-None permitted may leave court on changeover or set-break but the clock is running Consecutive time violations +Women's Div I-Permitted only on changeover Reasonable time allowed +others-Bona fide toilet visit permitted Reasonable time allowed	+1/best of 3 sets +2/best of 5 sets +Reasonable time allowed +In doubles, each team gets 2 breaks +Toilet breaks should be taken on a set break +Additional breaks will be authorized but under Point Penalty schedule +Taken in warm-up counts as one break	+2 per match +in doubles, each team gets 2 breaks +Reasonable time allowed +Toilet breaks should be taken on set break +Additional breaks will be authorized but under Point Penalty schedule +Taken in warm-up courts as one break +Change of attire must be taken on a set break (10min break & toilet/shirt change or medical should not be consecutive)
Other	2 min break end of each set 3 min break before match tie-break	2min break end of each set	2min break end of each set	2min break end of each set

MEDICAL TIMEOUT PROCEDURES FOR CHAIR UMPIRES AND SPORTS MEDICINE TRAINERS S6

NOT AT CHANGEOVER OR SET BREAK

TRAINER	CHAIR UMPIRE
	CU Starts Clock
	CU: “The trainer has been called to the court”
Trainer arrives	
Trainer starts evaluating	CU puts clock to zero and says “Mr/Mrs ___ is now receiving a “Medical Timeout”
Trainer tells CU “Starting Medical Timeout	CU: “2 minutes remaining”
	CU: “1 minute remaining”
	CU: “30 seconds remaining”
	CU: “Treatment complete”, “Time”
Trainer leaves court	If player is unable to play after 30 seconds, then Announce CODE VIOLATION

DURING CHANGEOVER OR SET BREAK

TRAINER	CHAIR UMPIRE
	CU starts 90/120 seconds clock
Trainer starts evaluating	
Before 60/90 seconds is up, Trainer tells CU: “Starting Medical Timeout”	CU: “Mr/Mrs ___ is now receiving a Medical Timeout 60/90 seconds elapse, CU puts clock to zero
	CU: “2minutes remaining”
	CU: “1 minute remaining”
	CU: “30 seconds remaining”
	CU: “Treatment complete”; “Time”
Trainer leaves court	If player is unable to play after 30 seconds, then Announce CODE VIOLATION

AFTER CHANGEOVER OR SET BREAK

TRAINER	CHAIR UMPIRE
	CU starts 90/120 seconds clock
Trainer arrives	
Trainer starts evaluating	After 55/85 seconds, CU asks Trainer; “It’s almost 60/90 seconds. Is it going to be a Timeout?”
Trainer: “No. Changeover/set break only”	CU: “Time”
OR	
Trainer tells CU: “I’m still evaluating”	CU Waits
Trainer tells CU: “Starting Medical Timeout”	CU puts clock to zero and says “Mr/Mrs ___ Is now Receiving a Medical Timeout”
	CU: “2minutes remaining”
	CU: “1 minute remaining”
	CU: “30 seconds remaining”
Trainer leaves court	CU: “Treatment complete”; “Time” If player is unable to play after 30 seconds, then Announce CODE VIOLATION

Only the Chair Umpire announcements in **bold** should be made to the public. All other communication should be made directly to the players and the Trainer.

*If treatment is complete and the Trainer leaves the court before 3 minutes is over, CU announces: “Treatment Complete”, **“Time.”**

After announcing “Treatment complete” if needed, the player should be given the time necessary to put on socks and shoes before **“Time”** is called.

MEDICAL TIMEOUT S6 page 2

1. When stoppage of play is reported, note the time.
2. Advise the referee immediately. The referee may take charge.
3. It must be determined if the player is suffering from a treatable medical condition.
4. A Medical Timeout consists of evaluation time as determined by the referee, plus a maximum of 3 minutes treatment time.

Medical Conditions include but are not limited to:

- Blisters
- Injury from a fall or collision
- Sprain or pulled muscle
- Foreign object in eye
- Headache
- Dizziness
- Illnesses (including vomiting)
- Heat-related conditions and cramping
- Insect bite or bee sting

Non-treatable Medical Conditions:

- Any medical condition that cannot be treated appropriately during a match, i.e., degenerative conditions not helped or eased by on-court treatment.
- General player fatigue, i.e., without cramps, vomiting, dizziness, blisters, or other similar treatable conditions. (“time violation,” not “delay of game, code violation”).
- Any medical condition requiring on-court intravenous infusion or oxygen. **Such conditions require a default.** “Exception: Hand held, non-battery and non-electrical operated inhalers may be used for asthma and similar medical conditions, and subcutaneous injections may be used for diabetes, as long as such treatment is in conformity with Medical Timeout.” Insulin pumps are allowed.

The determination of whether a medical condition is non-treatable should be made by qualified medical personnel, including an athletic trainer. If none is available, the referee shall make the determination and if non-treatable, explain the Medical Timeout rule, and tell the player they must play or retire.

IF IT IS A TREATABLE MEDICAL CONDITION

5. Will the player be likely to play after a Medical Timeout? If the player cannot continue to play, announce the end of the match, declaring the injured player “retired.”
6. Otherwise, the player may request and receive a *one-time* 3-minute Medical Timeout for *that* condition during the match or warm-up. The request should be made by a player to the referee, or other official.
7. A player with a pre-existing condition, sustained prior to the match, may request and receive one (1) Medical Timeout if the condition is aggravated during play.
8. If qualified medical personnel is available, the 3-minute Timeout begins after the evaluation and diagnosis of the medical condition.
9. If qualified medical personnel is not available, the referee, chair umpire or other official shall explain the Medical Timeout rule and allow the player to be treated by someone else. This official may provide supplies, but may not treat. The 3-minute Medical Timeout begins immediately after an official has explained the Medical Timeout rule. Because the three-minute limit on treatment starts as soon as the official explains the Medical Timeout regulation, the official may want to delay explaining the regulation until everything is in readiness for treatment. Evaluation and/or treatment may occur off-court.
10. Whenever possible, a tournament official shall be present during evaluation, diagnosis and treatment.

MEDICAL TIMEOUT S6 page2

11. When a Medical Timeout may be taken:

a. **During the match.** A player may receive a Medical Timeout:

- immediately
- on the next change-over
- after a qualified medical person arrives, evaluates and is prepared to give treatment; or
- after the referee or other official arrives and explains the Medical Timeout regulation

If play is suspended until qualified medical personnel arrives, then play (or re-warm-up, if any) shall resume immediately after completion of evaluation, diagnosis and treatment. Ball must be put into play within 30 seconds.

b. **During the warm-up.** If a player suffers from a medical condition during the warm-up that prevents the player from starting the match as scheduled, the player may request and receive a Medical Timeout:

- immediately; or
- at the end of the warm-up
- Evaluation and/or treatment may occur off-court

If a player is unable to play after completing a Medical Timeout, then the match shall not begin.

c. **Penalty.** After a Medical Timeout during the match, any further delay shall be subject to the PPS. If more than 15 minutes elapse between the time an official is notified and resumption of play (or re-warm-up, if any), the player shall be subject to the PPS.

12. A player may receive on-court evaluation, or treatment for 2 consecutive or non-consecutive changeovers. During any treatment, including changeovers, coaching is not allowed.

13. One Medical Timeout shall be permitted for cramping and other heat-related conditions in the warm-up and one during the match, even if the cramping occurs in different parts of a player's body. No more than 2 Medical Timeouts during one stoppage of play, and should declare the need for 2 MTOs up front.

14. A player requesting a Medical Timeout may not leave the playing area without the permission of the referee, the deputy referee or other official in charge of the match.

15. Bleeding – **3 minute treatment time does not apply to Bleeding Time Out.** A Bleeding Timeout should be called whenever a player is bleeding. If the player develops bleeding from a different area of the body, the player may request an additional Bleeding Timeout. Play shall not resume until:

- ** The bleeding has been stopped
- ** All blood on the court and playing area has been removed
- ** Any contaminated tennis balls have been removed from play

16. **The PPS shall not be applied to any delay that is caused by treatment of bleeding or removing blood.** If the bleeding or the removal of the blood takes more than 15 minutes, or if the official in charge deems that continuation of the match would likely involve continued interruptions and would thus not be fair to the opponent, the official shall require the player who is bleeding to retire. If bleeding is stopped within 15 minutes but the court is not yet ready, the Referee may move the match to another court when one is available or complete the cleanup of the court. Vomiting cleanup is the same as bleeding.

17. **RE-WARM-UP:** If there is a suspension of more than fifteen (15) minutes, the players may engage in a re-warm-up the same duration as that at the start of the match. Either player may request a re-warm-up. If one player does not wish to warm-up, **THE OTHER PLAYER MAY HAVE A COACH OR OTHER PLAYER WARM HIM UP.**

DEALING WITH ANGER S7

Rational thinking and calm emotions go a long way in helping you stay in control of match situations; but they can't eliminate all conflicts and anger filled situations we encounter in the world of officiating.

The following are helpful tips in defusing conflicts with angry players, parents and coaches.*

- COMMUNICATION

- A. Voice

- i. It's not just what you say, but how you say it.
 - ii. Avoid "stair stepping" -- Don't raise your voice higher and higher to match the other person's.
 - iii. Keep your voice calm and even.

- B. Body language

- i. Look at the other person and show interest.
 - ii. Avoid facial expressions like rolling your eyes or frowning.
 - iii. Avoid negative head shaking while the other person talks.
 - iv. Use affirmative nods to indicate you are listening and understand.

- C. Content

- i. Be an "active listener." -- Able to paraphrase clearly, or repeat back the other person's words accurately. The other person needs to know you have heard what he/she is saying.
 - ii. Focus on "I" messages. "I hear what you are saying, and I understand your anger, but the rule says..." NOT, "You don't know the rule." OR, "Calm down before you get a Code Violation."
 - iii. Be secure enough in yourself that you can hear negative comments about you without reacting or escalating the situation.

- DON'T TOUCH

- A. Avoid any physical contact with the other person.

- B. Never use physical touch to emphasize a point, or get the other person's attention.

- C. We all have "physical boundaries" that if violated hinder communication and conflict resolution.

- D. Never become physically involved in physical conflict between parents, players or coaches.

- IT'S NOT ABOUT YOU

- A. Most angry people simply need to be heard more than anything else. Within reason, let them vent.

- B. Focus on the main issue. Simply repeat your decision. Like a "broken record" continue to calmly make your statement until it is heard, or time to end the discussion.

- C. Remember, your ultimate goal is to fairly enforce the Rules & Regulations of tennis. It is not about winning or losing a conflict situation.

*referenced from: Taking Charge of Anger, by W. Robert Nay, PhD
Anger, by William Gray DeFoore, PhD

As a tournament player, you need to know what these terms mean. The terms "referee", "umpire", "official" and even "tournament director" are used by many players interchangeably. They don't mean the same thing, and if you don't know the difference, you may lose points, games, or even a match because of it.

"Official" is a general term which includes anyone who exercises some degree of control over the conduct of tournament play. Typically, this term applies to the "referee", "deputy referees", "site referees", "roving umpires", "chair umpires", and "line umpires". [The "tournament director" is not really an official, but sometimes the duties of this position and those of the "referee" are confused.]

Umpires (roving or chair) must wear the USTA "officials shirt," unless the tournament provided a shirt. Roving umpires are responsible to monitor play on multiple courts and become involved in matches when needed. The request for a Roving umpire should come from the player involved. Roving umpires may come to the court to address a certain issue and leave, or stay for a few games, or stay for the duration of the match, depending on the nature of the situation.

Umpires' are on or around the courts:

- when possible conduct pre-match meetings with players, perform the coin-toss, and time the warm-up
- oversee play and issue code and time violations, when warranted
- resolve disputes regarding tennis law (rules)
- resolve scoring disputes
- make decisions of fact (correcting erroneous "out" calls, net touches, incorrect score calling, etc.) when on court or in direct observation thereof
- summon the referee to the court at the players' request for a decision on a point of law.
- Should stand at the net post when possible

The referee (or site referee) should wear USTA "officials' apparel". The referee may be at the tournament desk or anywhere on the premises, but can always be located by radio. The referee:

- oversees all tournament play and has the final responsibility for assuring fairness, enforcement of the rules, and scheduling matches
- suspends play and postpones or cancels matches when circumstances warrant
- makes final decisions regarding tennis law. The decision on a point of law of an "**umpire**" may be appealed to the referee.

What happens when there is a dispute?

If something occurs on the court that you feel is contrary to the rules, your first line of appeal is the "**umpire**". If the umpire must be summoned, and the question involves the score, stop playing until he arrives. When the umpire arrives, you and your opponent should explain the situation. The umpire will apply the rules to the current situation and give instructions as to how to proceed. Sometimes an "**umpire**" cannot come to court for disputed line calls. In that event you must continue play, playing by the CODE, and accept an opponent's call of a ball being "in" or "out."

What happens if the dispute is over line calls, on issue of fact?

First, the umpire cannot overturn any call that he didn't see. No matter how adamantly a player protests his opponent's call, **the umpire cannot overturn the call, or order the point replayed**. If the umpire is already on the court, or is in direct observation of the incident, he may "correct" a clearly erroneous call. If he issues an overrule (correction), the player making the erroneous call loses the point. [The exception to this rule is when an umpire can read a ball mark on a clay court that both players agree is the mark.]

What happens if you don't agree with the umpire's interpretation of the rules?

Any decision made by the umpire regarding the rules (not fact, like a ball being in or out, or ball hitting a player) may be appealed to the referee. Players should use words similar to these, "I am not sure that I agree with that decision. Please summon the referee." The umpire is obligated to call the referee. If the ruling doesn't affect the score, play may resume.

What happens if the umpire's decision affects the score?

Do not resume play until the referee has come to the court and rendered his decision. Once the referee has issued his opinion, you must resume play immediately.

What happens if you resume play and then decide to appeal to the referee at a later time?

When any dispute occurs that affects the score and it is resolved by an **umpire** and play is resumed, the score "**IS**" whatever was agreed upon when play resumed. If you don't agree with the score, **do not resume play** until you appeal to the referee.

What if I don't agree with the referee either?

Sorry, you are out of options; the referee had the final say. You have 20 seconds to resume play.

If you get in a situation that you don't believe is fair or follows the rules, remember these words,
"Please summon the referee." Thanks to Robert Sasseville for assisting with this document

Introduction

At its 2010 Annual Meeting in New York, the USTA Board unanimously passed the “10 & Under Tennis” Program (sometimes referred to as “QuickStart”). This program changes the racket, the balls, the court, and the rules for 10 and under tennis. This one page guide is designed to assist USTA Officials who may have to rove or otherwise work junior tournaments where some of the matches may be using the “10 & Under Tennis” format and rules. This is not a complete rulebook for “10 & Under Tennis. For further information on the “10 & Under Tennis” program, please visit www.usta.com.

Changes to Equipment

Appendix VI to the 2011 Friend at Court covers, in detail, the specific changes to equipment and the courts in “10 & Under Tennis.”

The basic changes are as follows:

<u>Racket:</u>	Lighter and smaller
<u>Courts:</u>	Smaller preferred (can use normal courts, 60 feet courts & 36 feet courts)
<u>Balls:</u>	Slower moving, different colors depending on age/skill level

For officials, most (if not all) of these changes will be handled by the tournament and its staff. The officials just need to know that the tournaments will be designed to get kids playing more and having fun. Accordingly, Tournament Directors will be encouraged to experiment with Round Robin and Alternative Scoring Formats. The emphasis is on getting kids matches and having all participants play the game as much as possible.

Rule Changes

There are some important differences in the rules for “10 & Under Tennis.” Some of the most important rule changes are as follows (refer to the current Friend at Court, Appendix VI and Part 3-VI):

1. The Point Penalty System does not apply (USTA Regulation IV.D.1) (so you should have a conversation with the Tournament Director about how best to handle any problems)
2. Tournament Referee will offer “reasonable rest” between matches which in many cases will be “no more than 15 minutes” (Table 9) (This is because the players are usually playing some type of shortened match format)
3. In 10 & Under Tennis, the Tournament Director may serve as the Referee. Further, he/she need not be a certified referee (USTA Regulation I.B & I.C)
(Accordingly, you may, after consultation with the tournament staff, decide that it’s best if the Tournament Director or some other staff handles the 10 & Under courts)

Remember, the emphasis in “10 & Under Tennis” is different than in older junior tournaments. Accordingly, the role of the official is slightly different as well.

Be neatly dressed in the appropriate USTA uniform, unless issued another uniform by the tournament.

Miscellaneous:

- Look to the chair umpire (1) on point ending shots, (2) between points, (3) and always on changeovers
- Arrive early (perhaps 7 minutes) to your assigned court and be prepared (with hat, sunglasses, water bottle, etc.) to go on court.
- Don't dive, flag, or embellish hand signals. Just off the knees (**SS**), or shoulder high and straight (**SO**)
- Signals with bent arms are not proper technique
- "Out" calls should be crisp, prompt and loud. Prolonged "out" calls do not necessarily sell.
- Always follow the Official's Code of Conduct, on and off the court.

Long Line:

- Before each point move quickly to your appropriate position depending on the crew configuration
- Ready position (**RP**): feet roughly shoulder width apart, hands on knees (similar to a baseball umpire)
- At Ease: feet roughly shoulder width, hands clasped behind back
- If the server is on your end, watch server until the toss starts, then move your head and eyes to the line
- Head movement (**HM**) during the point is important. Follow play then go to the line when threatened.
- Signals: Safe signal (**SS**) – given on a ball 18" or nearer, hands together, just off the knees. Signal Out (**SO**) – from the ready position, shoulder high, straight with thumb in, after a loud, crisp "out" call
- Moving from center to side line requires quick movement. Use a one-handed running safe sign (**RS**). Be sure to keep an eye on the action as you move
- When calling the serve behind the receiver, there are 3 acceptable positions: 1) on the line, in the **RP** or crouched low, 2) inside standing (hands on thighs) or in the ready position, 3) outside standing (hands on thighs) or in the **RP**. After the serve, move quickly to the normal **RP**

Base Line:

- Chair should be angled/canted toward the intersection of the serve line and the far sideline
- Sit alertly with good posture, hands resting on knees, feet flat on the ground
- If the server is on the opposite end, you have no call to make until at least 3 hits. So watch the point develop.
- If the server is on your end, watch for foot faults, but do not "hawk" the line. It is important to watch the point develop. Head movement (**HM**) is important - **do not track or stare at other end of the court**. Rather follow the ball in play (at least from service line to service line) and go to your baseline when threatened. The decision to go to the line should be made before or as the ball crosses the net, giving time to decide on a focal point for looking at the line depending on the direction the ball is traveling.
- If you are on the same side as the Chair Umpire, **SSs** (within 18") and **SOs** should be slanted toward the CU. If opposite the CU, hand signals should be just off the knees (**SS**), or straight from the shoulder (**SO**).

Service Line:

- Chair should be facing straight down the service line
- Sit alertly in a comfortable position, hands resting on your knees, feet on the ground
- When the server starts to toss the ball, move your head and eyes to the line
- When you are on the same side as the Chair Umpire, **SSs** and **SOs** should be slanted toward the CU. If opposite the CU, hand signals should be just off the knees (**SS**), or straight from the shoulder (**SO**)
- If the serve is out, loudly call "fault" and then make your **SO**. Your arm should be straight from the shoulder, thumb closed against your hand.
- Additional duties: have a measuring device to check net between sets and prepare for ball change if needed (2 or 3 games before change, be sure and shake the balls, check for pressure and visually check for defects)

Crew Chief:

- If requested, assist chair umpire with pre-match court preparation. Be sure court is clean and chairs for line umpires are properly placed in relation to the sun especially for baseline and serve
- Towels, if any, in place on chairs
- Be sure all crew members have arrived, know their positions, and are ready to work

Primary Criteria:

- ACC - accuracy
- VH - voice/hand
- E - eye contact
- SO - signal out
- O - overrule
- V - voice
- HM - head movement
- SS - safe signal
- M - movement

Additional Criteria:

- RP - ready position
- FF - foot fault
- PR - presence
- QC - questioned call
- TR - tracking
- CP - call promptness
- FI - flagged
- PF - professional
- RSS - running safe

There are 5 radio buttons for each of the above criteria: “+” = above expectations, “OK” = meets expectations, “—“ = below expectations, “DNO” = did not observe (for chair evals only), “NA” = not applicable.

GRADING SCALE

Provisional	grade	1.0 to 2.0
Sectional	grade	2.0 to 3.0
USTA	grade	3.0 to 4.0
National	grade	4.0 to 5.0
Professional	grade	5.0 to 5.9

Example: USTA 3.0 to 3.3 = Below expectations
 USTA 3.4 = Meets expectations (Everyone goes on court with a “.4”)
 USTA 3.5 to 4.0 = Above expectations

For example, any USTA with a 3.65 average for the year, will be considered to move up to National, with the requisite evaluations

USTA PPS VIDEO QUIZ

yes no maybe

A

B

C

D

E

F

G

H

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K

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M

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Q

R

S

T

U

V

W

X

Y

Z

**S12
VIDEO PPS POP
QUIZ
ANSWER SHEET**