



# WELCOME PACK

AN INTRODUCTION TO TENNIS OFFICIATING

Version 8

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Dear Member

On behalf of the LTA and the ABTO Management Committee, we would like to congratulate you on becoming an LTA Licensed Official and welcome you to the Association of British Tennis Officials (ABTO).

We're delighted to have you as part of our association. We are a diverse community of officials brought together by a shared passion for tennis. By joining the association, you will actively be contributing to the LTA's mission, which is to grow tennis by making it more relevant, accessible, welcoming and enjoyable.

This Welcome Pack is designed to serve as an introduction to officiating and to help you understand more about ABTO and the LTA. It provides information that will guide you through your first months and years as a tennis official and aims to answer the many questions that you will undoubtedly have, both now and over the course of your officiating career, as well as outlining some of the resources available to you.

We hope that your experience as an official will be enjoyable and rewarding, and that you will take pride in being a member of ABTO.

Good luck with your officiating, and again – welcome!

Malgorzata Grzyb  
ABTO Chair

Matthew Morrissey  
LTA Officiating Manager

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## 1. About the Lawn Tennis Association (LTA)

The LTA is the National Governing Body for tennis in Great Britain, the Channel Islands and the Isle of Man. It is responsible for developing and promoting the sport, safeguarding the integrity of tennis, and helping as many people as possible to play and enjoy tennis.

The LTA runs and supports a network of almost 10,000 approved tournaments for players of all ages. The cornerstones of these tournaments are the grass court major events leading up to The Championships, Wimbledon, including the Lexus Surbiton Trophy, the Rothesay Open Nottingham, the Lexus Ilkley Trophy, the Rothesay Classic Birmingham, the cinch Championships and the Rothesay International Eastbourne.

The LTA is responsible for the recruitment, training and selection of tennis officials, including Referees, Court Supervisors, Chair Umpires and Line Umpires. It administers the Officials' Licence Scheme, which all individuals wanting to officiate in the UK are required to join (see section 3 for further details).

## 2. About the Association of British Tennis Officials (ABTO)

On becoming a licensed LTA official, you have automatically become a member of the Association of British Tennis Officials (ABTO). ABTO is directly affiliated to the LTA and its role is to represent and safeguard the interests of ABTO and its members. Working closely with the LTA, ABTO supports both on and off court officials across all aspects of officiating, ranging from training and selections through to grading, recruitment, mentoring and welfare. You can read more about the roles and responsibilities of ABTO and the LTA [here](#).

ABTO hosts a number of webinars throughout the year, called The Conversation. The webinars are designed to support officials in all areas of officiating, ranging from the application of the rules of tennis to developing the softer skills required in officiating. You can view previous editions of The Conversation [here](#).

### 3. The LTA Officials' Licence Scheme

To be eligible to officiate in the UK, you will need to hold a valid licence, which is granted when you join the LTA Officials' Licence Scheme. Officials are required to have completed and passed either a Referee Course, a Basic Line Umpire Course or attended a Court Supervisor Course before being able to join the scheme. You will also need to have undergone a successful criminal record check in the last 12 months.

Once you become a member of the scheme, you will be required to comply with the minimum annual CPD (continuous personal development) requirement of 8 credits to retain your licence. This may be completed by attending courses, workshops and/or online learning. Further details of how to book onto CPD courses can be found in section 16.2.

The benefits of joining the licensing scheme include:

- The ability to apply for selections via the LTA's online tournament calendar;
- The opportunity to participate in courses and online training as part of your CPD requirements as an official;
- Free membership of the Association of British Tennis Officials (ABTO);
- Access to the officials' Wimbledon ballot;
- Personal accident insurance and civil liability insurance;
- Access to free legal and tax advice through BASELINE - a business advice support line; and
- The ability to purchase officials' uniform and accessories.

## 4. Starting out as a Referee

After passing the Referee Course and becoming a licensed official, you will receive an R5 referee grade and can apply to organise and referee Grade 5, Grade 6 and Grade 7 competitions locally, such as Mini Tennis and Matchplays at your local tennis venue, or local open tournaments. You may also be eligible to be selected to referee at Grade 4 tournaments and to court supervise at higher graded tournaments, although most work for new Referees is sourced through local LTA offices or tennis event organisers. As a Referee, you are also able to apply to the LTA to sanction a tournament at your local venue, and this can be a good way to start gaining experience.

On becoming a licensed official, you will have access to the officials' area of the LTA website, where you can apply to be selected for tournaments relevant to your grade. As a newly qualified Referee, you should try to sign up for events as soon as possible to put into practise the skills that you have just acquired.

### 4.1. What to expect on your first day as a Referee

Once you have been assigned a tournament, and before the day of the event, it is advisable to read through the materials and guides that were issued at the course and prepare yourself for your first tournament.

On the day, arrive at the venue in plenty of time, and a minimum of 1 hour before the start time. Always leave plenty of time for your journey in case of problems and ensure that you have all the required contact telephone numbers so that you can let the appropriate person know if you will be delayed.

On arrival at the venue, report to the Duty Manager or the Event Organiser, who will inform you of any relevant information, such as where the fire exits are located, catering etc. If Court Supervisors will be attending the event, make sure that you brief them accordingly by sharing all the necessary information, such as the order of play, Court Supervisor rota etc. If you have Umpires working at your tournament, liaise with the Umpires Manager to identify which matches will be chaired. You should also provide the Manager with an order of play, give details of the format of the matches, explain what catering is available and communicate with the Manager throughout the day in case there are any changes.



Always ensure that you have all the necessary equipment with you to perform your duties to the best of your ability. Here is the list of items that you should take to your events as a Referee:

- Laptop with TTP software (Tennis Tournament Planner) or LP (League Planner) as appropriate
- Printer
- Copies of draw sheets to put on the wall/board
- Paper copies of player rosters including contact numbers as a back-up to the computer
- Sign-in sheet
- Mobile phone and charger
- Copy of 'LTA Competition Regulations' and/or other tournament rules and regulations
- LTA Mandatory Notices
- Copy of 'Procedures for Referees'
- Copy of 'Procedures for Court Supervisors' (if any are working at the tournament)
- Clipboard
- Stopwatch - always check that this is working before the event
- Pencil(s), rubber, sharpener and other basic items of stationery
- Tennis balls (it is wise to have back up supply in case there is an issue at the venue)
- Coin
- Tape measure
- Court bag - not mandatory but can be very handy

## 5. Starting out as a Court Supervisor

A Court Supervisor is an off-court official who supports the Referee with the running of larger tournaments. A Court Supervisor will be assigned a number of courts to watch and will help to ensure that play runs smoothly by handling any on-court disputes as they arise and managing player behaviour using the code of conduct as necessary.

To become a Court Supervisor you must complete a Court Supervisor course (currently available online), or be an accredited Referee.

A newly qualified Court Supervisor will receive a CS3 Grade and can be assigned to court supervise at Grade 3 to Grade 7 regional – county tournaments or Mini Tennis tournaments at all grades.



### 5.1. What to expect on your first day as a Court Supervisor

Prior to your first event as a Court Supervisor, it is advisable to review the materials provided during the Court Supervisor course and re-familiarise yourself with the procedures. On the day, you should arrive at the venue no later than 30 minutes before the scheduled start of play, unless directed otherwise. Always make a note of the contact number of the Referee to inform them if you are delayed.

You are required to wear official uniform at all tournaments (see section 13 for details). If you do not have the correct uniform in time for your first assignment, ensure that you wear clothing that is as similar as possible (navy blue polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your second assignment.

On arrival at the venue, report to the Referee who will share with you all the information that you need to know, such as the order of play, the rota for Court Supervisors etc. Listed below are the items that you should remember to take with you:

- Copy of 'LTA Competition Regulations' and/or other tournament rules and regulations
- Copy of 'Procedures for Court Supervisors'
- Clipboard
- Stopwatch - always check that this is working before the event
- Pencil(s), rubber, sharpener and other basic items of stationery
- Coin
- Tape measure
- A Court Supervisors' backpack or court bag to keep all the equipment you require on the day



## 6. Starting out as an Umpire

Once you have passed the Basic Line Umpire course, you will become a Trainee Umpire with an LT/ZT grade and are eligible to join the LTA Officials' Licence Scheme (see section 3). Once you have acquired your licence, you will have access to the officials' area of the LTA website, where you can apply to be selected for tournaments relevant to your grade. As a Trainee Umpire, you can apply for non-professional tournaments only; these tournaments offer you the best opportunity to start gaining valuable experience as a Line Umpire.

Having worked as a Trainee Umpire and received satisfactory assessments, you will be invited to apply for selection on to a Chair Umpire Accreditation course. On successful completion of the course, you will receive the following grades:

- Line Umpire grade: L4
- Chair Umpire grade: U3

You should try to sign up for events as soon as possible in order to put into practise the chair umpiring skills that you have just learned. As a U3 Chair Umpire, you will be eligible to chair matches at non-professional events only; you can also apply for professional tournaments however you will only be eligible to work as a Line Umpire at these events.

### 6.1. What to expect on your first day as a Trainee Umpire

Once you have been selected for an event, you will be notified by the LTA Officiating team. The selection email will direct you to the officials' area of the LTA website, where you will need to confirm your selection and where you will also find details of the Manager as well as the address of the venue and the start time.

The Manager will be aware that you are a Trainee Umpire but it is advisable to contact them in advance to let them know that this will be your first day (or make sure you mention this to them when you meet them on the day).

You should arrive at the venue no later than 30 minutes before the start time, unless you have been advised otherwise. Make sure that you have the contact details of the Manager so that you can let them know if you are running late.

You are required to wear official uniform at all tournaments (see section 13 for details). If you do not have the correct uniform in time for your first day, ensure that you wear clothing that is as similar as possible (navy blue polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your second day.

The Manager will try to ensure that you are not on court for the first session so that you can watch the more experienced umpires in action before stepping on court.

Matches at non-professional tournaments will usually be umpired in one of the following two formats: 'one plus one' (one Chair Umpire and one Line Umpire) or 'one plus two' (one Chair Umpire and two Line Umpires). In both cases as a Line Umpire you will cover one side line, including through the net, and the centre service line, including through the net. The Chair Umpire will make all baseline calls, service line calls and, for one plus one matches, will cover the side line closest to them.

At the end of the set, you may be required to measure the net, so remember to bring a tape measure with you, and be sure that you know the correct height of the net.

Although it is difficult to know how long the day will last, you are expected to stay at the tournament for the duration of all matches. You should therefore wait until you have been released by the Manager before leaving.



You may find it helpful to refer to the “New Line Umpire Guidance” document for more information. This can be found on the officials’ area of the LTA website in the ‘Downloads and Resources’ > ‘Rules & Procedures’ > ‘Umpires – Non-Professional’ section.

## 6.2. What to expect on your first day as a Chair Umpire

Once you have been selected for your first event as a Chair Umpire, it is recommended that you contact the Manager a couple of days in advance to let them know that you have recently passed the accreditation course. This will allow them to assign you to a match (or matches) of a standard appropriate to your experience. Before the day of the event, make sure that you read through the materials and guides that were issued at the course and prepare yourself for your first chair.

The scheduled arrival time is usually half an hour before the start of play, unless you are notified otherwise. Try to arrive at the venue in plenty of time and do let the Manager know if you find yourself running late.

Always ensure that you have all the equipment that you will need as a Chair Umpire, including:

- Clipboard
- Stopwatch - always check that this is working before the event (and does not beep)
- Pencil(s), rubber, sharpener
- Copy of ‘ITF Rules of Tennis’
- Copy of ‘LTA Competition Regulations’
- Coin
- Tape measure
- ABTO court bag - not mandatory but can be very handy

## 7. Progression as an Official – General Principles

We appreciate that everyone has their own individual aspirations in terms of how far and how quickly they wish to progress as an official, so the grading structures have been designed to provide a clear pathway through the various grades. It is worth taking the time to familiarise yourself with the relevant grading structures; these set out what is required at each grade, how to be promoted to the next grade and the types of tournaments that you are eligible to officiate at. All grading information can be found on the officials' area of the LTA website.

The current grades are as follows:

	Referee	Court Supervisor	Line Umpire	Chair Umpire
ITF / ATP / WTA grades	A (gold badge) B (silver badge) D (white badge)	-	-	A (gold badge) B (silver badge) C (bronze badge) D (white badge)
National grades	R1 to R5	CS1 to CS3	L1 to L4	U1 to U3
Trainee grade	RT	-	LT	ZT

All policies relating to grading are determined by the LTA in consultation with the ABTO Grading Panel. The LTA is also responsible for annually reviewing whether each official has met the criteria for retention at a grade or whether they are due to be re-graded. Grading reviews take place towards the end of each year. If you are unable to meet the requirements for retention of your grade because of exceptional circumstances that have affected your ability to officiate during the year, you should notify the LTA Officiating Manager (Matthew Morrissey - [matthew.morrissey@lta.org.uk](mailto:matthew.morrissey@lta.org.uk)) in writing as soon as practicable during the year, and before the grading review takes place. This will enable your circumstances to be taken into consideration when making decisions in relation to your grade.

You may also wish to contact the ABTO Grading Panel ([abto.grading@gmail.com](mailto:abto.grading@gmail.com)) who can assist and advise on any grading matters. ABTO's role is to represent members by continuing to review and, when necessary, challenge grading decisions to ensure that they are fair and that grading structures are transparent.

### 7.1. Progression as a Referee or Court Supervisor

As a newly qualified Referee or Court Supervisor, you should look to sign up for as many events as possible to start gaining experience as an R5 Referee or CS3 Court Supervisor. It is also important that you maintain an up-to-date online record of your work cards (see section 16.2 for further details on uploading work cards), as this will be reviewed at the grading review at the end of the year. Importantly, your work cards must be completed **by 15 November each year** in order for them to be considered as part of your retention, promotion or re-grading criteria.

Promotion to the next grade (R4 or CS2) is based on the number of days worked, maintaining an up-to-date online Referee work record, any assessments that may have been carried out and, in the case of Referees, satisfactory use of LTA tournament software (TTP).

The next stage of progression for Referees (from R4 to R3) is to attend and pass the LTA National Referee Course and to receive a satisfactory evaluation. Selection for this course is based on the number of days and tournaments worked as a Referee. Please refer to the Referee grading structure for further details.

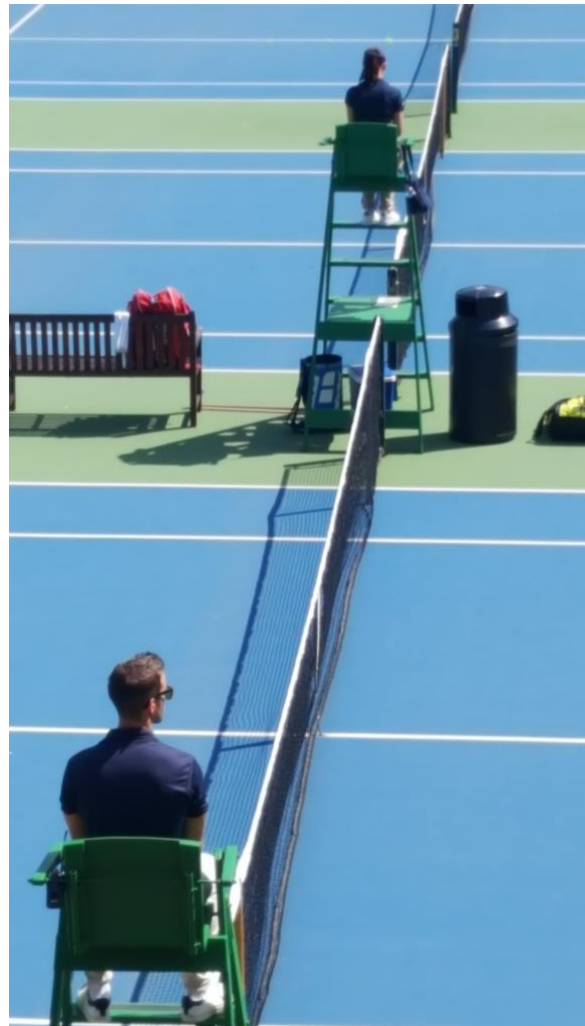
## 7.2. Progression as an Umpire

Each tournament that you work at is a learning opportunity, and you should look to apply the lessons learned from previous events as you build on your experience. When you work at a non-professional event as a trainee, the Manager will be aware that you are a Trainee Umpire and if time allows, they will observe you throughout the day and provide feedback. The Manager should complete a Line Umpire Report Form and take you through this at the end of the day (if there is no time to go through the form on the day, the Manager will email it to you as soon thereafter as possible). This will highlight the areas that you are doing well and suggest areas for improvement. The form will then be sent to the LTA Officiating team. You should take the opportunity to ask questions of the Manager and more experienced Umpires throughout the day, and where possible, try to complete a scorecard under the guidance of another official.

Once you have gained experience as a Trainee Umpire and received satisfactory assessments, you will be invited to apply to attend the Chair Umpire Accreditation course, and on successfully passing the course, you will become an L4/U3 Umpire. From this point onwards, there are two separate progression routes for Chair and Line Umpires.

The next stage of progression as a Chair Umpire is to attend and pass the Professional Tennis Course. Selections for these courses are based on the number of matches that you have chaired to date, and on the feedback received. The Professional Tennis Course is a 2-day course and will test you on the rules of tennis and will also include a practical on-court session. Once you have passed the course, your chair grade will become U2 and you will be eligible to chair matches at the early stages of professional tennis tournaments. You can find more information in the Chair Umpire Grading structure.

Progression as a Line Umpire is based on the number of days worked and on the Line Umpire assessments that you receive at professional events. As an L4/U3 Umpire, you can apply for professional tournaments where you will be eligible to work as a Line Umpire only. Working at professional events is also good experience for those hoping to be selected for the Wimbledon Championships in the future. Each year, a small number of new L4s are selected to work at the Championships based on work rate and performance as a Line Umpire at professional events. The application process for this is carried out in early December and all eligible officials are sent an email inviting you to apply at the appropriate time.



### 7.3. LTA Development Groups

The LTA has created and runs a number of development groups, the aim of which is to maximise the potential of promising officials. These include the White Badge/U1 Chair Umpire Development Group, the U2 Chair Umpire Development Group and the U3 Chair Umpire Development Group. Individuals are invited to join the groups by the LTA and the criteria for membership are determined by the LTA.

## 8. Continuous Personal Development (CPD)

Continuous Personal Development (CPD) is an ongoing process and continues throughout your career as an official, no matter what your level. Not only does it enable you to maintain and enhance the knowledge and skills you need to be a proficient official, but it also helps to raise the standard of officiating in the UK.

Online courses and tests are available on the officials' area of the LTA website, and these are updated annually. Successful completion of each test provides licence credits that count towards your annual requirement (as mentioned in section 3 of this document, you are required to comply with the minimum annual CPD requirement of 8 credits to retain your licence). Officials are required to complete the most appropriate test(s) for their role and grade each year to stay up to date with the rules of tennis. The tests include topics such as Rules of Tennis, Tournament Software and tests specific to different officiating roles (refereeing, court supervising, umpiring).

Please note that you can only take a test once. When you have completed a test, you will not be able to book onto it again. Instructions for booking onto tests are provided in section 16.2 below.

In addition to the online CPD tests, ABTO organises webinars throughout the year on a range of different topics to help officials develop their skills. Links to previous webinars can be found [here](#), and look out for emails with details of future webinars.

## 9. Selections

As a newly qualified official, you should try to sign up for events as soon as possible to put into practise the skills that you have just acquired. Selections are managed through the online calendar, which is accessed via the officials' area of the LTA website. You can find further details of how to navigate the site in section 16.2 of this Welcome Pack.

You should look out for email notifications from the LTA Officiating team letting you know when the online calendar for a specified time period has gone live. The email will also let you know what the deadline is for submitting availabilities.

We understand that for many people officiating is a hobby that fits in with work and other commitments, so it is useful to offer your time wisely. For example, if you can consider travelling a little further, this may help with being selected, especially if your 'local' tournament is likely to be oversubscribed. London events tend to be heavily oversubscribed, so if you are London based, you may need to consider applying for events further afield. Likewise, if you are limited in terms of when you can officiate, you should consider applying for all tournaments in the same week to maximise your chances of selection.

As an L4 Line Umpire, you are able to apply for professional tournaments however please be aware that you will only be selected for the first day(s) of the event. Do not apply just for the end of a professional tournament, as you will not be selected.

It is also recommended that you look out for emails sent from the LTA Officiating team asking for last minute availability, as this can be a good way of securing additional selections.

Once you have been successfully selected for a tournament, you will be notified by email and will be directed to the online calendar where you will need to confirm your selection. Further details of the event (location, start time, details of the Manager) will also be available via the calendar. Remember that if you are unable to honour a selection after you have accepted it, please withdraw as soon as possible so that a colleague can be selected to replace you.

In addition to the events posted on the LTA's online calendar, Referees and Court Supervisors are encouraged to find work from sources other than the LTA calendar, for example through local LTA offices or tennis event organisers. Another option is for Referees to apply to the LTA to sanction your own tournaments at your local venue.

The ABTO Selections Panel's remit is to support its members by reviewing all selections to ensure that they are evenly assigned, and the Panel is available to advise and assist members with matters relating to selections. Should you wish to discuss any matters relating to your selection, the Panel can be contacted by email on [abto.selections@gmail.com](mailto:abto.selections@gmail.com).

## 10. Mentoring

Receiving support and guidance is especially important during the first few years of your officiating career, and we appreciate that as a new official there will be many instances when the support of another more experienced official would be helpful. For this reason, we offer all new officials (or those officials transitioning into a new role) the opportunity to participate in the ABTO Mentoring Programme. By pairing mentees with more experienced mentors, we hope to provide a supportive environment for you to develop as an official. Any new official who feels that they would benefit from being mentored should get in touch with the ABTO Training and Development Panel ([abto.training.development@gmail.com](mailto:abto.training.development@gmail.com)).

## 11. Fees and Expenses

The fees and expenses paid to officials are set out in the Fees and Expenses Structures documents, which can be found on the officials' area of the LTA website in the 'Downloads and Resources' > 'LTA Documentation and ABTO Documentation' > 'Fees and Expenses Structures' section.

The structures were revised in 2023 with new policies being introduced as of 1 April 2023. At the time of writing this Welcome Pack, a FAQ document is being produced to provide further detail about how the new fees and expenses policies will be implemented, and you may find it helpful to watch a recording or the [webinar](#) that was held in February 2023 to explain the new structures.

Referees and Court Supervisors are required to issue invoices for their fees and expenses. Umpires working at non-professional tournaments will either be paid in cash on the day, or by BACS after the event. Umpires working at professional events will be required to show their receipts to the Chief Umpire on their last working day to confirm the amount due, and will be paid by BACS.

## 12. The ABTO Way

At ABTO we are committed to ensuring that officiating is a welcoming, positive and supportive environment. The way that we behave can make a big difference to how enjoyable officiating is and this in turn can impact our performance on and off the court.

Based on the five values of *inclusion, teamwork, integrity, passion* and *excellence*, we have defined a culture – called The ABTO Way – which sets out the behaviours that underpin each of these values.

ABTO members are asked to make a personal commitment to adopt and embrace The ABTO Way. By demonstrating the positive behaviours in our interactions with fellow officials, we can encourage others to do the same and do our bit to make officiating enjoyable for everyone.

You can read a full version of The ABTO Way in Appendix A.

## 13. Uniform

The official uniform is made up of the following items:

- Branded navy polo shirt
- Branded navy sweatshirt
- Branded navy rain jacket
- Beige/chino trousers (cargo, combat trousers and jeans are not to be worn)
- White (or predominantly white) trainers
- White socks
- Navy cap (optional)

Beige/chino shorts can also be worn in the summer, however for professional events this will be at the discretion of the Chief Umpire so please check in advance. Long-sleeved base layers can be worn under the polo shirt for additional warmth; these should be navy and unbranded.

All items of official uniform, as well as accessories such as caps and stopwatches can be purchased via the officials' webshop [here](#) (if prompted for a password, please enter LTA2020). If this link does not work, please copy and paste the following url into your browser: <https://lta.stores.merch.global/>

If you do not have uniform in time for your first day as a trainee, ensure that you wear clothing that is as similar as possible to the official uniform (i.e. navy polo, beige/chino trousers etc.) and try to acquire the official uniform in time for your next event.

Please always keep uniform clean and smart and in a manner that portrays an appropriate image.

## 14. Use of Social Media

The use of social media to keep family and friends up-to-date with regards members' officiating activities is something that we value and are keen to support. We recognize that use of social media is popular amongst our community of officials, however, it is also important to acknowledge the potential risks. As such, we have written an ABTO Social Media Policy document, which can be found on the officials area of the LTA website (in the 'Downloads and Resources' > 'ABTO Management Committee Responsibility Areas' > 'Website and Social Media' section).

The policy is intended to help ABTO members make appropriate decisions about the safe, effective and professional use of social media, particularly in relation to officiating matters and activities. It also governs the use of social media in relation to non-officiating matters when a member clearly identifies their relationship with ABTO and/or the LTA through their social media activities.

The policy applies to all ABTO members and covers officials of all grades working at all levels of tournament. The policy also provides specific social media guidance in relation to The Championships, Wimbledon.

All members are expected to comply with this policy at all times, so it is important that you familiarize yourself with the policy before becoming active on social media.

## **15. ABTO Facebook Group**

ABTO has set up its own Facebook group, which aims to promote the many positive aspects of tennis officiating within ABTO, and showcase the hard work that members do throughout the year.

Anyone who is a member of ABTO is able to join the group. Once you have joined, you can post photos of members officiating, write brief updates from tournaments, recognise colleagues for any notable achievements or post other items of interest.

All posts will need to be approved first so when posting anything to the group, please follow these simple rules:

- Be respectful at all times and avoid anything that could portray officiating in a negative light;
- Avoid anything that could cast doubt on members' impartiality, particularly if any players are included in a photo of members at events;
- Do not share other members' group posts to your own Facebook profile; and
- Always ensure that you are complying with the ABTO Social Media Policy, as referred to in section 14 above.

To join the ABTO Facebook group, please e-mail a request, with your ABTO membership number (which can be found on your profile page on the officials' area of the LTA website), to any one of the following:

- Selena Coburn – [selena.coburn@gmail.com](mailto:selena.coburn@gmail.com)
- Kath Lovell – [kathlovell@gmail.com](mailto:kathlovell@gmail.com)
- Darren Michaels – [darrenmichaels17@gmail.com](mailto:darrenmichaels17@gmail.com)
- Myooran Nathan – [myooranabto@gmail.com](mailto:myooranabto@gmail.com)

Once your details have been verified you will be sent an e-mail invitation to join.

Please note that the Facebook group is not intended to replace any existing methods of communication, and any member who does not wish to join will not be disadvantaged in any way. All formal notifications and official communications will continue via emails from the LTA Officiating team and/or on the officials' area of the LTA website.



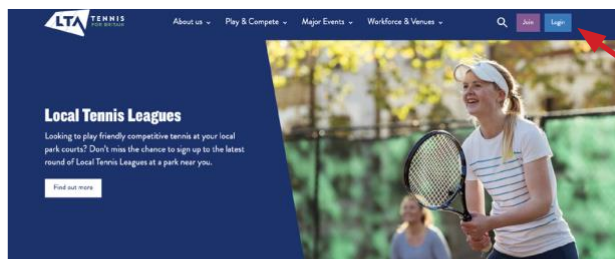
## 16. Officials' Area of the LTA Website

This is the main tool that all officials use to access a breadth of information including details of selections, assessments, grading structures, rulebooks and contact details of other officials.

### 16.1. Logging in

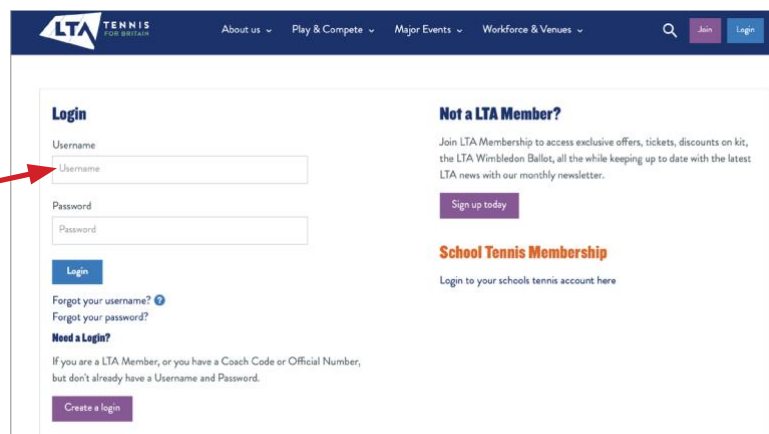
Once you have joined the Officials Licensing Scheme and become a licensed official, you will have access to the Officials' area of the LTA website. To access the site, go to [lta.org.uk](http://lta.org.uk), then click on the 'login' button in the top right corner of the LTA homepage (please refer to graphic 1 below) and then enter your username and password (graphic 2). Once logged in, you should see your initials in the top right corner. Click on your initials and then select 'Officials' from the drop-down menu (graphic 3). This will take you to the officials' area of the LTA website, where all tabs relevant to you can be seen (graphic 4).

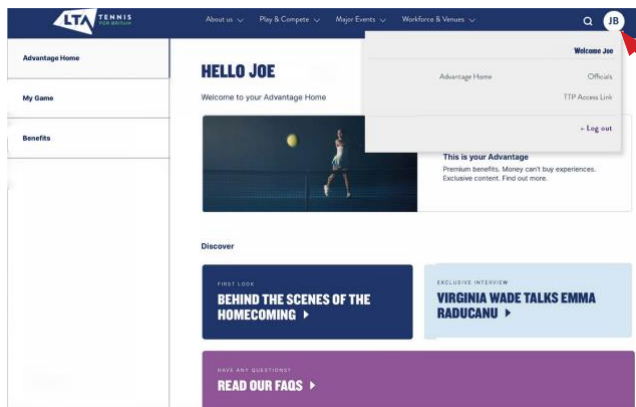
*NOTE: screen graphics may be slightly different to those shown below, but the navigation should be the same.*



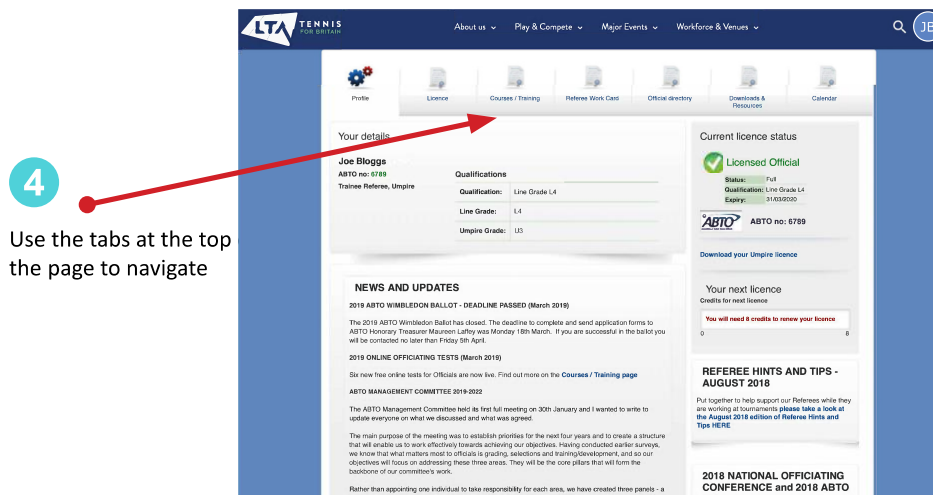
Go to [www.lta.org](http://www.lta.org) and click the 'login' button

2  
Login using your  
username and password

A screenshot of the LTA website login page. The top navigation bar is the same as in the previous image. The main content area is divided into two columns. The left column is titled 'Login' and contains a 'Username' field, a 'Password' field, a 'Login' button, and links for 'Forgot your username?' and 'Forgot your password?'. Below these is a 'Need a Login?' section with a 'Create a login' button. The right column is titled 'Not a LTA Member?' and contains a 'Sign up today' button and a 'School Tennis Membership' section with a link to 'Login to your schools tennis account here'.



Click on your initials and then select 'Officials' from the drop-down menu



Use the tabs at the top of the page to navigate

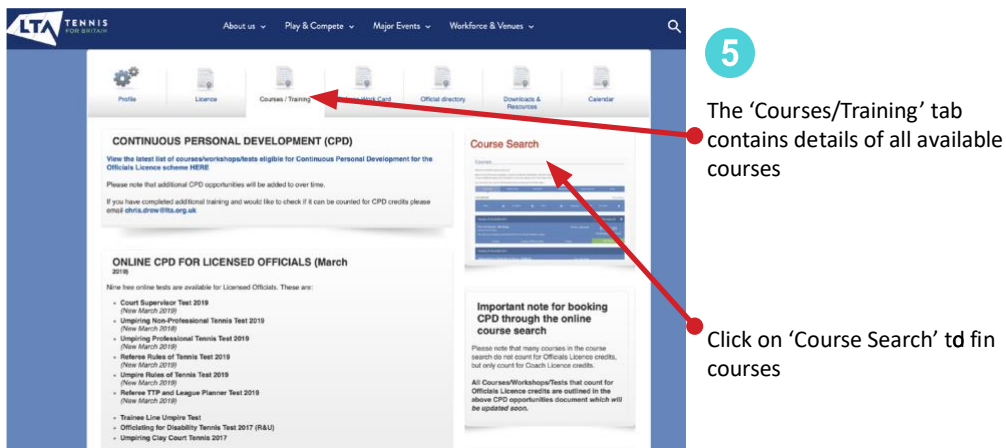
## 16.2. Navigating the site

There are seven tabs across the top of the home page as follows:

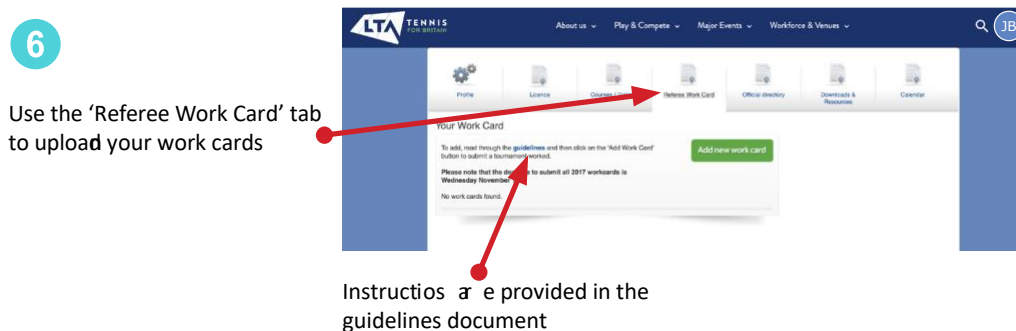
**Profile** – this is the first tab and is where all news and updates are posted. Posts are added regularly so it is recommended that you check this tab periodically for any current information.

**Licence** – this will inform you of how many credits you need to fulfil your official's licence requirements. You will also find information of when your DBS check is to be renewed.

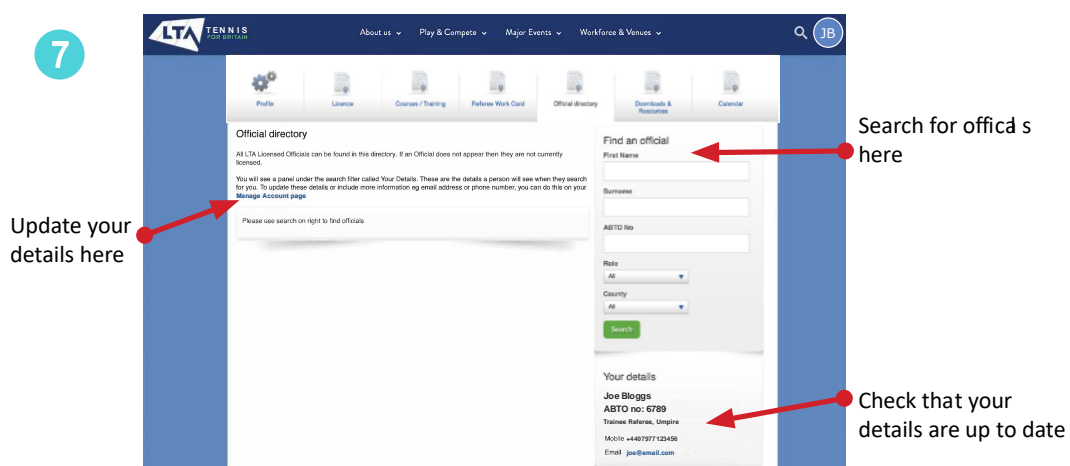
**Courses/Training** – the online courses and tests are located in this section, each worth a certain number of credits towards your licence. Click on the 'Course Search' link in the right panel (graphic 5). Most officiating courses and tests are within the 'Online Learning' tab, and within the 'Competition and Officiating' category. Having booked onto a course or test, you can either complete it straight away, or you can go back to the listing in the online course search at a later date (but within 6 months).



**Referee Work Card** – this needs to be completed manually by all Referees and Court Supervisors by 15<sup>th</sup> November each year, as it is not automatically updated on the system. A document is provided within the 'Referee Work Card' tab providing instructions on how to add a work card (graphic 6).



**Official Directory** – officials' contact details can be found here. On the right, you will see a panel under the search filter labelled 'Your Details' (graphic 7). These are the details that other officials see when they search for you. To update these details or include more information (e.g. email address or phone number), you should click on the 'Manage Account Page' link. It is important to keep your contact details up to date to allow a Manager, Referee or other official to make contact about an upcoming event.



**Downloads & Resources** – this section contains a breadth of useful information, including rules for all levels of officiating, grading structures, procedures for Chair and Line Umpires, procedures for Referees, the process for ordering uniform items, details of the ABTO Management Committee (including meeting minutes and AGM details) and information relating to other important areas including mentoring and communications.

**Calendar** – this is where you submit your availability to be selected for officiating assignments. The LTA Officiating team periodically email all officials when the calendar has gone live for a specific period and will let you know the deadline for submitting availabilities. Once in the 'Calendar' tab (graphic 8), tournaments are listed by month and are shown separately for professional and non-professional tournaments. When you have identified a tournament that you wish to apply for, indicate your availability by clicking 'Select' for the relevant day(s). Once the selections have been made, you will be sent a notification email asking you to confirm your selection. To do this, you will need to log back in and click 'Confirm'. Once you have confirmed your selection, you can click on 'Print Attendees' to see which other officials will be working at the event.

Within the 'Calendar', there is an 'Assessments' tab. This provides a record of the number of days that you have worked and for Chair Umpires, it shows the number of matches chaired. Line Umpire assessments from professional and major non-professional tournaments, along with Chair Umpire assessments from non-professional events can also be found here.

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The screenshot shows the 'Officials Calendar' page. At the top, there is a navigation bar with icons for Profile, Licence, Courses / Training, Release Work Card, Official directory, Downloads & Resources, and Calendar. The 'Calendar' icon is highlighted with a red arrow and the text 'Access the Calendar here'. Below the navigation bar, there are tabs for 'Your Calendar', 'Non-professional Calendar', 'Professional Calendar', and 'Assessments'. The 'Non-professional Calendar' tab is selected and highlighted with a red arrow and the text 'Your assignments are shown here'. Below the tabs, there is a calendar grid for the month of January. A red arrow points to the 'Assessments' tab with the text 'A log of your days worked and any assessments will be shown here'. At the bottom left, there is a text box that says 'Submit your availability here' with a red arrow pointing to the 'Your Calendar' tab.

Access the Calendar here

Your assignments are shown here

Submit your availability here

A log of your days worked and any assessments will be shown here

## 17. Change of circumstances

Having become a newly licensed official, we hope that you will stay with ABTO for many years to come. However, we understand that there may come a time in the future when you need to cease being an active tennis official, whether temporarily or permanently, perhaps due to a change in your personal circumstances.

In this situation, we ask that you write to the ABTO Honorary Secretary ([abto.secretary@gmail.com](mailto:abto.secretary@gmail.com)) to inform them of your decision. If you still hold an LTA Officials' Licence you will continue to receive communications from the LTA until your licence expires. If you wish to cancel your licence with immediate effect, please include the LTA Officiating Manager Matthew Morrissey ([matthew.morrissey@lta.org.uk](mailto:matthew.morrissey@lta.org.uk)) in your email to the ABTO Secretary.

In the event that your circumstances change again, and you would like to return to officiating, please don't hesitate to contact the ABTO Secretary and Matthew Morrissey, who will guide you through the steps required to do so.

## 18. Contact Details

The LTA Officiating team and the ABTO Management Committee are here to help answer any queries and provide further guidance as required. We can be contacted as below:

Matthew Morrissey  
LTA Officiating Manager  
020 8487 7047  
[matthew.morrissey@lta.org.uk](mailto:matthew.morrissey@lta.org.uk)

Chris Drew  
LTA Officiating Co-ordinator  
020 8487 7060  
[chris.drew@lta.org.uk](mailto:chris.drew@lta.org.uk)

Malgorzata Grzyb  
ABTO Chair  
07976 836690  
[abto.committee@gmail.com](mailto:abto.committee@gmail.com)

ABTO Secretary	<a href="mailto:abto.secretary@gmail.com">abto.secretary@gmail.com</a>
ABTO Grading Panel	<a href="mailto:abto.grading@gmail.com">abto.grading@gmail.com</a>
ABTO Selections Panel	<a href="mailto:abto.selections@gmail.com">abto.selections@gmail.com</a>
ABTO Training & Development Panel	<a href="mailto:abto.training.development@gmail.com">abto.training.development@gmail.com</a>

Details of all other ABTO Management Committee members can be found on the officials' area of the LTA website.

## 19. And finally...

Once again congratulations on becoming a tennis official. Officiating can be challenging but it is also very rewarding and there are plenty of exciting opportunities ahead of you. We hope that you will enjoy being part of our community for many years to come, and look forward to seeing you at the various events taking place across the country.

We wish you the very best of luck with your officiating.

## Appendix A

### THE ABTO WAY

A culture of **VALUES** and **BEHAVIOURS** for ABTO



#### INCLUSION



We truly value people's differences and believe they make us stronger

##### HELPFUL BEHAVIOURS

- ✓ We welcome all and all are welcome
- ✓ We recognise that everyone is different
- ✓ We treat everyone as we would wish to be treated
- ✓ We recognise that everyone has a contribution to make

##### KEY WORDS

• Belonging • Respect • Understanding

##### UNHELPFUL BEHAVIOURS

- ✗ We allow constraints to be barriers
- ✗ We lack tolerance of others and do not accept differences
- ✗ We are narrow minded and self- centred

#### TEAMWORK



We work together to grow British tennis officiating

##### HELPFUL BEHAVIOURS

- ✓ We trust, respect and support colleagues and team mates
- ✓ We are prepared to ask for and offer help
- ✓ We share knowledge to promote tennis officiating
- ✓ We put ourselves into the shoes of others
- ✓ We communicate positively
- ✓ We encourage colleagues to enjoy their successes and celebrate with them

##### KEY WORDS

• Togetherness • Understanding • Communication

##### UNHELPFUL BEHAVIOURS

- ✗ We perpetuate unfounded information
- ✗ We are overly competitive and jealous of the success of others
- ✗ We are insular, remote and unapproachable

#### INTEGRITY



We take responsibility for our actions and do what is right

##### HELPFUL BEHAVIOURS

- ✓ We work to earn the trust of others
- ✓ We are genuine, open and honest
- ✓ We are impartial, transparent and fair
- ✓ We ensure our conduct reflects the highest standards
- ✓ We are courageous and call out conduct contrary to The ABTO Way
- ✓ We demonstrate integrity in our roles as ABTO members and officials

##### KEY WORDS

• Honesty • Courage • Fairness

##### UNHELPFUL BEHAVIOURS

- ✗ We allow negative conduct to go unchallenged
- ✗ We act in a way that shows officiating in a bad light
- ✗ We disrespect the confidentiality of others

#### PASSION



We have an enthusiasm that makes everyone part of what we do

##### HELPFUL BEHAVIOURS

- ✓ We approach things with a positive mindset
- ✓ We inspire, enthuse and excite others
- ✓ We celebrate successes small and large
- ✓ We act as positive role models

##### KEY WORDS

• Pride • Inspiration • Motivation

##### UNHELPFUL BEHAVIOURS

- ✗ We are negative about things with no suggestions for improvement
- ✗ We are a drain on our colleagues

#### EXCELLENCE



We continually strive to be the best we can be

##### HELPFUL BEHAVIOURS

- ✓ We challenge ourselves and others to achieve
- ✓ We encourage and act on constructive feedback
- ✓ We recognise the need for change and improvement
- ✓ We are professional and organised
- ✓ We focus on getting things right
- ✓ We seek opportunities to learn and develop

##### KEY WORDS

• Ambition • Drive • Learn

##### UNHELPFUL BEHAVIOURS

- ✗ We fail to learn from our mistakes
- ✗ We don't listen
- ✗ We think we have nothing to learn
- ✗ We think there is no need for improvement

Issued: December 2021