



# CLUB PROFESSIONAL 3 COURSE INFORMATION GUIDE



***What is the Club Professional 3 Course?***

The Club Professional 3 (*NCCP Context: TBD*) course is the fourth level of the Tennis Canada's "Recreation – Tennis for Life" certification stream, focusing on the [LTAD Stage 8 "Tennis for Life"](#).

***Who is the course for?***

The course is designed to assist the Club Professional to develop the skills required to manage and operate a successful tennis department and to occupy the position of Tennis Director, Head Professional, or Senior Tennis Position within a club, seasonal or community facility. This course develops proficiencies and competencies in management, programming, service excellence, financial, marketing and promotion within a club. Additionally, this course develops the skills and attributes related to leadership in staff supervision and professional development.

***What will I learn?***

In this course you will continue to develop the dual role of a Club Professional which includes both on court and off court knowledge and skills — with a focus on the business administration and management of year round clubs.

Specifically, the course will develop off court proficiencies and competencies in management, programming, service excellence, financial, marketing and promotion within a club. Main course topics you will engage with include: organizational scheduling, wage scales/compensation, policies and procedures in HR, branding, social programming and understanding a P & L statement.

In order to develop these skills in a relevant and practical manner, you will be given the task of preparing a detailed business plan outlining all the functions and procedures of operating a tennis department within your club. You will envision strategies and objectives, conduct comprehensive research, create projections and perform data analysis – with the end goal of enhancing the current status of your tennis department.

The course will also include an on court component related to training and upgrading the skills of your professional staff. Specifically, you will learn to (a) assess the quality of instructional, competitive and social programming (b) promote Tennis Canada's certification system and Continuous Professional Development model (c) lead the on court professional development of your staff and (d) be effective in accessing leading edge industry information, sport science, and coaching resources.

***What are the course prerequisites?***

The following are the prerequisites for entry into the course:

1. Minimum certification requirement: Club Professional 2
2. Minimum age: 21 years
3. Minimum level of play: [5.0](#)
4. Minimum Industry Experience: 5 years full time (30 hours or more/week) at a large year round community club or yearly club as Coach 2 or Club Professional 2
5. Current Industry Activity: Must be currently employed at a year round club facility

6. Active Current CPR and/or Standard First Aid (to be arranged on own; to be completed before certification will be granted)
7. Be a current member of the [Tennis Professionals Association](#).

***What are the minimum work experience prerequisites?***

Candidate must have organized and supervised at least 5 of the following events and activities and be attested by the Tennis Director or Manager:

1. Club Tournament Supervisor
2. PTA or Tennis Canada Tournament Supervisor
3. Summer Camp Supervisor
4. Junior Program Supervisor
5. Adult Program Supervisor
6. 6 Club Socials as Supervisor
7. Charity Event Supervisor
8. 40 Hours of Community Work (in the last year, i.e. schools program, community club, parks and rec)

***How will I be evaluated?***

The major project for this course is the submission and presentation of a business plan.

1. Met standard (2 points)
2. Met standard marginal (1 points)
3. Did not meet standard ( 0 points)

In the classroom and business plan, the candidate will need to demonstrate the following skills:

1. Writing Skills – clear and concise written presentation
2. Conceptual Skills – goal setting, projections, strategies
3. Entrepreneurial Skills – enhancing current club status
4. Organizational Skills – time management, data collection, processing
5. Financial Skills – budgeting, payroll, basics of accounting principles
6. Analytical Skills – ratio analysis, data assessment
7. Interpersonal Skills – role playing, presentation skills
8. Managerial Skills – decision process, communication, facilitation
9. In Class Participation – participate in role playing, supervisory and facilitation skills

Each candidate will also be required to make a 20-25 minute presentation to the panel of course facilitators with a 30 minute Q & A at the end of the course within 5-6 weeks after the final submission of the plan. During the presentation of the business plan, the candidate will need to demonstrate the following skills:

1. Opening –Must present main points or purpose he/she wants to convey from their business plan to audience (facilitators), also known as the “hook” which is designed to grab the attention and provide a reason or rationale for the listener to be interested in the plan

2. Body of Business Plan – This is the major point of the presentation and must connect to the opening. The candidate must succinctly cover enough points to achieve his/her purpose and be able to support all points in a structured and logical flow.
3. Closing – This is the final impression that the candidate will leave therefore it must connect and summarize the opening and body of presentation. The candidate must leave the facilitators with a clear understanding of the business plan and instill a sense of confidence that the plans findings and outcomes are both feasible and a benefit for the club.

Final Presentation and Question Period:

1. Met standard (2 points)
2. Met standard marginal (1 points)
3. Did not meet standard ( 0 points)

Total: 20 points (Minimum for passing: 16 points. No sections can have 'Did not meet standard' but one could have marginal on 4 categories).

Note: The premise behind each business plan is for the candidate to prepare a new perspective of goals and objectives to improve and enhance the current tennis club/department operation that is both feasible and achievable. Candidates must achieve a "met standard" rating on all the plan components as well as the final presentation and Q & A to be certified. If candidates achieve an "incomplete" rating on any evaluation, they must re-do that portion of the plan or presentation. Candidates will have 12 months from the end date of their original course to complete all evaluations; otherwise they must re-take the entire course at full price.

There are no on court practical evaluations.

In addition, candidates are required to complete the Coaching Association of Canada's [Making Ethical Decisions](#) online evaluation.

***Who will lead the course?***

The course will be led by Tennis Canada Course Facilitators who are trained and developed in accordance with the Coaching Association of Canada's NCCP Learning Facilitator and Evaluator Competency requirements.

Our Course Facilitators are leading industry experts in the development and management of tennis and recreation facilities, highly regarded coaches and club professionals, sport science experts, educational and curriculum consultants.

***Who will deliver the course?***

Your [Provincial Tennis Association](#).

***What is a typical course schedule/structure and time commitment required?***

The course will be 12 days in length: 10 off court and 2 on court.

The off court workshops will be delivered based on the location of the majority of participants. There will be typically 3 or 4 regroupings, 2 of 4 days each, and 1 or 2 of 2 days. In addition, several one hour

webinars will be spaced appropriately throughout the course duration. For each webinar the candidates will be required to answer a series of questions or perform various tasks related to the webinar for submission. Webinars will be archived for reviewing.

In person sessions will incorporate a total of 8 off court days and 2 on court days.

This structure may be altered depending on provincial course delivery requirements.

***How much does it cost?***

Contact your [Provincial Tennis Association](#) or visit the [TPA website](#) for a list of courses.

***How do I register for the course?***

All candidates must submit an application form to your PTA, which includes the following:

1. Current curriculum vitae and list of accomplishments
2. Letter of recommendation from the Tennis Director or Club Manager (which includes verification of the events as per prerequisites)
3. An outline of career goals and reason for why candidate is interested in taking course

Note: Each candidate's submission will be reviewed for acceptance and does not necessarily mean automatic admission into the course.

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