



# Quality Soccer Provider Guide

*Last updated January 2024*

# Table of Contents

Introduction.....2

    First Phase.....2

    Next Steps .....2

    Quality, Transparency, Accountability .....3

    Action Plans .....3

Organization Information .....4

    General Information .....4

    People .....7

    Infrastructure.....9

Safety.....10

Accessibility and Inclusion.....13

Technical .....15

Governance .....17



Play. Inspire. Unite.



## Introduction

Congratulations on your first steps towards achieving the Canada Soccer Quality Soccer Provider (QSP) Club Licence! This guide will provide a brief overview on how to use the Canada Soccer Club Licensing System (CLS), and concise details on what (*and how*) to provide, in order to meet the standard for each QSP criterion.





### **First Phase**

If you are reading this Guide, you have most likely already completed the “first phase” of the application, which entailed:

1. Submission of Club Information and Letter of Commitment to Ontario Soccer and District
2. District Endorsement through approval of above Submission (via Jotform)
3. Execution of Confidentiality Agreement by your Club, your District and Ontario Soccer

### **Next Steps**

The next steps are:

1. Your Club will be given access to the Canada Soccer **Club Licensing System** (CLS): <https://cls-canada-soccer.azurewebsites.net/>
2. When you have received this, please watch this brief [CLS Walkthrough Video](#)
3. After you have watched the video, make sure to access the  found within the CLS. Download the files available there and familiarize yourself with the information found in the links as these will be referenced throughout this guide.
4. You are now ready to start navigating through the five sections (Organization Info, Safety, Accessibility and Inclusion, Technical, Governance) found in the CLS and answering each criterion. Review each question along with the information in this guide, prior to answering.
  - a. In the CLS, many questions will have a  tooltip. If you place your mouse over it, it will provide additional helpful information.
5. Make sure to click on the  button prior to navigating to the next section.
6. Once you have answered all the criteria, you must navigate to the  page in the CLS and click on the **Submit** button at the bottom of the page. Otherwise, we are unable to review your submission.



Play. Inspire. Unite.



## **Quality, Transparency, Accountability**


The information, documents, and policies required to achieve the QSP Licence must be easily accessible to your membership (and potential membership) on your Club website. This **transparency** serves to inform them of the hard work you are doing to deliver **quality**, safe, inclusive programs to your participants, as well as to drive **accountability** within your Club.

As you navigate through this guide and answer each criterion on the CLS, make sure to provide specific webpages within your Club website where the relevant information, documents, and/or policy is available, when asked.

Attachments uploaded to the CLS that cannot be easily found on your Club website will be deemed to Not Meet the Standard, unless strong supporting rationale is provided.

## **Action Plans**

It is possible to achieve a provisional QSP Licence with an Action Plan, without fully meeting all criteria in the short-term (e.g. *must wait until next AMM to implement a required policy*).

Please use the  **Add Comment** tool for the criterion that requires Action Plan consideration. Provide the necessary context, information, and anticipated date of completion.



# Organization Information

## **General Information**

### **1. Organization Name**

*Provide the full and proper Club name, avoiding acronyms or initialisms.*

---

### **2. Organization Logo**

*Provide in high quality image file type if possible (e.g. ai, eps, pdf, svg, etc.)*

---

### **3-6. Organization Address**

*Ensure accuracy and consistency, as this address will appear in the Club directory on the Canada Soccer website (<https://canadasoccer.com/play-landing/>)*

---

### **7. District / Region**

*Provide the name of the District Member that the Club is registered under.*

---

### **8. General Inquiries Email**

*Best practice is for this to be under the Club's domain name and not tied to a specific individual (e.g. [info@ontariosoccerclub.com](mailto:info@ontariosoccerclub.com), instead of [soccerpresident@gmail.com](mailto:soccerpresident@gmail.com))*

---

### **9 & 10. Website and Other official online locations**

*Ensure accuracy and consistency, as these are your main communication channels to your membership*



Play. Inspire. Unite.



## 11. Stream(s) of Participation (Grassroots, Community, Competitive, Development, Performance)

Ensure you are familiar with Canada Soccer's definitions of these terms, provided below.



Grassroots: Programs for players aged U12 and younger, whether “Recreational” or “Competitive”

Community: “Recreational” or “House League” programs for players aged U13 and older

Competitive: “Competitive” programs at the District or Regional level for players aged U13 and older

Development / Performance: “High Performance” standards-based programs at the Provincial level for players aged U13 and older (e.g. the Ontario Player Development League, or League 1 Ontario)

Excellence: National Teams or Professional Club Academies

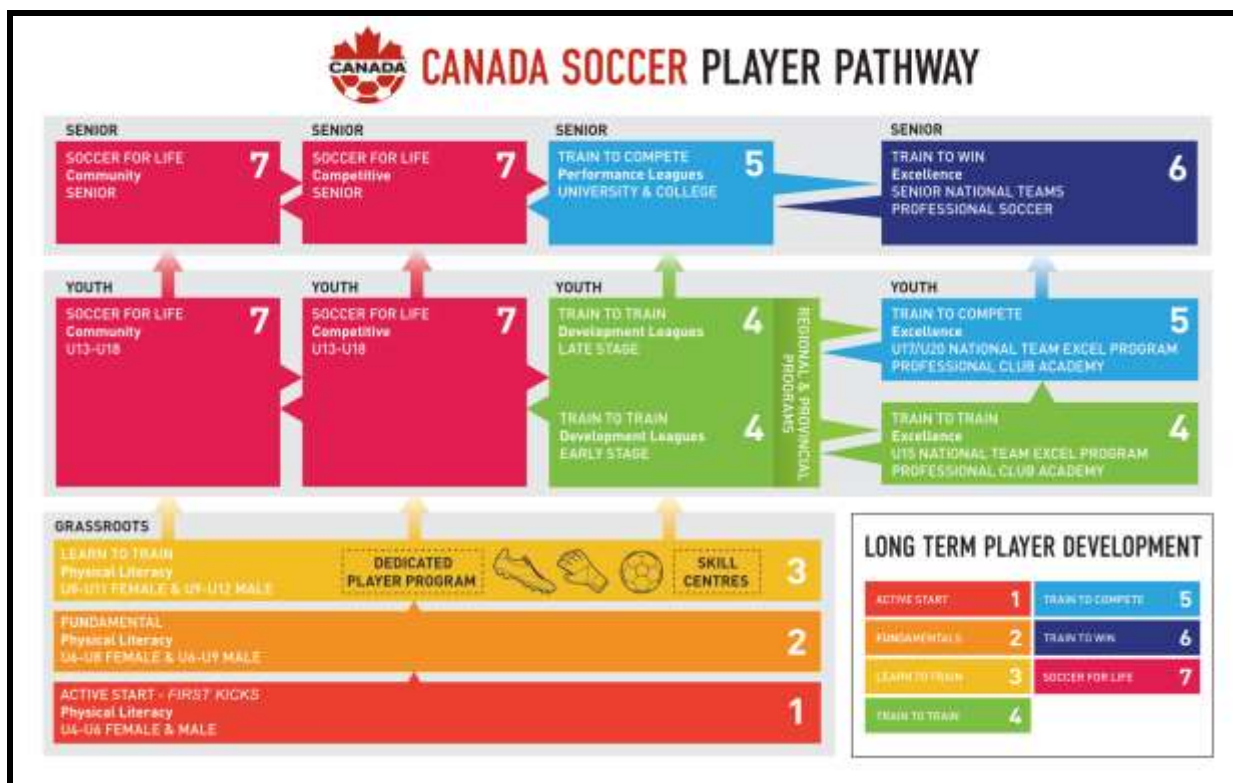
The Stream(s) of Participation offered by your Club should be clear and apparent when visiting the Club website. If there are specific webpages for each Stream (e.g. [www.ontariosoccerclub.com/competitive](http://www.ontariosoccerclub.com/competitive)) on your Club website, provide them in the CLS by using the

 Add Comment tool.



## 12. Stage(s)/Age(s) of Participation

Ensure you are familiar with the Canada Soccer Player Pathway, provided below.



**Active Start:** Female and Male players aged U5 and U6.

**FUNDamentals:** Female players aged U6-U8 and Male players aged U6-U9.

**Learn to Train:** Female players aged U8-U11 and Male players aged U9-U12.

**Train to Train:** Female players aged U11-U15 and Male players aged U12-U15 in the "Development" or "Excellence" Stream of Participation.

**Train to Compete:** Female players aged U15-U19 and Male players aged U16-U20 in the "Performance" or "Excellence" Stream of Participation.

**Train to Win:** Female players aged U18+ and Male players aged U19+ in the "Excellence" Stream of Participation.

**Soccer for Life - Community:** Female and Male players aged U13+ in the "Community" Stream of Participation.

**Soccer for Life - Competitive:** Female and Male players aged U13+ in the "Competitive" Stream of Participation.

## 12. Gender Identity(ies) of Programming offered by the organization

*The programming offered by your Club to different Gender Identities should be clear and apparent when visiting the Club website.*

---

## **People**

### 1 -4. President Information

---

### 5. On behalf of the organization, I make the following commitments

*Commit to all statements*

---

### 6. Coaches and Team Personnel

*If your Club offers both Community/Recreational and Competitive programs, you must upload a separate list for each.*

#### Requirements for Community/Recreational Coaches:

- *NCCP Number*
- *Name*
- *Gender Identity*
- *Date of Birth*
- *Email Address*
- *Criminal Record Check Issue Date (should be within the last 3 years)*
- *Respect in Sport Activity Leader certificate number*
- *Respect in Sport Activity Leader certificate expiry date (valid for 5 years)*
- *Coaching Soccer in Canada online module completion date*



Requirements for Competitive Coaches:

- NCCP Number
- Name
- Gender Identity
- Date of Birth
- Email Address
- Criminal Record Check Issue Date (should be within the last 3 years)
- Respect in Sport Activity Leader certificate number
- Respect in Sport Activity Leader certificate expiry date (valid for 5 years)
- Make Ethical Decisions Training completed
- Make Ethical Decisions Online Evaluation completed
- Making Head Way completed
- NCCP Emergency Action Plan completed
- Understanding the Rule of Two completed
- Age/Stage appropriate Grassroots Coach Education program workshop completed (e.g. U11 Coach has completed Learn to Train workshop in full)

 Resources

Use the [Coach and Team Personnel List Template](#), or adapt as necessary.

For more information on Coach Requirements, please click on the links below for:

- [Ontario Soccer Bulletin I2023-08: Update on Canada Soccer's National Club Licensing Program Awareness Campaign ahead of 2023 Outdoor Season](#)
- [2023 Canada Soccer Coach Education Minimum Standards](#)



## **Infrastructure**

### **1. Facilities List**

Upload a list, with the following information provided for each facility:

- Address
- Size
- Primary Use (e.g. Training, 7v7 games, 9v9 games, etc.)
- Type of Surface (e.g. Grass, Artificial. Etc.)



Use the *Facilities List Template*, or adapt as necessary.

### **2. Facilities and equipment are safe, well-maintained, and in good condition**

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/facilities](http://www.ontariosoccerclub.com/facilities)) where your Club has a Facility and Equipment Safety Policy and/or Procedure, or similar.



Refer to the *Canada Soccer Guide to Safety*

### **3. Facilities are accessible to participants of all abilities**

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/policies](http://www.ontariosoccerclub.com/policies)) where your Club has an Accessibility for Ontarians with Disabilities (AODA) Policy, or equivalent.



Refer to the *Canada Soccer Guide to Accessibility & Inclusion*

**Additional Resource:** [Ontario Soccer Operational Procedures \(see Section 18\)](#)



## Safety

### 1. Adheres to Canada Soccer Code of Conduct and Ethics

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/codeofconducts](http://www.ontariosoccerclub.com/codeofconducts)) where your Club has a Code of Conduct and Ethics, or equivalent

#### Resources

The Club's Code of Conduct and Ethics should align with the Canada Soccer Code of Conduct and Ethics. The Canada Soccer Code of Conduct and Ethics can also be posted or linked to in the Club's website.

**Additional Resource:** [Ontario Soccer Policies \(see 13.0\)](#)

---

### 2. Has a Code of Conduct to Protect Children

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/codeofconducts](http://www.ontariosoccerclub.com/codeofconducts)) where your Club has a Code of Conduct to Protect Children.

#### Resources

The Club's Code of Conduct to Protect Children should mirror the "Commit to Kids" template available in the last page of Canada Soccer Guide to Safety.

---

### 3. Has Guidelines for Appropriate/Inappropriate Conduct between Adults/Adolescents and Children

This criterion will be met by adapting the "Commit to Kids" Code of Conduct to Protect Children template.

#### Resources

Additional "Sample Guidelines" can be found on the last page of the Canada Soccer Guide to Safety.

---



#### 4. Has a Policy outlining what to do if you witness inappropriate conduct that is provided to parents, coaches and team personnel

*This criterion will be met by adapting the "Commit to Kids" Code of Conduct to Protect Children template.*



*Additional resources can be found in the [Canada Soccer Guide to Safety](#).*

#### 5. Has a Policy requiring that any suspicion of child abuse is reported to law enforcement

*This criterion will be met by adapting the "Commit to Kids" Code of Conduct to Protect Children template.*



*Additional resources can be found in the [Canada Soccer Guide to Safety](#).*

#### 6. Provides an environment that supports participant's physical and emotional safety (free of bullying, discrimination, etc.)

*Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/policies](http://www.ontariosoccerclub.com/policies)) where your Club has an Anti-Bullying Policy/Anti-Discrimination Policy/Diversity, Inclusion and Diversity Policy, etc.*



*Additional resources can be found in the [Canada Soccer Guide to Safety & Canada Soccer Guide to Accessibility and Inclusion](#)*

**Additional Resource:** [Ontario Soccer Policies \(see Appendix D\)](#)



## 7. Supports the Coaches Association of Canada Responsible Coaching Movement

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/responsiblecoaching](http://www.ontariosoccerclub.com/responsiblecoaching)) where your Club confirms having taken the Responsible Coaching Movement Pledge, and links to the information page below.

- [Responsible Coaching Movement information page](#) (this page must be linked to on Club website)
- [Responsible Coaching Movement Pledge Application Form](#) (take the Pledge here)
- [Responsible Coaching Champions](#) (search for your Club here to confirm if the Pledge has been taken)
- [Responsible Coaching Movement toolkit](#) (branding and logos for Club website)

---

## 8. Has a Rule of Two Policy on which it educates players, parents, coaches and team personnel

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/ruleoftwo](http://www.ontariosoccerclub.com/ruleoftwo)) where your Club has a Rule of Two policy.



Resources

Must adapt and include the [Canada Soccer Rule of Two Guidelines](#)



## Accessibility and Inclusion

### 1. Is committed to providing an accessible, inclusive and welcoming soccer environment and experience for all participants

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/policies](http://www.ontariosoccerclub.com/policies)) where your Club has an Equity, Inclusion and Diversity Policy, or similar.



Additional resources can be found in the [Canada Soccer Guide to Accessibility and Inclusion](#)

**Additional Resource:** [Ontario Soccer Policies \(see Appendix D\)](#)

---

### 2. Appreciates diversity to ensure everyone feels safe and that they belong regardless of ability and background.

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/policies](http://www.ontariosoccerclub.com/policies)) where your Club has an Equity, Inclusion and Diversity Policy, or similar.



Additional resources can be found in the [Canada Soccer Guide to Safety & Canada Soccer Guide to Accessibility and Inclusion](#)

**Additional Resource:** [Ontario Soccer Policies \(see Appendix D\)](#)

---

### 3. Coaches are culturally sensitive and programs include culturally appropriate activities.

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/community](http://www.ontariosoccerclub.com/community)) where your Club has information on programs, partnerships or initiatives that are culturally sensitive and appropriate for the demographics in your Club's community.



Additional resources can be found in the [Canada Soccer Guide to Accessibility and Inclusion](#)

---



#### 4. Provides programming that targets underrepresented groups as outlined in the Canada Soccer Guide to Accessibility and Inclusion

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/community](http://www.ontariosoccerclub.com/community)) where your Club has programs, partnerships or initiatives that targets underrepresented groups in your community (e.g. Indigenous Peoples, Newcomers, etc.)



Additional resources can be found in the [Canada Soccer Guide to Accessibility and Inclusion](#)

**Additional Resource:** [Ontario Soccer Policies \(see Appendix D\)](#)

---

#### 5. Has programs, partnerships, and/or other mechanisms to reduce barriers to participation

Using the **Links** tool for this question: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/financialassistance](http://www.ontariosoccerclub.com/financialassistance)) where your Club has programs, partnerships or initiatives that reduce barriers to participation in your community (e.g. financial assistance information/partnerships, Women in Coaching program, etc.)



Additional resources can be found in the [Canada Soccer Guide to Accessibility and Inclusion](#)

**Additional Resource:** [Ontario Soccer Policies \(see Appendix D\)](#)

---



## Technical

### Developmentally Appropriate

**1. Programming considers Long-Term Player Development (LTPD) stage appropriate principles & 2. Playing Formats are aligned to Canada Soccer Grassroots Standards**  
 Using the **Links** tool for these questions: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/competitive](http://www.ontariosoccerclub.com/competitive)) where your Club has detailed information on the programs offered, and information on how they align with LTPD principles and the Ontario Soccer Grassroots Standards (which in Ontario, supersede the Canada Soccer Grassroots Standards). Details can include practice times, game days, practice duration, cost, etc.

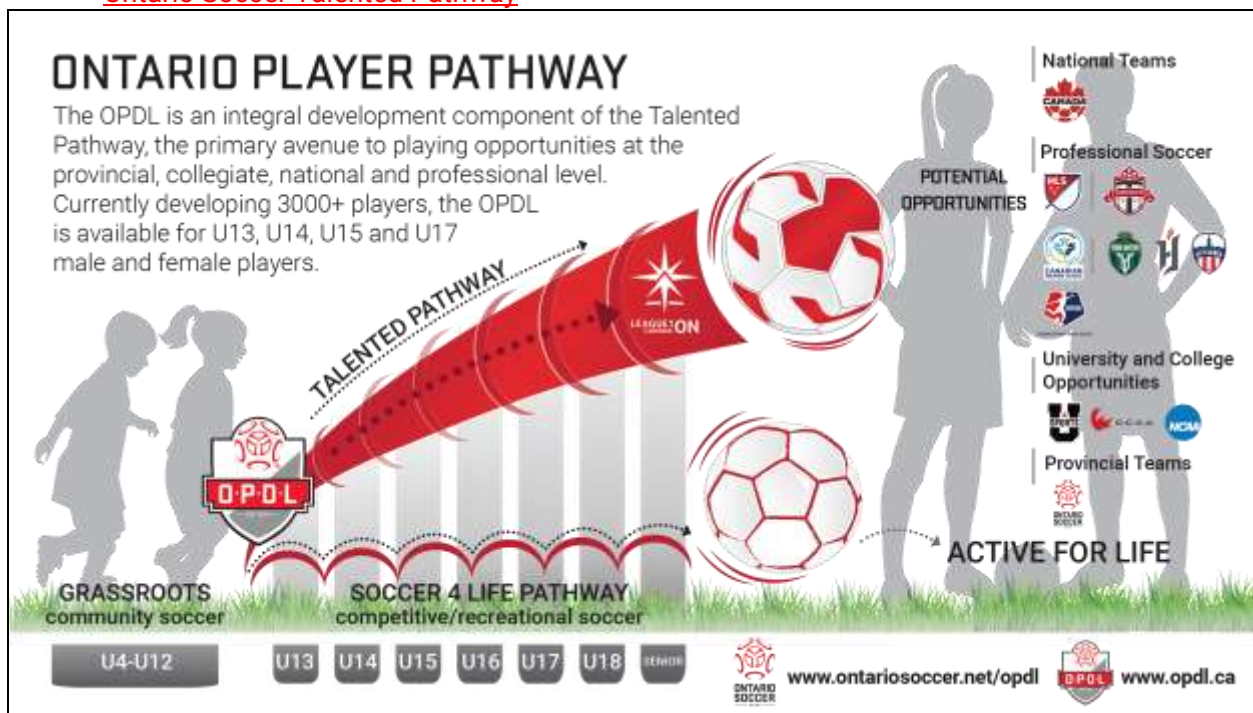
The Club website **must** include the [Ontario Soccer Grassroots Standards PDF](#) **and** the [Ontario Soccer Talented Pathway graphic](#), and must also link to relevant webpages, included below. These must be posted on a conspicuous place on the Club website for easy access.

#### Resources

Additional resources can be found in the [Long-Term Player Development](#) link

#### Links and Graphic to be included:

- [Ontario Soccer Grassroots Standards](#)
- [Ontario Soccer Talented Pathway](#)



## **Enjoyable**

### **1. Is committed to providing an enjoyable soccer experience for all participants.**

Using the **Links** tool for these questions: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/values](http://www.ontariosoccerclub.com/values)) where your Club commits to providing an enjoyable soccer experience for all participants.

---

### **2. Is focused on long-term participation.**

Using the **Links** tool for these questions: Provide specific webpage(s) on Club website (e.g. [www.ontariosoccerclub.com/values](http://www.ontariosoccerclub.com/values)) where your Club outlines its focus on long-term participation for all participants.


---



Play. Inspire. Unite.



## Governance

*The criteria in this section are confirmed to be met by your Club, through the District Endorsement and, as required, through interaction and investigation by Ontario Soccer. If you have any questions, comments or concerns for any of the below, you can enter them using  Add Comment tool.*

---

### **1. Is a Member in Good Standing with its governing organization(s)**

*Your Club is deemed to be in good standing with the District Member and Ontario Soccer*

---

### **2. Is compliant with the by-laws, policies, and directives of its governing organization(s)**

*Your Club follows the by-laws, policies and directives of its District Member and Ontario Soccer*

---

### **3. Registers all participants with its governing organization(s)**

*Your Club registers all participants, in all programs and all Streams of Participation, in Ontario Soccer's OSCAR system*


---

### **4. Does not interact with non-member organizations unless approved by governing organization(s)**

*Your Club must provide as an attachment: an official letter, on Club letterhead, confirming that it does not interact in any way with un-sanctioned non-member organizations.*



**ONTARIO SOCCER**  
7601 Martin Grove Road, Vaughan ON, L4L 9E4  
905.264.9390 ontariosoccer.net

Proud Member of 



Play.  
Inspire.  
Unite.



**ONTARIO  
SOCCER.**

— EST. 1901 —