



INSTRUCTOR COURSE: COURSE INFORMATION

SUMMER 2024

Instructors are trained to introduce players to the game using Progressive tennis in group lessons (1.0 – 2.5 level) at tennis clubs, parks, community courts and in school gyms. The mission of instructor course is to develop instructors who will stimulate players' growth and retention, and promote tennis as a sport for life, by delivering a quality tennis program.

The Instructor Course is the first step in the Tennis Professional Association's (TPA) professional coaching pathway.

Commitment: Course participants are required to attend BOTH on court weekends listed below and complete all online modules.

May 17: 6:00PM-9:00PM: Online via Zoom
May 18: 9:00AM-5:00PM, OSTEN & VICTOR Alberta Tennis Centre
May 19: 9:00AM-5:00PM, OSTEN & VICTOR Alberta Tennis Centre
May 31: 6:00PM-9:00PM, OSTEN & VICTOR Alberta Tennis Centre
Jun 1: 9:00AM-5:00PM, OSTEN & VICTOR Alberta Tennis Centre
Jun 2: 9:00AM-5:00PM, OSTEN & VICTOR Alberta Tennis Centre
(Evaluations on final Sunday afternoon of course)

(Evaluations on final Sunday afternoon of course)

Equipment: Bring your racquet, note pad and pens.

Attire: Proper tennis attire is required for the duration of the clinic (i.e. non-marking soles, track suits and proper tennis shirts, shorts or skirts).

Clinic participants are responsible for their own meals.

Accommodation: Clinic participants are responsible for their own accommodation.

Meals: Clinic participants are responsible for their own meals.

Attendance: 100% attendance is required to be eligible to be evaluated. For example if, because of work, school, or personal reasons, a candidate cannot attend the second Friday night of the course, they may attend the remainder of the course however, they will not be evaluated with the other candidates. They must attend the 2nd Friday night of a subsequent course to fulfil the attendance requirements and can only be evaluated after that.

Evaluation: Players will be evaluated in point play using a green ball.

Terms and Conditions: Participants will be required to sign [Tennis Alberta's Course Terms and Conditions](#) to be enrolled in the course. Participants can return the signed form to admin@tennisalberta.com.

Course Communication: Participant communication will be through email to the email address on file with the TPA **ONLY**. **Participants are encouraged to check their junk mail regularly.**

Online E-Learning Modules and Other Course Materials (updated Jan 31, 2016)

Before being able to access any of the resources that you need for this course, you must first join the Tennis Professionals Association (TPA). Please follow the instructions on the following pages.

You are responsible for the completion of 8 online e-learning modules before the course begins. Please carefully follow the steps outlined in the document entitled “Instructions to Complete Online Modules” in order to access, complete and provide proof of your work to the Course Facilitators.

Candidates will not be eligible for the course until these modules are completed. NOTE: THE MODULES SHOULD TAKE 5-6 HOURS TO COMPLETE.

If the Modules are not completed, full course payments will be automatically applied to a future course.

The following participant materials are required for use during the course so please bring copies:

- In-Course Workbook
- Instructor Evaluation Guide
- MED Coach workbook
- MED Reference materials

Making Ethical Decisions “Instruction stream” Evaluation (MED)

This is a National Coaching Certification Program (NCCP) requirement for all sports. The training module for this evaluation will be on the first weekend of the course. This competency is evaluated in an on-line evaluation to be completed between the 1st and 2nd weekends of the course. You will find instruction on how to complete the MED on the TPA website, under “Account Info” , tab “My Courses” , in the same place where you will find the online modules.

Failure to complete any of the tasks listed in this letter will result in a lowered score for the professionalism competency evaluation and may result in not being able to participate in the course.

Once you have completed the course, you will be evaluated (on the final day of the course). If all competency evaluations are successfully completed, **and** you have completed the MED evaluation, you will be certified as an Instructor.

Please note that course participant names, their birthday, addresses, telephone numbers and emails are used to update various databases: the TPA, your Provincial Tennis Association, Tennis Canada, and Coaching Association of Canada databases.

4. After clicking My Course, you will see the list of online modules that have to be completed. They can be done in any order you want.

Course Outline	Module Link	Completed
Online Modules	Module A: Course Introduction	Incomplete
MED	Module B: Introduction to Quality Standards	Incomplete
Contacts	Module 1: Caring Instructor	Incomplete
Final Assessment	Module 2: Making Friends	Incomplete
Courses	Module 3: Active Participation	Incomplete
Respect In Sport	Module 4: Appropriate Challenge	Incomplete
	Module 5: Improvement	Incomplete
	Module 6: Fun	Incomplete
	Please note: Completed Status changes can take up to 24 hours to appear.	

On the right side of the page you will see a column entitled “**Completed**”. This is where your results will be logged. However, please keep in mind that the modules are stored with the Coaching Association of Canada, and **it takes up to 24 hours for completion information to be transferred to the TPA.**

When all of your modules show up as completed, please print off the modules page and submit it to your Course Facilitator on the first day of the course.

Troubleshooting tips:

- If you are in the middle of a module, and you are told that your connection to the internet has been lost, please close the module and start it again once your internet connection is back, as any progress you do from the point when your internet connection is dropped will not be logged!
- When completion information is not available, in order to tell for sure if a module is finished you can simply click on the module again and see if you are taken to the last slide of that module that tells you that you have passed it. If you see the last slide, it means the module is finished, and the CAC server has logged it. It is just a matter of time before this gets transferred to the TPA website.
- If the links are not active, (you click on them and nothing happens), or for any other technical assistance, please contact tpa@tenniscanada.com .

Note: DO NOT ATTEMPT to complete the MED evaluation on the CAC website before you have received training on the first weekend of the course.

FAQs on Instructor Online modules

1. [I signed up for the TPA successfully, but my online modules links are not active \(nothing happens when I click on them\)](#)
2. [I am trying to open the modules and I'm getting a blank screen. What am I doing wrong?](#)
3. [Can I resume a module if I close it before finishing it?](#)
4. [I finished a module but it does not show up on my record, or if I go back into the module it takes me to a slide in the beginning of the module \(instead of the last one\)](#)
5. [Can I find these modules in the CAC Locker?](#) (<https://thelocker.coach.ca>)
6. [How do I check to see if the modules I completed are properly stored in my record?](#)

Q. I signed up for the TPA successfully, but my online modules links are not active (nothing happens when I click on them)

A. When you sign up for the TPA, a CAC account is automatically created for you and linked back to your TPA account. If this process fails in any way (the CAC account is not created, or the CC# is not sent back to us, the module links will not be active). This is something only we can fix, so please send Sebastian a message at the email above. [Back to FAQ list](#)

Q. I am trying to open the modules and I'm getting A BLANK SCREEN. What am I doing wrong?

A. Generally, if you are seeing a blank screen, it is because the modules are built in Adobe Flash, and your device does not have Flash Player installed. You can download Adobe Flash Player from <http://get.adobe.com/flashplayer/>

A2. One possible option is that you are using Apple Ipad, Ipod, Iphone. These devices do not support Flash animations, and our modules are in Flash format. If you'd like to use your Apple device to view these modules, there is an app called Photon Browser that you can use to view Flash based websites. Otherwise, you will need to access the modules on a computer as most computers have Adobe Flash Player installed on them. **Note:** It will work natively on any other tablet / smartphone on the market.

[Back to FAQ list](#)

Q. Can I resume a module if I close it before finishing?

A. The system will save the last slide you were on before you closed your browser. However, in order for the system to know which slide you were on, your computer has to be connected to the internet. Any progress made in the module that is not transferred to the server over the internet due to a bad connection will be lost (see next question). [Back to FAQ list](#)

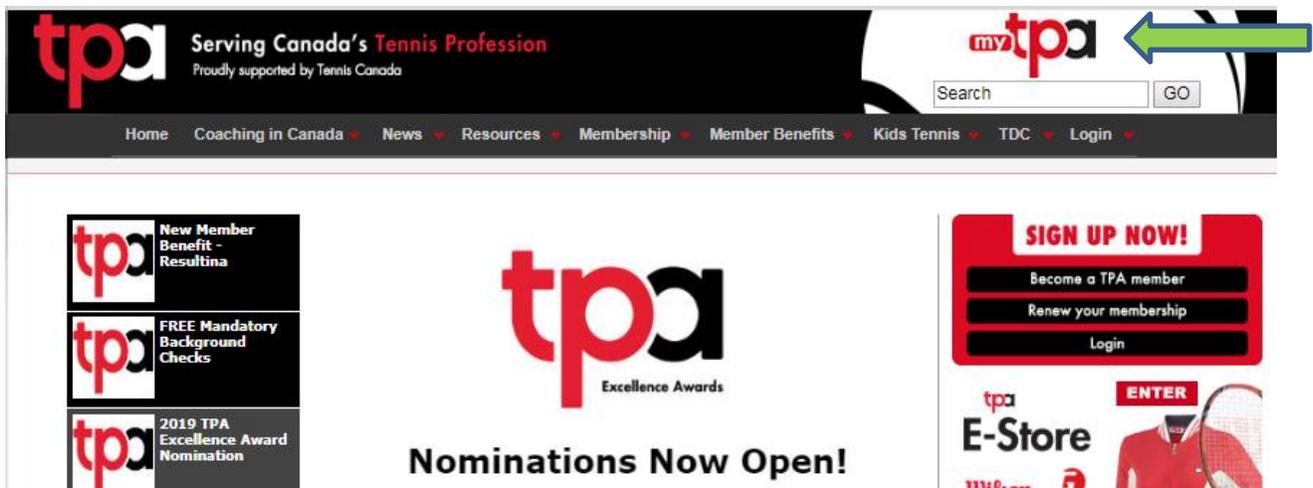
Q. I finished a module but it does not show up on my record, or if I go back into the module it takes me to a slide in the beginning of the module (instead of the last one)

Instructions to Complete the Online Modules

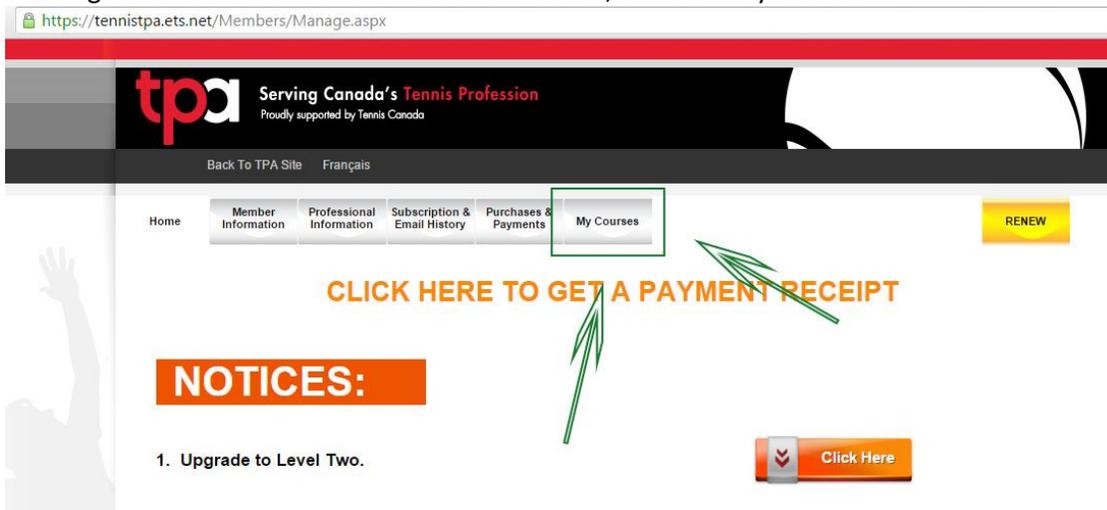
1. Log in to your TPA Account.



2. After submitting your credentials you will be redirected back to the home page. Click on "My TPA".



3. Navigate to the last tab of the Account Info area, entitled "My Courses".



A. If there are problems with your internet connection, the server will stop tracking your progress in the module and the completion will not be logged. In this case, unfortunately, you will need to refresh the module and you will be taken back to the slide you were on when you lost your internet connection.

**** If, when doing a module, you ever get the message that your internet connection has been lost, do not continue forward as there is a pretty big chance your progress will be lost. Instead, hit refresh on your browser, or reopen the module from the original link.** [Back to FAQ list](#)

Q. Can I find these modules in the CAC Locker (<https://thelocker.coach.ca>)?

A. No. Although the modules are hosted by the CAC for Tennis Canada, the only place you can find these modules is on the TPA website, once you are logged in. [Back to FAQ list](#)

Q. How do I check to see if the modules I completed are properly stored in my record?

A1. The easiest way to check is on the TPA site, next to the module links. You will see a column entitled "Completed" which a Yes/No for every module. However, there is a 24 hour delay for this function. If you would like to know right away, take a look at A2 and A3 below.

A2. If you close and reopen a finished module, and you see the last page (where it tells you that you have passed), then that module is for sure logged as completed, and it is just a matter of time until the TPA will display it so.

A3. The most official and timely way (updated in real time) is to check your Locker public transcript. This will not make you login, you just have to supply your NCCP#, available in "Account Info" -> "Member Information tab" and your last name. You can access your public transcript from:

<https://thelocker.coach.ca/access/account/public>

[Back to FAQ list](#)

Q. What if my module-related question is not in the FAQ or if there are any other issues, whom should I contact?

A. If none of the solutions above helped solve your problem, you can contact our E-Learning Consultant Sebastian at tpa@tenniscanada.com

[Back to FAQ list](#)