

Executive Summary

The purpose of this operational plan is to provide a clear map of how The Northern Beaches Jiu-Jitsu Academy operates.

Mission Statement

Our dream at the Northern Beaches Jiu-Jitsu Academy is to see our students grow not only as martial artists and Jiu Jitsu practitioners, but more importantly as individuals. We will equip you with the tools to not only succeed on the mats but more importantly in your life off the mats.

We are martial artists at heart and use Gracie Jiu Jitsu as our vehicle in seeking enlightenment. We believe that Gracie Jiu Jitsu is for everyone and the growth you will attain on the mats will enhance you even more so off the mats. Northern Beaches Jiu-Jitsu Academy was born to be free from politics, bias and to promote the growth of the art and more importantly the Gracie Jiu Jitsu community. Our doors will always be open to anyone with an open-minded attitude and willingness to learn and share from and with everyone.

Staff Roles (2 Staff Members)

ACTION	ASSIGNED TO	PURPOSE	ROLE
Teach Gracie Jiu-Jitsu	Jack Cox	Instruct classes	Director/Head Instructor
Manage the academy	Gillian Cox	Manage academy	Academy Manager

Hours of Operation

Monday – Friday 8:00pm

Saturday: 8:30am to 12:00pm

Sunday: Closed

Timetable

Monday, Wednesday & Friday: 400pm to 800pm

400pm -430pm Kids (4 to 6 years old)

430pm-515pm Kids (7 to 10 years old)

515pm-600pm (11 to 15 years old)

615pm -730pm (Adults)

Tuesday & Thursday 500pm to 800pm

530pm -730pm (Adults)

Saturday: 830am to 1200pm

830am -900am Kids (4 to 6 years old)

900am-945am Kids (7 to 10 years old)

945am-1030am (11 to 15 years old)

1030am-1200pm (Adults)

Sunday: Closed

Class Frequency

Adults: Monday to Saturday 6 Classes

Kids (4 to 6 years old): Monday, Wednesday, Friday and Saturday 4 Classes

Kids (7 to 10 years old): Monday, Wednesday, Friday and Saturday 4 Classes

Kids (11 to 15 years old): Monday, Wednesday, Friday and Saturday 4 Classes

Class Capacities

Adults: 20 Patron Capacity

Kids (4 to 6 years old): 16 Patron Capacity

Kids (7 to 10 years old): 20 Patron Capacity

Kids (11 to 15 years old): 20 Patron Capacity

Academy Rules

Leave your ego outside and be humble and respectful to others.

Be on time for class (Arrive 10 minutes before class begins).

Put mobile phones on silent and leave them in your bag.

If you are late to class, approach the instructor before joining the class.

Bow to the centre of the mat when entering or exiting.

Remove footwear before stepping on the mats, wear footwear off of the mat.

Thongs or sandals are easiest.

NO FOOTWEAR = NO TRAINING.

Keep quiet while the instructor demonstrates techniques.

No foul language.

Wear a gi or kimono that is clean with no rips, tears, holes, or stains. No mismatching colours of the kimonos.

Keep uniforms and gear clean (wash your kimono after every class).

Proper personal hygiene is required.

Keep finger and toenails cut short at all times, hands and feet must be clean (We have nail clipper available if required).

Long hair must be tied back.

Women are required to wear a sports bra and/or a rashguard under Gi top and we suggest an athletic undergarment under Gi bottoms.

Remove all jewellery and piercings before class. No metal objects are to be worn on the mats.

Give higher ranked belts preferred space during sparring.

Be gracious in victory and defeat – Don't talk about submitting someone and don't make excuses when submitted.

Be aware of your surroundings and maintain a safe environment when training.

Use proper tap out procedures. Remember it is only a training session.

Open cuts must be covered at all times.

Show courtesy before and after each sparring session.

Mouthguards are encouraged during sparring.

If you are sick, stay home.

You are responsible for your child's behaviour if and when he/she is not participating in class.

What you learn is taught for your development not only as a student but also as a citizen and should be used as a last resort when everything else has failed.

Respect those you train with and your instructors. Rank is a symbol of knowledge and wisdom. Respect the training facility, instructors and the time devoted to the art.

Show respect by shaking the black belt or highest-ranking coach/professors hand at the beginning and end of all classes, including guest black belts.

Don't leave the mat without notifying the instructor.

Northern Beaches Jiu-Jitsu Academy (NBJJA) Policy: Customer Complaints

1.0 POLICY STATEMENT

NBJJA values all feedback from customers as an important tool to ensure that our services and actions are meeting their intended purposes.

2.0 DEFINITIONS

Customer: A person or organisation accessing NBJJA services or products.

Customer Complaint: An expression of dissatisfaction made to or about NBJJA products, services.

Customer Feedback: An opinion, comment, suggestion, compliment or expression of interest or concern about the NBJJA related to its products services or the actions of its staff.

3.0 SCOPE

The policy applies to all customer complaints received in relation to all NBJJA services and staff.

The NBJJA Customer Complaints Policy does not replace or interfere with legislation or policy dealing with complaints about privacy, right to information, official misconduct or maladministration, criminal conduct or illegality, or matters specifically dealt with through other legislative and/or appeal processes.

4.0 PRINCIPLES

We acknowledge the right of NBJJA customers to express dissatisfaction with our services and actions and to seek redress.

The aims of this policy are that:

- Customer complaints are managed fairly, promptly, consistently and confidentially.
- Relevant findings from customer complaints are used to inform the improvement of NBJJA procedures and practices.

- Acknowledging that everyone has a right to complain and that complaints provide valuable opportunities for improvement.
- Treating any person making a complaint with respect, and involving them in the response process wherever possible
- Treating complaints that are provided anonymously or through an authorised third party in the same way as any other complaint.
- Ensuring that all NBJJA staff are aware of our complaints management process
- Referring relevant complaints to external agencies as soon as possible if they are not within our scope to act upon.
- Promptly acknowledging the receipt of a complaint if it has not been resolved at the point of contact.
- Providing advice to complainants about the process and timeframes for response to their complaint, and giving reasonable updates on the progress.
- Dealing with complaints fairly and objectively, and giving all parties an opportunity to state their case wherever practicable.
- Advising parties of outcomes as soon as possible after a decision is made.
- Regularly reviewing the policy and procedures

5.0 MANAGEMENT OF CUSTOMER COMPLAINTS

How to Make a Complaint

Complaints may be made orally or in writing, however, customers are encouraged to submit their complaints via email to info@northernbeachesjiujitsu.com.au

To lodge a complaint, customers should provide:

- Name and preferred contact details of the customer lodging the complaint
- The reason for the complaint, including the date, time, location and as many other details as possible of any incident
- The complainant's desired outcome.

6.0 TIMEFRAMES

- The complaint must be acknowledged within 5 working days. This acknowledgement must outline how the complaint will be managed, including an estimated timeframe for resolution and if necessary, how progress reports will be provided.
- Simple complaints (that are not of a serious nature and/or not requiring extensive investigation or consultation) must be resolved ASAP.
- If there is going to be a delay in responding to a complaint due to complexity or the requirement of extensive investigation, the customer is to be informed why and provided regular updates on the progress of the complaint.

7.0 AUTHORISATION

Approved by: Jack Eric Cox
Title: Director
Approval date: January 2019

8.0 REVIEW PROCESS

This policy will be reviewed every 3 years.