

Umpire Development

This section of the World Bowls website deals with matters relating to the training and accreditation of umpires.

In the period between October 2006 and December 2007, the World Bowls Laws Committee produced a series of documents to support the introduction of a uniform set of training and examination procedures worldwide. The documents were approved by the board of World Bowls in January 2008. Descriptions of the documents can be found in the Contents List below - each document on the list can be accessed by clicking on its name.

In addition to the documents, a DVD has been produced to complement the training process. Copies can be obtained by contacting the appropriate National Authority – details of which can be found by clicking on 'Members' on the home-page of the World Bowls website.

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1.1 [Training of New Umpires](#)

This document describes a sample structure for a National Authority to follow when establishing a training structure for its umpires. National Authorities will have individual issues (such as the geographic spread of the sport in their country) that will need to be taken into account when establishing their programme. It is unlikely, therefore, that all National Authorities will go about setting up their programmes in the same way.

1.2 [Measuring Procedures](#)

This document describes the equipment which an umpire should use and the procedures which an umpire should follow when deciding the shot and deciding whether a jack or a bowl is in play.

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The umpire's duties are defined in Law 56 of the Laws of the Sport of Bowls – Crystal Mark Edition. This document gives umpires guidance on how they should perform their duties prior to and on arrival at the venue, prior to the start of the game, during the game and on completion of the game.

1.4 [Guidelines for Markers](#)

The marker's duties are defined in Law 55 of the Laws of the Sport of Bowls – Crystal Mark Edition. This document gives markers guidance on how they should perform these duties.

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Shot indicators are used by markers to signal to players and spectators which player's bowl or bowls the marker considers to be shot. This document gives markers guidance on how and when to use them.

1.6 [Self Management](#)

Officiating is a challenging role, often undertaken in a potentially hostile environment. This document, reproduced courtesy of the Australian Sports Commission, gives officials guidance on how to cope with the officiating environment in a positive manner.

2. Accreditation

2.1 [Accreditation of New Umpires](#)

This document describes the procedures for the accreditation of new umpires.

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This document describes the World Bowls' policy and procedures for the accreditation of International Technical Officials.

2.3 [Application Forms for Accreditation as an International Technical Official](#)

The forms which should be completed by applicants seeking accreditation as an International Technical Official.

Training of New Umpires

National Authorities are responsible for the training and examination of new umpires within their own countries. Individuals aspiring to be an umpire should contact either their National Authority or their National Umpiring Body.

Described below is a sample structure for a National Authority to consider when establishing a training structure and programme for its umpires. National Authorities will have individual issues (such as the geographic spread of the sport within their country) that will need to be taken in to account when establishing their programmes. Whilst it is unlikely, therefore, that all National Authorities will go about setting up their programmes in the same way, it is likely that the basic structure used for the programmes will be similar.

1. The National Authority should form a committee (referred to hereafter as the 'National Umpiring Body') whose duties will include
 - developing a training structure and programme for umpires.
 - developing and maintaining training material (including material to be used during the continuous assessment of candidates) in support of that programme. Those National Authorities which do not have an existing training programme should contact World Bowls for advice in obtaining appropriate training material. (World Bowls will put them in touch with those National Authorities who have previously prepared training material and are willing to make that material available to third parties.)
 - appointing and training tutors to conduct the programme
 - monitoring the progress of the programme
 - conducting the final umpires' examination set by World Bowls
 - maintaining a register of those candidates who have been successful in the final examination.
2. The National Umpiring Body should divide the country into a number of zones for administrative purposes. The number of zones required will depend on the size of the country.
3. The National Umpiring Body should appoint a suitably qualified, experienced person in each of the zones to act as tutor and conduct the training programme on its behalf. That person will be responsible to the National Umpiring Body for the training of candidates within their zone in the laws of the Sport of Bowls and in the measuring procedures approved by World Bowls. The person appointed may choose to enlist the support of other suitably qualified, experienced persons to help with the training.
4. To make sure that candidates consolidate their understanding of the material taught, the tutor should conduct 'open book' continuous assessments on the Laws of the Sport of Bowls and continuous assessments of the measuring procedures throughout the programme. They should provide the candidates with feedback on their performances during these assessments.

5. On completion of the programme, the tutor should prepare a list of candidates capable of sitting the final umpires' examination.
6. When a National Umpiring Body wishes to conduct a final examination it should contact World Bowls to obtain copies of the examination papers. (The only examination papers which can be used during the final examination are those prepared by World Bowls.)
7. The final examination should be conducted by an examiner appointed by the National Umpiring Body (the examiner should not be the tutor).
8. The National Umpiring Body should issue those candidates who were successful in the final examination with formal accreditation (for example, in the form of a certificate) and record the candidates' names on the list of umpires qualified to officiate at domestic events held within their own country.

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Measuring Procedures

1. Measuring Equipment

International events

World Bowls' policy for its official events, and any other international events involving players from its Member National Authorities, is that you can only use the following equipment: a box string measure, callipers, feeler gauges, a string measure, a 30-metre tape, a boundary string, a boundary scope and a square. This equipment should also be the equipment of first choice at domestic events.

Domestic events

You should only use the following alternative equipment – telescopic measure, bullet string measure, long tape, boundary liner and mirror – at domestic events if the National Authority or Umpiring Body in that particular country permits their use.

2. Set up of Measuring Exercises

The measuring exercises which form part of the overall umpire training programme are described in the diagram and table below. The diagram, which is not drawn to scale, provides a pictorial representation of each of the 15 exercises which make up the programme. The following symbols have been used to represent bowls:



- a bowl which is lying flat.

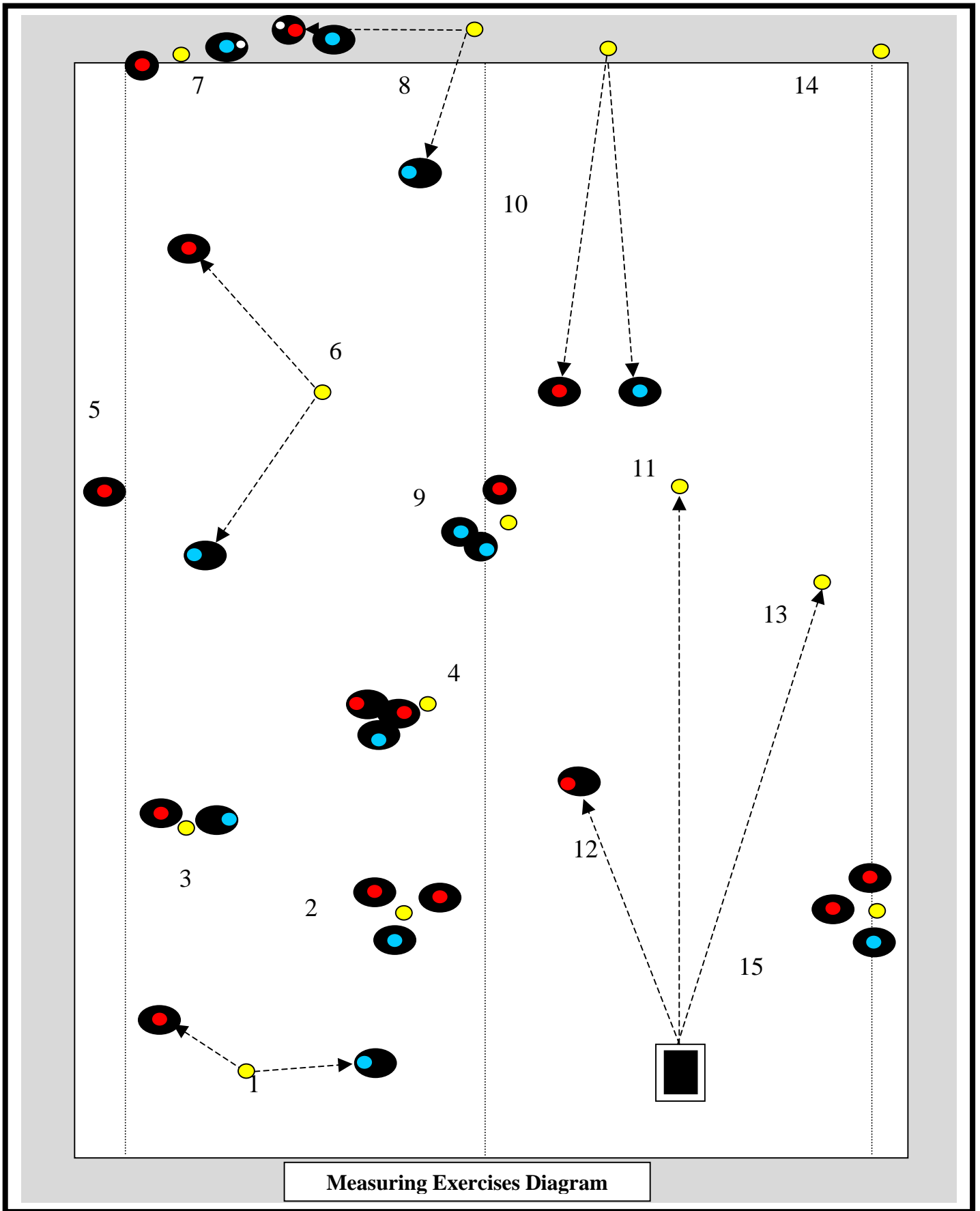


- a bowl which is tilted.



- a bowl which has been marked as a toucher.

The table and accompanying notes provide a description of each exercise (what the exercise entails and how the head should be set up) and details of both the first choice and alternative measuring equipment which should be used.



Measuring Exercises Diagram

Measuring Exercises Table

Exercise		Head Set Up	First Choice Equipment	Alternative Equipment
1	Measuring between bowls and jack over a distance of up to 800 mm.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Box string measure.	Telescopic measure. Bullet string measure.
2	Measuring between bowls and jack over a distance of up to 120 mm	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Callipers.	
3	Measuring between bowls and jack over a distance of less than 5 mm.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Feeler gauges and white strips.	
4	Measuring between two 'second shots' resting on the shot bowl which is 1-3 mm from the jack.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Callipers.	
5	Bowl on the green on the boundary line. Is it live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Boundary string and square. Boundary scope.	Boundary liner / Liner siter. Mirror and square.
6	Measuring between bowls and jack at arms length.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Box string measure.	Telescopic measure. Bullet string measure.
7	Short measure with a toucher and jack in the ditch and a bowl overhanging the ditch. Too close to use a string measure	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Callipers.	
8	Long measure with a toucher and jack in the ditch and a bowl on the green.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	String measure.	Bullet string measure.

9	Last bowl of the end has been played. Two bowls on boundary line equidistant from the jack with one of the bowls resting on a dead bowl. Which bowls are live or dead? Which bowl is shot?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Boundary string and square. Boundary scope.	Boundary liner / Liner siter. Mirror and square.
10	Long measure between jack in the ditch and two bowls on the green.	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	String measure.	Long tape.
11	Measuring the length of a delivered jack. Is it live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	30-metre tape.	
12	Measuring the length of a rebounding / short bowl. Is it live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	30-metre tape.	
13	Measuring the length of a rebounded jack. Is it live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	30-metre tape.	
14	Jack in the ditch on the boundary line. Is it live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Boundary string and square. Boundary scope.	Boundary liner / Liner siter. Mirror and square.
15	The end is still in progress. Two opposing bowls on the boundary line obscuring the jack. Is the jack live or dead?	Tutors should use a combination of jacks and bowls to replicate the diagram shown above, appropriate to the measure under instruction	Boundary string and square. Boundary scope.	Boundary Liner / Liner siter. Mirror and square.

Note 1 (exercise 8): In addition to the bowls described in the table, an opposing non-toucher should be placed in contact with the toucher in the ditch. It should be placed in such a position that it obstructs the measuring line between the toucher and the jack. (Before conducting the measure, the candidate will be expected to check that the bowl is a non-toucher then declare it dead and remove it.)

Note 2 (exercise 9): The candidate should first of all check which of the three bowls are live and which are dead. At this point, only the bowl on which another bowl is resting is dead. The bowl should be removed and the resting bowl should be allowed to remain where it falls (it should not be wedged while the dead bowl is being removed). That bowl should again be checked to see if it is still live. If the resting bowl was not dead when it fell, a measure using callipers would have to be undertaken to decide the shot.)

Note 3 (exercise 15): This exercise is designed to test the candidate's ability to deal with the sort of unusual situation which can be encountered from time to time. If the candidate does not use a boundary string, the exercise cannot be conducted using the equipment in the normal fashion - a square cannot be placed on the rink of play next to the jack. The candidate must, therefore, find another method for defining the edge of the jack.

3. Common Procedures for Conducting a Measure.

The following procedures are common to most measures and should be followed where appropriate.

- (a) Make sure you are asked for your judgement before stepping in.
- (b) Make sure the players advise you of exactly what requires measuring and ask them to remove surplus bowls. Do not remove any bowls yourself.
- (c) Secure any leaning bowls or bowls that are on their running surfaces using wedges.
- (d) If the bowl to be measured is obstructed by another bowl leaning on it, carefully remove the obstructing bowl after making sure that the bowl to be measured is properly wedged.
- (e) Always work from the more open side and at right angles to the bowl and jack being measured. If possible, avoid working in a shadow.
- (f) Make yourself comfortable and steady before you start to measure. Make sure that your head is directly above the line of measure and make sure that you can see both ends of the measure without overstretching.
- (g) If the distance to be measured is longer than you can comfortably reach (that is, over one metre), seek assistance from another umpire, the marker or a player. Your assistant should take the jack end and you should take the decision end. If the assistant is the marker or a player, give positive instruction of what you want them to do, especially when operating the release button on a measure.
- (h) When you are moving around the head, walk around the jack and bowls instead of in between them.
- (i) Where the measure is close (that is, feeler gauges are required) place a white strip of card or plastic on the ground below the points of contact of the measure to increase visibility.
- (j) Do not waggle the pointer attached to the end of a flexible measure or touch the bowl if it does not pass it.
- (k) Do not move the bowls or jack whilst measuring.
- (l) Always return to the first bowl to recheck the measure.
- (m) Before deciding the shot, always remember to check that any 'shot' bowls in the ditch have been marked as touchers.
- (n) Remove from the head the bowl that you have decided is shot and tell the players your decision. Remove the jack if it is a no-shot.
- (o) At no stage put your foot, knee or hand in the ditch

4. Procedures for using the First Choice Equipment

Following is a description of the procedures to be adopted when using the first choice equipment. The exercise numbers in which each is used is included for reference purposes.

4.1 Box string measure

The box string measure is ideal if the jack and bowls are more than 150 millimetres apart. It's a length of string with a pointer at one end and a reel at the other. You use the button to pull the string out and wind it back onto the reel.



When using a box string measure (exercises 1, 6):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Place the fixed pointer of the measure against the jack with the string extended a short distance facing the bowl to be measured.
- (c) Hold down the release button and extend the string to the bowl until the tip of the pointer just touches the bowl.
- (d) Release the lock on the measure and check that the measure is straight and accurate.
- (e) Without altering the setting of the measure, move the measure so that the fixed pointer is against the jack but the measure is pointing toward the second bowl to be measured.
- (f) Extend the string and check the measure against the second bowl by passing the pointer down from the top to the bottom and from side to side.

4.2 Feeler gauges

Feeler gauges are ideal where the distance between the jack and bowls is very small – say between 0 and 10 millimetres. The gauges are a number of blades fixed at one end within a handle. The blades are different thicknesses and you can use them individually or in combination.



When using feeler gauges (exercise 3):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Choose a selection of gauges that seem appropriate to the measure to be made. Start with a selection that has a combined thickness less than the distance to be measured.
- (c) Steady both hands on the green.
- (d) Pass the gauges down between the first bowl to be measured and the jack using the bowl as a firm object and with the flat surface of the gauges facing the bowl and the jack. Do not slide the gauges down the jack. Do not force the gauges between the bowl and the jack. (Note: The gauges should be on an angle to allow for the nearest points of the jack and bowl being at different heights.)
- (e) If the gauges do not pass between the bowl and the jack, remove them and reduce their thickness and try again.
- (f) If the gauges pass between the bowl and the jack, remove them and increase their thickness and repeat steps (d) and (e) until there is the minimum of contact with the bowl and jack.
- (g) Without altering the setting of the gauges, move to the second bowl and try passing the gauges through the gap between bowl and jack.

4.3 Callipers

Callipers are ideal where the distance between the jack and bowls is fairly short – say between 10 and 150 millimetres. Callipers have two legs, fixed together at one end by a spring. You can adjust the distance between the tips of the legs and fix them apart using a screw-nut on a threaded rod.

You can use them to measure to a jack or bowl in the ditch but only if there is nothing between the nearest points of the jack and bowl.



When using callipers (exercises 2, 4, 7) :-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Kneel on the green and set the callipers at a distance that seems appropriate to the distance to be measured. Start with the callipers set at a distance that is less than the distance to be measured.
- (c) Steady the hands by resting them on the green and move the callipers from top to bottom between the jack and bowl. As the

bowl is the heavier object and less in danger of moving, initial contact should be made with the bowl and not the jack. (Note: The measure is made from the nearest points on the bowl and jack so the callipers must be held at an angle.)

- (d) Remove the callipers from between the bowl and jack to make any adjustment to the setting.
- (e) Open the callipers gradually and repeat step (d) until the minimum of contact is made with both bowl and jack.
- (f) Without altering the setting of the callipers, check the other bowls.

4.4 String measure

The string measure is ideal where the jack and bowls are too far apart for a box string measure to reach, or where the jack or at least one of the bowls is in the ditch. It's a length of string wound around a reel at one end and a fixed pointer at the other end. There is a second (moveable) pointer that you can slide along the string.



When using a string measure (exercises 8, 10) :-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Maintain communication with your assistant at all times.
- (c) Have your assistant place the fixed end of the measure against the jack.
- (d) Extend the string to the bowl.
- (e) Check with your assistant that the pointer is just touching the jack and the string is in a straight line from jack to bowl before you set your measurement.
- (f) Without altering the setting of the measure, check the measure from the jack to the second bowl.
- (g) If the measure is to a jack or bowl in the ditch, make sure that the string crosses the ditch in a straight line between the jack and the bowl. Also, make sure that the string does not cut into the green at the point where it crosses the edge of the ditch.

4.5 Boundary string

The boundary string is a length of string on a reel. It is suitable for deciding whether a jack or bowl is within the boundaries of the rink of play.



4.5.1 Jack or bowl on the green

When using a boundary string (exercises 5, 9, 14, 15):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Ask one assistant to take the loose end of the string to the far end of the rink away from the decision.
- (c) Ask them to place the string on the top of the bank and in line with the centre of the rink boundary peg.
- (d) Ask another assistant to take the other end of the string to the opposite end of the rink and, keeping it taught, place it on the top of the bank and in line with the centre of the boundary peg.
- (e) Make sure that at no time does the string come into contact with the bowl or jack - by holding it above the object.
- (f) Look down over the bowl or jack to see if you can make a decision.
- (g) If not, ask the assistant nearest to you to slowly move the string down the centre line of the boundary peg and stop when the string is just above the bowl or jack.
- (h) Determine if the bowl or jack is live or dead by looking down over it.
- (i) If you still cannot decide by looking down, slide a square up to the bowl or jack from the side of the rink of play until it just touches either the string or the jack or bowl, then make the decision.
- (j) Quickly re-wind the string as you move from the rink.

4.5.2 Jack or bowl in the ditch

When using a boundary string (exercise 14):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Place a boundary string on the banks as described in section 4.5.1.
- (c) If you cannot determine the result by looking down from above the jack or bowl, then use a square.

- (d) Place a square against the jack or bowl making sure that it is level.
- (e) Determine if the jack or bowl is live using the square and the boundary string.

4.6 Boundary scope

The boundary scope has a sighting mechanism mounted on a stand. It may also have a ditch sighting-plate attached. It is suitable for deciding whether a jack or bowl is within the boundaries of the rink of play. The bowl or jack may either be on the green or in the ditch.



Position of scope on top of the bank



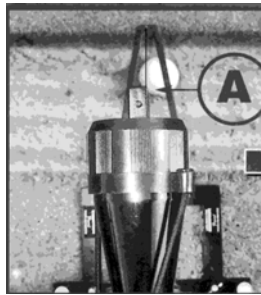
Position of scope at boundary peg on top of the bank

4.6.1 Jack or bowl on the green

When using a boundary scope (exercise 5, 9, 15) - assuming the decision to be made is for a bowl on the boundary line between rinks 3 and 4:-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Make sure that the boundary pegs on both banks are in a vertical position.
- (c) Set up the boundary scope at the end furthest from the jack or bowl.
- (d) If the boundary pegs are on top of the bank, place the scope immediately behind the boundary peg between rinks 3 and 4 and pointing to the boundary peg at the other end of the rink.
- (e) If the boundary pegs are on the face of the bank, place the alignment mark on the centre of the base of the scope immediately above the centre of the boundary peg between rinks 3 and 4 and pointing to the boundary peg at the other end of the rink.
- (f) Kneel so that your eyes are about 75mm behind the scope. It is a rifle-sight – you will see nothing if your eyes are too close.
- (g) Adjust the level of the scope until the horizontal cross-hair is parallel to the top of the bank at the other end of the rink. This ensures that the vertical hair is perpendicular.
- (h) Using both hands, adjust the scope right or left until the vertical hair comes into line with the centre of the boundary peg.
- (i) Make the decision as to whether the jack or bowl is live or dead.

4.6.2 Jack or bowl in the ditch



Jack in the ditch

When using a boundary scope (exercise 14):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Set up the scope at the ditch end and align the scope as described in section 4.6.1.
- (c) Step onto the green in front of the scope and look down through the peep-hole at the front of the scope to line up the cross hair on the base of the scope with the edge of the jack or bowl in the ditch.
- (d) Make the decision as to whether the jack or bowl is live or dead.

If shadows make the decision difficult, place a small sight board under the edge of the jack or bowl.

4.7 Square

You can use the square instead of the boundary string or boundary scope when the jack is in the ditch and the boundary pegs are on the face of the bank.



When using a square (exercise 14):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Make sure that the rink boundary peg positioned on the bank is in a vertical position.
- (c) With the blade of the square extending horizontally from the handle and the outer edge of the blade facing towards the jack or bowl, place the square flat on the green in the rink on which

the jack or bowl was delivered, with the handle on the surface of the green and the blade overhanging the edge of the ditch.

- (d) Keeping the back edge of the handle parallel with the edge of the ditch, slide the square across the surface of the green towards the boundary peg until the corner of the blade at the juncture of its end and outer edge comes into contact with the centre of the peg.
- (e) Holding the square firmly in position, look vertically down the outer edge of the blade.
- (f) If no part of the jack or bowl is obscured by the blade, then the jack or bowl is beyond the boundary of the rink so should, therefore, be declared dead. If any part of the jack or bowl is obscured by the blade, then the jack or bowl is within the boundary of the rink so should, therefore, be declared live.



4.8 30-metre tape

You use the 30-metre tape to decide whether the jack or a bowl is beyond the minimum distance it should be from the front edge of the mat. You can use a tape that rewinds manually or automatically.



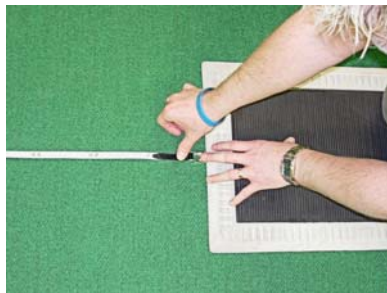
4.8.1 Measuring the length of a delivered jack

When using a 30-metre tape (exercise 11):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Make sure the jack has been centred.
- (c) Check that the front edge of the mat is at least 2 metres from the rear ditch and at least 25 metres from the front ditch. If it is not, return the jack to be re-delivered by the opposing player.
- (d) Have the end of the 30-metre tape held by the marker, another umpire or a player at the centre of the mat line with the zero at

the mat line. Alternately, spike the end of the tape to the green at the centre of the mat line.

- (e) Walk forward from the mat to the jack allowing the tape to unwind as you do so until the 23 metre mark on the tape has been reached.
- (f) Place the 23-metre mark on the tape on the surface of the green, making sure that the tape is straight and tight and check that the jack is more than 23 metres from the mat line. To avoid disturbing the jack if the tape extends beyond it, position the tape as close as possible to one side of the jack. (The measure is made to the edge of the jack nearest to the mat line – that is, the whole of the jack must be past the 23-metre mark to be live.)
- (g) If the jack is less than 23 metres, return the jack to the mat end unless it is the second time the jack has been incorrectly delivered in that end in which case the jack should be placed with the nearest point of the jack to the mat line being 2 metres from the front ditch.
- (h) If it is the correct length, inform the players.
- (i) Quickly rewind the tape as you leave the green.



Position of the tape at the mat line



Jack is beyond 23-metre mark (it is live)



Jack is short of 23-metre mark (it is dead)

4.8.2 Measuring the length of a delivered bowl or a rebounded jack

When using a 30-metre tape (exercises 12, 13),:-

- (a) Make sure you follow the Common Procedures for conducting a measure. (See earlier)
- (b) Make sure the jack or bowl is within the boundaries of the rink.
- (c) Have the end of the 30-metre tape held by the marker, another umpire or a player at the centre of the mat line with the zero at

the mat line. Alternately, spike the end of the tape to the green at the centre of the mat line. *Do not centre* the jack or bowl.

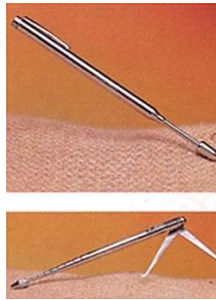
- (d) Walk forward from the mat to the jack or bowl allowing the tape to unwind as you do so until the appropriate mark has been reached (14-metre mark if checking a delivered bowl or 20-metre mark if checking a rebounded jack).
- (e) Place the mark on the surface of the green, making sure that the tape is straight and tight and check the length of the jack or bowl. To avoid disturbing the jack or bowl if the tape extends beyond it, it will be necessary to position the tape as close as possible to one side of the jack. (The measure is made to the edge of the jack or bowl nearest to the mat line - the whole of the jack or the bowl must be past the minimum distance to be live.)
- (f) If the jack is less than 20 metres, the jack should be returned and the end should be declared dead.
- (g) If the bowl is less than 14 metres, the bowl should be declared dead and removed.
- (h) If it is the correct length, inform the players.
- (i) Quickly rewind the tape as you leave the green.

5. Procedures for using the Alternative Equipment

The following is a description of the procedures to be adopted when using the alternative equipment.

5.1 Telescopic measure

This is an alternative to the box string measure. You can extend the rods to the distance between the jack and bowls and use the screw-pointer to make any fine adjustments necessary.

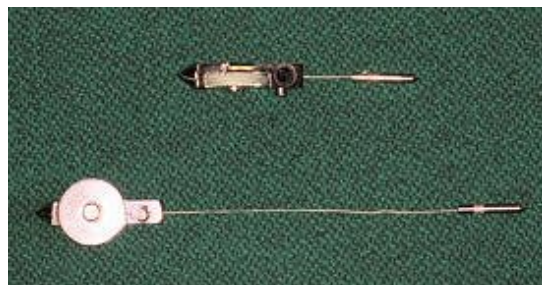


When using a telescopic measure (exercises 1, 6):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Extend the measure until it is just short of the distance from bowl to jack.
- (c) Without moving the bowl, hold the end of the measure which does not have the screw adjustment against the bowl.
- (d) Make the fine adjustment with the screw end until the minimum of contact is made with both jack and bowl.
- (e) Without altering the setting of the measure, check the other bowls.

5.2 Bullet string measure

The bullet string measure is an alternative to the box string measure and string measure. You hold down the button to adjust the length of the string. You hold the string-pointer against the jack.



When using a bullet measure (exercises 1, 6, 8):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Maintain communication with your assistant at all times.

- (c) Have your assistant place the string pointer of the measure against the jack.
- (d) Press the release button to release the string.
- (e) Extend the string until the reel pointer just touches the bowl.
- (f) Check with your assistant that the string pointer is just touching the jack and the string is in a straight line from jack to bowl before you release the button to set your measurement.
- (g) Without altering the measurement, check the measure from the jack to the second bowl.
- (h) If the measure is to a jack or bowl in the ditch, make sure that the string crosses the ditch in a straight line between the jack and the bowl. Also, make sure that the string does not cut into the green at the point where it crosses the edge of the ditch.

5.3 Long Tape

You can use the long tape instead of the string measure. The tape is a calibrated tape attached to an L-shaped frame. You use a screw on the base-plate to fix the tape in place when you have extended it to just short of the distance necessary and a screw-pointer on the end of the tape to make any fine adjustments.

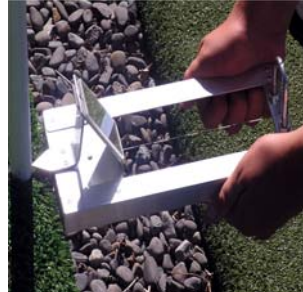


When using a long tape (exercise 10):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Place the tape base so that it is just touching the bowl.
- (c) Looking from behind the bowl, make sure that the tape is pointing in a straight line from the bowl to the jack and spike the tape to the green if necessary.
- (d) Extend the tape until the screw adjuster is just short of the jack and lock the tape at this distance.
- (e) Use the screw adjuster until the minimum of contact is made with the jack.
- (f) Check to see that the tape base is still in contact with the bowl.
- (g) Without altering the setting of the measure, remove the tape from the bowl and reposition it against the second bowl to be measured so that it points directly to the jack.

5.4 Boundary liner / liner siter

The boundary liner is an open rectangular frame with a pointer and an angled mirror at one end and a sighting-frame at the other. A piece of wire runs along the centre of the frame from the base of the mirror to the top of the sighting-frame..



When using a boundary liner / liner siter (exercises 5, 9, 14, 15):-

- a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- b) Check that the boundary pegs are in a vertical position.
- c) At the end of the rink closest to the bowl or jack which has to be checked, stand on the green with feet apart.
- d) Hold the boundary liner with both hands with the vertical sighting wire nearest to you.
- e) Place the boundary liner point to the centre line of the boundary peg, whether it is fixed to the face of the bank or is on top of the bank.
- f) With your head above the vertical sighting wire, look into the mirror and align the wire with the centre of the far boundary peg.
- g) Without moving your head, the disputed bowl or jack can be seen enabling an accurate and immediate decision to be given.
- h) To check a bowl or jack in the ditch, use the boundary liner above the disputed bowl or jack, and align to the far boundary peg. Look down past the horizontal wire at the bowl or jack in the ditch.
- i) If the disputed bowl or jack on the green is very close to the ditch, align to the far peg as above and then tilt the boundary liner downwards so as to bring the bowl or jack into view.
- j) At all times, as seen in the mirror, the vertical sighting wire and the centre of the far peg must align.
- k) Make the decision, indicate the result to the players and leave the green.

5.5 Mirrors and squares

The mirror is a standard mirror with a thin black line marked down its centre..



When using a mirror and square (exercises 5, 9, 14 15):-

- (a) Make sure you follow the Common Procedures for conducting a measure described in section 3 above.
- (b) Take the equipment to the end of the rink nearest to the jack or bowl to be checked.
- (c) Make sure that both boundary pegs are in a vertical position.
- (d) Place the square against the jack or bowl to be checked, making sure that the blade is just touching the jack or bowl and is on the rink of play.
- (e) Make sure the blade is vertical by checking the levelling bubble and spike the square down if necessary.
- (f) Return to the mirror end and set it in front of the peg with the centre line of the mirror in line with the centre of the peg.
- (g) Look into the mirror and line up the centre line of the mirror and the edge of the square with the centre of the boundary peg at the other end of the rink.

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Guidelines for Umpires

The duties of an umpire are defined within Law 56 of the Laws of the Sport of Bowls – Crystal Mark Edition. Guidance to help umpires comply with this law is provided below.

1. Prior to Arrival at the Venue

- having accepted the appointment, make sure that you have in your possession a copy of the Laws of the Sport (including any Domestic Regulations) and the Conditions of Play which apply to the competition. Become fully conversant with these and have any problems resolved by the Controlling Body in advance of your arrival at the venue.
- always arrive at the venue at least an hour before the competition is due to start and give yourself sufficient time to conduct the various duties which have to perform before the start of play.
- make sure that your dress is smart and tidy, is free from lapel badges and any other such adornments and is in line with the Conditions of Play for the competition.

2. On Arrival at the Venue

- report to the representative of the Controlling Body who is in charge of the competition and make sure that you know to whom you can report any problems which require the attention of the Controlling Body (for example, the condition of the green and the conduct of spectators).

3. Prior to the Start of the Game

- measure the width of the rinks of play and the distances of the 2-metre and 25-metre pegs and make sure that the rink boundary pegs and centre-of-rink pegs are in place. (Recheck these before any subsequent games are played on the same day.)
- make sure that the ditches and banks are the correct depth, width and height.
- make sure that the mats, jacks, any measuring sticks and bowl and jack indicators are present at the end of the rinks. (Recheck these before any subsequent games are played on the same day.)
- make sure you have your personal umpire's kit with you. When you are umpiring a game, it is advisable to carry most of what you require with you (either in your pockets or in a suitable carry-bag) and leave your umpire's case on the bank away from but close to the area of play. If appropriate, make sure that you have your drinks bottle with you.
- items that you should be able to comfortably carry with you are feeler gauges, callipers, wedges and box and string measures. It may also be appropriate to carry a cloth on which to kneel. A 30-metre tape can also be carried. Any items which are not needed when you are called onto the green should be left on the bank. If you need a boundary scope or square, you can collect them from a central location at the end of the green.

- if you have not brought your own umpire's kit, check that the umpire's equipment is complete and in good working order.
- check that the bowls have a date stamp which complies with the Conditions of Play, have only one adhesive sticker on each side (if stickers are being used) and that each player's bowls are all from a matched set.
- during any introduction or preamble to the game make sure that the skips / players are aware of who you are and that you identify any team managers present.
- keep your remarks during any preamble to an absolute minimum, confining them to any *new* information of which the players may not be aware. For example, avoid restating any Laws of the Sport and Conditions of Play and avoid using phrases which may suggest that you have an officious manner.
- if working with a fellow umpire, establish which clock you will use (if the competition is being played within time limits) and, in a shared measurement, which of you will make the decision.

4. During the Game

Position on the Green

- make sure that you remain by the side of the green whilst play is in progress.
- adopt a position from which you can perform your duties and move around the green in the most efficient way whilst, at the same time, avoiding any undue disturbance to spectators. When two umpires are on duty the following method of operation is preferred (subject to obstruction of or by spectator seating).
 - the position of the first umpire is at the north / west corner - to deal with any matters arising on any of the rinks when play is at the north / west end of the green.
 - the position of the second umpire is at the south / east corner - to deal with any matters arising on any of the rinks when play is at the south / east end of the green.
 - the first umpire moves around on the north / west side and the second umpire moves around on the south / east side.
- avoid remaining in one position throughout the game. Be seen to be moving around the green (subject to any restrictions such as spectator seating), to be watching the progress of play and to being alert to what is happening on the green. Your aim is to be in the best position to offer assistance when called upon.
- whilst the game is in progress, keep alert and try to be aware of everything that is going on on the green. For example, if you notice that the jack or a bowl is heading towards the side of a rink, move towards that rink in anticipation of being asked to check whether it is live or dead.
- when the result of an end is being decided and the players are measuring, move towards that rink so that, if they cannot make a decision and call for the umpire, you are close at hand.

- when moving around the green, do not disturb a player's concentration by walking behind the head when a player at the opposite end of the rink is preparing to play a bowl.
- where restrictions such as spectator seating and perimeter fencing make it impractical to access a rink directly from the bank, make sure that you walk across any adjoining rinks as close to the ditch as possible without disturbing either any heads or players (that is, avoid walking across an occupied rink between the mat and the head).
- do not sit down whilst play is in progress. Remaining seated for prolonged periods is incompatible with other requirements such as moving around the green to be in the best position when called upon.
- watch a jack being delivered. If it looks short, be ready to be called upon to measure the length of jack.
- when you go to carry out a measure, ask the players which bowls are to be measured and ask them to remove any bowls not in contention (never remove them yourself).
- wedge any bowls which are on their running surfaces or are leaning against other bowls.
- if the players stand over you when you are carrying out the measure, ask them to stand well clear of the measure (for example, either at the edge of the ditch or on the bank).

General Awareness

- make sure that the banks are kept clear of extraneous objects (bowling bags, articles of clothing and so on) and that no object (for example, the mat) is allowed to overhang the face of the bank.
- make sure that any indicators used to mark the position of a jack or a bowl in the ditch are removed from the face or top of the bank prior to the start of the next end played in that direction.

General Conduct

- avoid dominating the proceedings and dealing with the players in an arrogant or overbearing manner. Be courteous at all times.
- do not normally interfere in any situation which arises on the green unless requested to do so by the skips in a team game or by either player or the marker in a Singles game. There are times, however, within the Laws of the Sport when you may have to become involved without such a request (for example, foot-faulting, possession of the rink and if the skips make a decision that is not in line with the laws).
- make sure that your concentration is not broken due to
 - getting involved in duties which are outside your concern (for example, updating either rink-side or central scoreboards)
 - paying prolonged or close attention to what is happening during one specific game on the green on which you are officiating or on an adjoining green (for example, watching a game in which a friend or club-mate is playing)
- whilst contact with spectators or officials cannot always be avoided when play is in progress, keep to an absolute minimum conversations with

anyone not directly involved in the game. Always maintain eye contact with the green during any such conversations.

5. On Completion of Each Game

- at the end of the game, collect the score cards as soon as play finishes on each rink.
- check that the score cards are correct in every respect, then pass them to the appropriate person for recording purposes. This should include checking that:-
 - the names of all players are on both cards
 - scores on both cards have been recorded against the correct number of ends which should have been played
 - the scores on both cards are the same when compared on both an end-by-end and last-end basis
 - both cards have been signed by both skips and they have recorded the time the game finished.
- when you have collected all the cards make sure that they are returned to the appropriate representative of the Controlling Body.

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Guidelines for Markers

This document provides markers with guidance on how to perform their duties before, during and after a game. The topics covered are:

Before the game:

Presentation, introductions, equipment and knowledge (of the Laws of the Sport in particular).

During the game:

Positioning, communication of information, running / firing bowls, measuring, time management

After the game:

Score card administration

Marking is an art and, like all other arts, takes time to master.

The marker is an important official. A good marker can 'make' a game whilst a bad marker can ruin a game. The players deserve the best standards of a marker.

You will no doubt have been involved in marking club competitions or may already be an experienced marker at a higher level. Whatever standard you are, the guidance given in this document should help you develop the skills you need to become a competent marker.

Before the Game

Presentation

Your duties as a marker start at home. Be aware of the dress code expected of the players for your game – and make that your standard unless advised otherwise. For example, if the players will be wearing white trousers, then you should wear white trousers. Your preparation will have an effect on how you present yourself - the better presented you are the more confidence you will have to do the job well.

Introductions

On arrival at the venue, introduce yourself to any representatives of the Governing Body who are present, your fellow markers and the umpires on duty. If an umpire has not been appointed, identify a competent third party to act as the umpire.

Before starting the game, introduce yourself to the players and tell them that you would like time to centre the mat before they deliver the jack, that you will mark touchers before the next bowl is delivered and that you would like permission to remove dead bowls from the ditch or green as soon as they come to rest.

You should also ask the players if they would prefer to have distances given using imperial (feet and inches) or metric (metres) measurements.

Equipment

Carry the minimum of equipment with you when on the green.

Normally you will need to carry a chalk spray or chalk, a box string measure, two or three wedges, a pen or pencil, a coin and, if required, shot indicators (lollipops or paddles).

Do not carry any items in your pockets that could easily fall out (for example, small coins mixed in with a handkerchief).

Also, do not carry items such as wallets or purses and mobile phones – they should be kept in a secure location when you are on the green.

Make sure that all the necessary measuring equipment (additional wedges, string measure, 30-metre tape, callipers, boundary scope, and so on) are readily to hand. It should not be necessary to do this when an umpire is present.

Knowledge

Good measuring techniques are an important part of a marker's armoury. Be conversant with how to apply the correct techniques when using each individual piece of measuring equipment – particularly those for using a box string measure and callipers. A document explaining the measuring procedures which should be followed (titled 'Measuring Procedures') is available in the Umpire Development section of the World Bowls website..

A marker should have a thorough knowledge of law 55 which describes the marker's duties. The Appendix to this document gives markers guidance on how to meet the requirements of this law. In addition to law 55, there are a number of other specific laws that a marker should be familiar with:

	Law
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Improper delivery of the jack	23
Touchers	24
Marking a toucher	25
Movement of touchers	26
Dead bowl	27
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Live jack in the ditch	29
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Dead end	31
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During the Game

Positioning

After the mat has been centred and the jack delivered, centre the jack with your hand (never use your foot).

Don't hesitate to check a dubious jack length (for example, 23 metres for a delivered jack). Have the length checked using the 30-metre tape if necessary.

Your position on the rink is important for two reasons; you should not obstruct a player's view of any pegs or indicators on the bank and you should also be in a position where you can see and act quickly upon anything that happens in the head. For these reasons, the ideal position is to stand approximately one metre (two paces) to the rear of and one metre to the side of the jack

Do not move when a player is on the mat ready to deliver a bowl.

Remain on the green at all times if possible.

If the jack goes into the ditch, stand to one side of the rink (not on the bank).

Communication of Information

Mark with chalk all touchers as soon as they come to rest. Put marks on both sides so that the bowl does not have to be picked up to be checked if moved from its original position.

Use bowl and jack indicators to show their position in the ditch. Remove the indicators when the end is completed.

Make sure that you are alert at all times. Try to anticipate questions so that you have the answers ready. When a bowl is on its way up the rink, take a step forward and to the side of the head to check the distances of any key

bowls already in the head and which bowls are shot. You will then be ready to answer the next question without having to re-visit the head.

Be as accurate as you can when giving distances. For example, if a bowl is 45 centimetres (18 inches) short do not say that it is 60 centimetres (two feet) short - players will quickly lose confidence in you if you do.

Only answer questions asked by the player in possession of the rink, remembering that possession of the rink passes to the opponent as soon as a bowl comes to rest, allowing time for marking that bowl as a toucher.

Only answer the question asked and be concise. For example, if you are asked, "Am I holding shot" – then answer "Yes".

In general, don't provide information that has not been asked for! Equally, use common sense. For example: if you are asked "Am I holding shot" and the player is holding two shots, you should say; "Yes, you are holding two".

If you are unsure which is shot bowl, don't be afraid to say that it is a measure. Don't be forced into making a decision when you are unsure.

It is important to have an understanding of the type of questions which players are likely to ask and to be able to anticipate the information that they are looking for – you are their eyes at the head. For example, if a player asks, "Is that bowl jack high?" and the bowl is not exactly jack high, tell the player how far short or past jack high it actually is.

If a player asks you to show them the position of the jack, hold your hand directly above the jack for a second or two.

Running / Firing Bowls

Move to the front of the head when a running bowl is delivered - you will be in a much better position to see if the bowl becomes a toucher and to avoid moving objects if you do so.

Make neighbouring rinks aware of any imminent running / firing shot and ask them to help contain bowls if necessary.

Be aware of play on neighbouring rinks. You should stop a bowl or any other neutral object from a neighbouring rink that is likely to disturb the head on your rink.

Never move a bowl except for a bowl declared dead – dead bowls should be removed before the next bowl is delivered.

Do not engage in conversation with the players unless they want you to.

Do not stop or catch bowls which are about to enter the ditch – even if it looks as though they may disturb another bowl or jack already in the ditch. Let them fall – making sure that you know the position of any bowl or jack that would need replacing if it were to be moved.

Measuring

Under no circumstances should you move a bowl at the completion (real or perceived) of an end.

Keep out of the head whilst the participants decide the result. (The players should agree the result.)

If you are asked to measure for shot, make sure that you know which bowls you are being asked to measure and ask the players to remove all bowls not in contention where practicable. Don't measure unless asked to do so by both players.

Have wedges to hand if there is a leaning bowl that may require to be measured. Use the wedges where appropriate before measuring - remembering that 30 seconds may elapse from the time the last bowl of the end came to rest if one of the players requests it.

If a measure is too close for a box string measure or you cannot decide the shot, call for the umpire.

Point to the bowl you believe is shot after completing your measure. Do not move it as the players may want to call for an umpire for confirmation.

If you need to call for an umpire, try to make them aware of what equipment will be needed. Give the umpire as much information as possible – for example, about the number of shots already conceded and what has to be measured.

Make sure the players are aware of the score throughout the game. You should tell the players the running score at the completion of each end.

Time Management

Markers' use of their time can make a big difference to the way a game is played and to the overall way in which the markers' actions are perceived by players and spectators.

For example, a marker who is either constantly rushing around or holding up players whilst writing the score card or turning over the scoreboard can adversely affect a player's concentration.

Practice a routine that you can use in every game you mark. You will soon appreciate that there is no need to rush around and your confidence to deal with the unexpected will improve.

Typical time management techniques include the best time to complete the score card and your position on the rink as the players agree the shots. Other techniques include :-

- moving to the front of the head to wait for the players to decide the result of the end
- entering on the score card only the score for winner of the end when it is agreed by the players and completing the remainder of the scores after you have centred the jack for the next end.

When the last bowl in an end has come to rest

- remove any jack or bowl indicators from the bank
- move to the front of the head to wait for the players to decide the result of the end.

When the players have decided the result of the end

- confirm with the players the number of shots scored and by whom

- tell the players the running totals of the scores
- walk quickly to the other end (displaying lollipops if required)
- remove from the green the mat used in the previous end.

At the start of the next end

- check that the mat has been properly positioned
- centre the jack
- as the first bowl is on its way up the green, update the score card and check that the scoreboard is correct.

After the Game

Score Card Administration

When the game has been completed, the marker should make sure that the score card:

- contains the names and signatures of the players
- contains the time at which the game was completed
- is handed to the umpire or, if no umpire is present, is dealt with in line with the Conditions of Play.

Practice Makes Perfect!

Set up a jack and bowls and try to judge distances. Check them with a tape measure.

Set up a jack and bowls and carry out measures using all of your equipment (including wedges).

Mark as many games as you can to fine-tune your time management techniques.

Appendix

Law 55.1: In the absence of the umpire, the marker should:

(1st dot)

- **Make sure that all aspects of play are carried out in line with the Laws of the Sport of Bowls;**

Notes:

- *your main responsibility is to help the players play the game within the letter and spirit of the laws*
- *be familiar with the Laws of the Sport of Bowls*
- *be familiar with the Conditions of Play such as the number of shots or sets, colours of footwear and so on*
- *make sure that you have in your possession the score card, a pen or pencil, a coin, chalk, wedges and a flexible measure (box string or bullet type).*

(2nd dot)

- **Check, before the game starts, that:**
 - **all bowls have a clearly visible, valid World Bowls Stamp imprinted on them;**
 - **the rink of play is the correct width in line with law 5.1 by measuring it; and**
 - **the pegs or discs on the side banks in the direction of play are the correct distances in line with law 5.12 by measuring them.**

Notes:

- *be familiar with the law dealing with the stamps on bowls (see law 9) and any related Conditions of Play*
- *be familiar with the law dealing with the width of rinks (see law 5.1) and any related Conditions of Play*
- *be familiar with the law dealing with pegs on the side banks (see law 5.12).*

Law 55.2: The marker should:

(1st dot)

- **Centre the jack;**

Notes:

- *during the trial ends, ask the player who delivered the jack where they would like it to be centred (for example, where it came to rest or at the 2-metre mark)*
- *make sure that the mat has been positioned correctly on the centre line of the rink before the player delivers the jack. When checking or directing the position of the mat, adopt a stance on the green as close as possible to the edge of the front ditch in a direct line between the two centre-of-rink markers*

- *if the jack has not been delivered from a properly centred mat, make sure that the player centres the mat before you centre the jack*
- *centre the jack using your hand;(do not use your foot).*

(2nd dot)

- **Check that the jack is at least 23 metres from the mat line after it has been centred;**

Notes:

- *you must question a doubtful jack length, even if the players do not*
- *your procedure for checking the jack length should be: centre the jack, check that the position of the mat is in line with the laws, check the distance of the jack from the mat.*

(3rd dot)

- **Place a jack that comes to rest less than 2 metres from the front ditch as described in law 22.2;**

Notes:

- *when centring a full length jack on a rink which does not have a mark on the green at 2 metres from the edge of the front ditch, use a measuring stick. The front edge of the jack should be placed level with the front edge of the stick (see law 22.2).*

(4th dot)

- **Stand to one side of the rink, behind the jack and away from the head;**

Notes:

- *operate from one side of the rink only (the side opposite to the side-ditch which is nearest to the rink)*
- *do not obscure the rink boundary pegs*
- *do not obscure the centre-of-rink peg*
- *keep the same position in relation to the jack at each end (for example, remain close enough to the head to be able to visit it quickly to mark touchers, answer questions or determine which bowl is shot)*
- *do not leave the boundaries of the rink unless necessary (for example, do not stand on the bank)*
- *keep still and be quiet*
- *be alert, decisive and unobtrusive (for example, do not stand with hands in pockets)*
- *do not engage in conversation with other people such as scoreboard markers, officials, or spectators*
- *do not initiate any conversation with a player*
- *when a player has initiated a conversation, respond courteously while making sure that it does not distract the player's opponent or disturb the opponent's concentration*

- *do not engage in conversation with either player on any subject which might be construed to be giving the player advice on what to do during the game.*
- *for televised games, operate on the side of the rink furthest from the cameras.*

(5th dot)

- **Answer any specific question about the state of the head which is asked by the player in possession of the rink;**

Notes:

- *be familiar with the law dealing with possession of the rink (see law 35)*
- *be polite*
- *answer only the question asked; do not volunteer additional information.*
- *if you did not understand or hear the question, ask for it to be repeated*
- *be attentive - avoid the player having either to repeat the question or to wait unduly for a reply*
- *be familiar with the definition of 'jack high (jack level)' (see law 1.3.26).*

(6th dot)

- **When asked, tell or show the player in possession of the rink the position of the jack;**

Notes:

- *point to the jack and tell the player its position in relation to the nearest bowls, or*
- *hold your hand above the jack for a few seconds.*

(7th dot)

- **When asked, tell or show the player in possession of the rink which bowl or bowls the marker considers to be shot;**

Notes:

- *practise assessing distances of bowls from the jack at home. {A bowl is about 12.5 centimetres (5 inches) in diameter; the jack is about 6.5 centimetres (2.5 inches) in diameter; be familiar with the length of your foot; be familiar with the length of your stride}*
- *if in doubt about which bowl is shot, advise the player that a measure is required.*

(8th dot)

- **When authorised by the Controlling Body, signal to players and spectators (using the appropriate number and colour of shot indicators or some other suitable method) which player's bowl or bowls the marker considers to be shot;**

Notes:

- *only use shot indicators when authorised by the Controlling Body*
- *before the start of the game, tell the players that you will be using them*
- *a document explaining the procedures for using shot indicators (titled 'Using Shot Indicators') is available in the Umpire Development section of the World Bowls website. Make sure that you are familiar with, and follow, them.*

(9th dot)

- **Mark all touchers with chalk and remove the chalk marks from non-touchers as soon as they come to rest;**

Notes:

- *whenever possible, mark touchers as soon as they come to rest (before the start of the game, ask the players to allow you time to do this). Adopting a good position on the rink should enable you to do this without delaying play*
- *if it has not been possible to mark a toucher as soon as it has come to rest, make sure that it is marked before the next bowl comes to rest*
- *make sure that players are aware when you are nominating a toucher.*

(10th dot)

- **If both players agree, remove all dead bowls from the rink of play;**

Notes:

- *remove a dead bowl as soon as it comes to rest and make sure that the players are aware that you have done so*
- *do not prevent a jack or bowl from entering the ditch (for example, do not 'catch' a bowl which is about to drop into the ditch)*
- *do not prevent a jack or bowl from crossing the side boundary of the rink – while making sure that such a bowl does not interfere with the head on a neighbouring rink*
- *stop any bowl from a neighbouring rink which is likely to move the jack or any bowls at rest on the rink on which you are officiating (see laws 28.6.2 and 33.6).*
- *when an end which has been declared dead is being replayed in the same direction, make sure that all bowls are carried back to the mat-end (that is, bowls should not be rolled back to the mat-end of the green either by the marker or by the players – see law 31.3).*

(11th dot)

- **Mark the position of a jack and any touchers which are in the ditch as described in laws 24.4 and 29.2;**

Notes:

- *be familiar with the laws dealing with marking the position of the jack and any touchers in the ditch (see laws 24.4 and 29.2)*

- *place indicators on the bank to indicate the position of a jack or bowls in the ditch as soon as they come to rest (remember to remove any such indicators on completion of the end)*
- *restore to its marked position any jack or bowl in the ditch which has been moved as a result of impact with a dead bowl.*

(12th dot)

- **Not move, or cause to be moved, either the jack or any bowls until the players have agreed the number of shots scored; and**

Notes:

- *before the head is declared, do not touch either the jack or bowls under any circumstances – leave it to the players to determine which bowls should be removed*
- *use wedges to secure bowls where appropriate (see law 40.6)*
- *once the head has been declared, do not touch either the jack or bowls – leave it to the players to move them in readiness for the next end.*

(13th dot)

- **Measure any disputed shot or shots when asked to do so by either player. If the players are not satisfied with the marker's decision, the marker should ask the umpire to do the measuring. If the Controlling Body has not appointed an umpire, the marker should choose a competent neutral person to act as the umpire. The umpire's decision is final.**

Notes:

- *on completion of a measure, point to the shots; do not 'turn out' the shot bowls under any circumstances*
- *when a marker calls for an umpire to carry out a measure, the marker should tell the umpire how many (if any) shots have already been conceded and to whom*
- *when a marker who has carried out a measure decides to call for an umpire (for example, because the result of the measure is very close) the marker should not give an opinion on what the outcome will be to either player*
- *where an umpire has been appointed, the umpire, marker and players can, before the start of the game, agree that should a measure be required and the players do not wish to carry it out themselves, the marker will immediately call for an umpire*
- *where no umpire has been appointed, the marker and players can, before the start of the game, agree that the players will carry out any measures and, if they cannot agree, the marker will carry out the measure and the marker's decision will be final*
- *where no umpire has been appointed, the umpire can be any available, competent person.*
- *The umpire's decision is final subject, of course, to the terms of law 56.2 (6th dot)*

Law 55.3: When each end has been completed, the marker should:

(1st dot)

- **Record the score on the score card;**

Notes:

- *be familiar with the names of the players and make sure that you can identify their bowls (you may find that writing the colour of the players' stickers against their names on the score card will prove helpful)*
- *do not enter on the score card a total score which is higher than that required to determine the winner (for example, in a game where the winner is the first to reach 21 shots, do not record 22 shots if the winner, having started the last end with a total of 20 shots, scores two shots on that end. Only an end score of one shot and a total score of 21 shots should be recorded).*

(2nd dot)

- **Tell the players the running totals of the scores; and**

Notes:

- *confirm to the players both the score at that end, and the total score (for example, three shots to David - the score is now David twelve, Peter ten)*
- *wait until the players have agreed the shots before leaving the head*
- *walk quickly up the rink so as not to delay the start of the next end*
- *update the score card as soon as practicable, but make sure that you do so before the first bowl of the next end has come to rest*
- *check the score card against the scoreboards on completion of every end.*

(3rd dot)

- **Remove from the rink the mat used during the previous end, if necessary.**

Notes:

- *before taking up your position for the next end, lift the mat used during the previous end and place it completely beyond the face of the rear bank, if required.*

Law 55.4: When the game has been completed, the marker should make sure that the score card:

(1st dot)

- **Contains the names and signatures of the players;**

Notes:

- *make sure that both players check and then sign the score card. Whenever possible, this should be done before the players leave the vicinity of the rink.*

(2nd dot)

- **Contains the time at which the game was completed; and**

Notes:

- *the marker should enter on the score card the time at which the game finished.*

(3rd dot)

- **Is dealt with in line with the Conditions of Play.**

Notes:

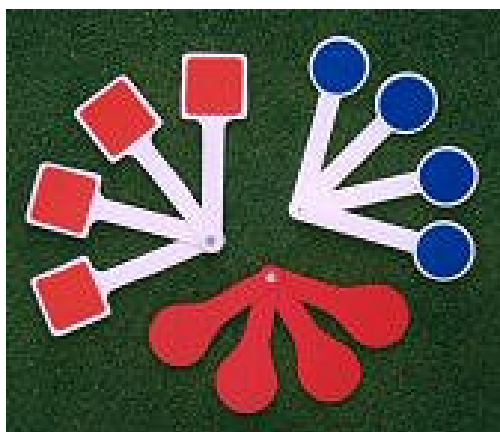
- *hand the score card to the umpire for checking*
- *when it has been checked by the umpire, hand it to the person listed in the Conditions of Play (for example, the tournament director). Do so as soon as is practicable after the game has been completed (for example, hand it over before you go to the changing rooms).*

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Using Shot Indicators

1. Lollipops

Law 55.2 (8th dot) states that the marker should “when authorised by the Controlling Body, signal to players and spectators (using the appropriate number and colour of shot indicators or some other suitable method) which player’s bowl or bowls the marker considers to be the shot” The decision on whether shot indicators are to be used during an event lies, therefore, with the Controlling Body and not with the marker (see section 6).



Picture 1

The most widely used type of shot indicators are known as ‘lollipops’ or ‘paddles’. They are usually pieces of white plastic material, about 20 centimetres (8 inches) long, which have been cut in the shape of a child’s lollipop or a boat-paddle (hence the names). The head of each lollipop is usually square or round and is covered in a coloured, laminate-type fabric (Picture 1). It is quite common, however, to see lollipops which have been cut from coloured plastic sheet - removing the need for the fabric covering on the head.

For Singles games, a set of lollipops comprises four individual lollipops with the same colour of head which have been joined near the end of the handle by a pin. The marker should always have two sets to hand – with the colours of the sets matching the colours of the adhesive stickers on each of the player’s bowls.

2. Displaying the Lollipops during an End

To indicate the number of shots being held and by whom during the course of an end, the appropriate number of lollipops from the appropriate set should be displayed. When displaying the lollipops, the set should be held in one hand, with the arm extended to the side of the body in line with the shoulders and the elbow bent at an angle of around 45° (Picture 2). The heads of the lollipops should be in line with, or be slightly above, the level of the forehead.



Picture 2

When displaying the lollipops the marker should adopt the standard marker’s stance behind the head, facing the direction of the mat line. The lollipops should be displayed with the hand facing the direction of the mat line for two or three seconds. The hand should then be turned through 90° for a further two or three seconds, before once again being turned to face the direction of the mat line for a final two or three seconds. There should be no need for the

marker to alter the body position during the course of displaying the lollipops. To avoid distracting the players, lollipops should not be displayed while a player is on the mat preparing to deliver a bowl.

3. Indicating the Number of Shots

3.1 Indicating one shot



Picture 3

To indicate that one shot is being held or has been scored, the four individual lollipops should be placed behind each other in one group, in such a way that only one lollipop from the group can be seen when the set is held up. When the set is held up, it should be held in a vertical position (Picture 3).

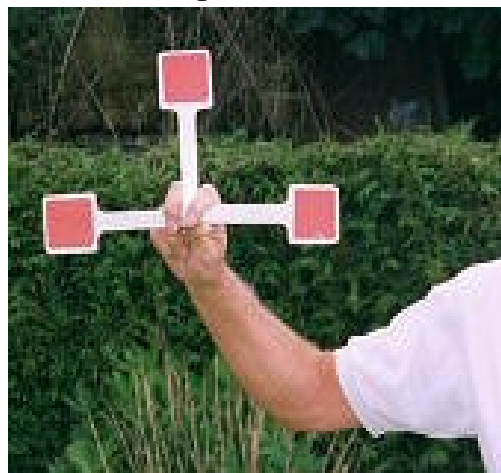
3.2 Indicating two shots

To indicate that two shots are being held or have been scored, the four individual lollipops should be separated into two groups of two, with the lollipops in each group being placed behind each other in such a way that only one lollipop from each group can be seen when the set is held up. When the set is held up, the two groups of lollipops should be held in a position in which they are at 45° on either side of the vertical (Picture 4).



Picture 4

3.3 Indicating three shots



Picture 5

To indicate that three shots are being held or have been scored, the four individual lollipops should be separated into three groups – two groups each comprising one lollipop and the third comprising two lollipops, with the lollipops in the third group being placed behind each other in such a way that only one lollipop from the group can be seen when the set is held up. When the set is held up, two of the groups should be held in a horizontal position at 180° to each other, with the third being positioned vertically in relation to the other two (Picture 5).

3.4 Indicating four shots

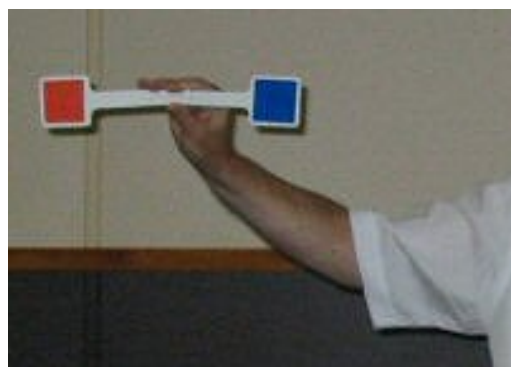
To indicate that four shots are being held or have been scored, the four individual lollipops should be separated into four groups - each comprising one lollipop. When the set is held up, two of the groups should be held in a horizontal position at 180° to each other, with the third and fourth groups being held in a position in which they are at 45° on either side of the vertical (Picture 6).



Picture 6

3.5 Indicating a tied shot (No shot)

To indicate that neither player is holding or has scored the shot (for example, if a bowl from each player was touching the jack), both sets of lollipops should be used. The four individual lollipops in each set should be placed behind each other, in such a way that only one lollipop from the set can be seen when the set is displayed. When the lollipops are held up, the two sets should be held in a horizontal position at 180° to each other (Picture 7)



Picture 7

3.6 Indicating a measure for shot

To indicate that it is a measure for shot, the four individual lollipops in each set should be placed behind each other, in such a way that only one lollipop from the set can be seen when the set is displayed.

One set should be held in each hand, and the hands positioned centrally side-by-side. The lollipops should be at 90° to the body with their heads facing out towards the side. The hands should then be moved smoothly out to shoulder width and back again (Picture 8).



Picture 8

To indicate that there is one measure involved, the hands should be moved out and back only once. To indicate that there is more than one measure involved, the hands should be moved out and back the appropriate number of times. To indicate that a player is, for example, lying one shot and that is a measure for second shot, one lollipop should be displayed as described in

section 3.1, followed immediately by the indication that there is also one measure involved as described above.

3.7 Indicating five or more shots

During a Singles game, a marker will only be required to indicate a maximum of four shots. Markers, however, are quite frequently used to indicate the number of shots which are being held or have been scored during team games – particularly those being played in front of television cameras (for example, two-bowl pairs and two-bowl triples games). Under these circumstances the marker should have to hand either multiple sets of four lollipops or sets comprising more than four lollipops – for example, sets of six lollipops when marking a two-bowl triples game.



If using multiple sets to indicate five or more shots, one hand should be used to display four lollipops and the other hand should be used to display the number of lollipops required to make up the total (Picture 9).

Picture 9

4. Displaying the Lollipops on Completion of an End

To indicate the number of shots scored and by whom at the conclusion of an end, the appropriate number of lollipops from the appropriate set should be displayed. When displaying the lollipops, the marker should hold the set in one hand as described in section 2 above and walk down the rink in a straight line midway between the centre-line and boundary-line of the rink.

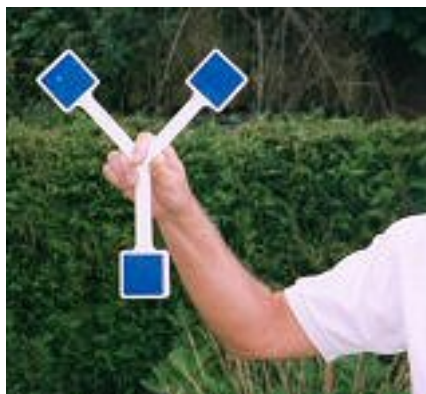
The lollipops should be displayed with the hand facing the direction of the mat line for the first four or five paces. The hand should then be turned through 90° for a further four or five paces, before once again being turned to face the direction of the mat line for the final four or five paces.

The number of paces taken will, of course, vary with the distance between the head and the opposite end of the rink. Whatever the number of paces, the lollipops should only be displayed until reaching a point about two-thirds of the length of the green (that is, until reaching the 25-metre marker). On reaching this point, the lollipops should be lowered smoothly and placed in the other hand alongside the unused set, in readiness for the start of the next end.

When walking down the rink the marker should do so at a pace which will mean reaching the opposite end in sufficient time to be able to check or set the mat for the next end without the players having to wait unduly.

5. Incorrect Procedures

5.1 Displaying superfluous lollipops



Picture 10

Allowing any superfluous lollipops to be visible when the number of shots is being indicated should be avoided.

For example, the marker in Picture 10 is attempting to indicate that two shots are being held or have been scored. The presence of the lollipop suspended below the horizontal, will almost certainly lead both the players and the spectators into thinking that three shots are being indicated.

5.2 Holding the lollipops too high

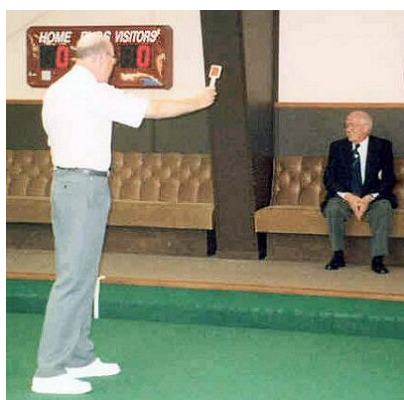
The lollipops should be held at head height as described in section 2.

Any desire either to hold the lollipops 'aloft' or thrust the lollipops skywards in response to a moment of drama or excitement should be avoided (Picture 11).



Picture 11

5.3 Gesturing with the lollipops



Picture 12

When the lollipops are displayed in the manner described in sections 2, 3, and 4 above, the players, television cameras, scoreboard operators and spectators should all be able to see them without any difficulty.

Any desire to gesture with the lollipops, such as thrusting them in the direction of an inattentive scoreboard operator to bring the score to that person's attention at the conclusion of an end should, therefore, be avoided (Picture 12).

6. When lollipops should and should not be used

As mentioned in section 1, the decision on whether lollipops are to be used during an event rests with the Controlling Body. Should the Controlling Body decide that lollipops are to be used, it will usually specify when they are to be used. For example, either

- during the course of each end - to indicate the marker's opinion of the current state of the head for the benefit of spectators, or
- at the conclusion of each end - to indicate the result of that end, or
- both during the course of each end and at the conclusion of each end.

6.1 During the course of each end

When giving an opinion on the current state of the head for the benefit of spectators, the marker should, without disturbing the players (see section 7 below), have a look at the head, decide who is lying shot and how many, then display the appropriate number of lollipops. If there is any doubt as to which bowl is shot, the marker should always indicate that it is a measure.

6.2 At the conclusion of each end

When indicating the result of an end, the marker should wait at the front of the head until the players have agreed the number of shots scored and by whom. The marker should confirm the result with the players verbally (for example, by saying "two shots to red, gents") before displaying the appropriate number of lollipops.

7. When to approach the head

Markers should always be conscious of the fact that their primary responsibility is to the players and not to the spectators. They need to choose with care, therefore, the best time to approach the head to determine which bowls are shot. Approaching the head should only be considered when there is no risk of disturbing either player's concentration.

It is appropriate to approach the head:

- during any gaps in play
- when, after visiting the head, a player is walking back to the mat with eyes facing the direction of the mat.

It is not appropriate to approach the head:

- when a player is preparing to deliver a bowl
- when a player is inspecting the head
- when, after visiting the head, a player is walking back to the mat with eyes still focused on the head.

8. How often should the lollipops be displayed?

As a general rule, the marker should only start displaying lollipops when both players have delivered two bowls (that is, when there are four bowls in the head) and then only display them thereafter if the number of shots which a player is lying has altered since the previous time the lollipops were displayed.

However, the number of times when lollipops should be displayed during the course of an end will vary from game to game. For example, if the game is being played between two players who are 'quick onto the mat' there may be no opportunity to display the lollipops until one of the players makes a visit to the head (and this may not happen until six bowls have been played, if at all).

The marker, therefore, often has to make a subjective judgement as to when the time is right. In making this judgement it should be borne in mind that lollipops should be used to add value to, and not detract from, the viewing public's experience. For example, it is usually not appropriate to display the lollipops:

- after only one bowl has been played
- after two bowls have been played, when one bowl is lying touching the jack and the other is 2 metres or so behind the jack
- when it is clear to everyone that the state of the head has not changed since they were last displayed (for example, when a bowl which has just been delivered finishes up in the ditch without touching anything)
- after each bowl has been played unless, of course, the head has been altered by each bowl.

By a similar token, it may not be appropriate to have five or six bowls played without displaying the lollipops in the interim, even though the head has not been altered - displaying them to confirm the state of the head may add value in these circumstances because several minutes may have elapsed since their previous display.

Striking a balance between the players' need to be undisturbed and the spectators' need to be kept informed can often be quite difficult! Should there be any conflict in the marker's mind, however, it should always be resolved in favour of the players' need.

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Self Management

Officiating is a challenging role, often undertaken in a potentially hostile environment. Officials need to be of strong character if they are able to cope with the officiating environment in a positive manner. It is important that officials know their own strengths and weaknesses in order to undertake effective self-management. Officials need to develop a philosophy towards their involvement in sport that is in line with the aims of the competition (for example, junior competitions are designed to focus on fun and skill development rather than winning). Officials should be aware that their approach to officiating can influence the participants' experience and enjoyment of the sport.

Relating to People

One of the most important aspects of the official's role is to relate well with participants and others prior to, during and following competition. The adage of 'treating people as you would like to be treated' provides an appropriate model for relating to others in the sporting environment. The official's style and manner will have an impact on the relationship with those whom they are engaging. All participants and others associated with the sport should be treated with respect and, where appropriate, empathy. The official should have an inclusive approach and style, regardless of the participant's gender, race, disability, religion or age.

Each official becomes the 'face' of officiating at competitions. People often judge all officials by how an individual official behaves, hence the need for professional and responsible approaches when dealing with participants, coaches, administrators and others involved with competitions.

Presentation

It is important that officials present themselves in a manner that portrays officiating in a positive, professional and respected manner, including having a clean uniform (including footwear) and a generally neat appearance.

Officials should be appropriately dressed prior to and following competition. The principles of neatness and tidiness also apply in these situations. People have high expectations of officials and expect them to present themselves as professionals. A well-presented official arriving at the competition is making a statement to the participants, administrators, and others prior to the start of any competition.

The official should be punctual, arriving at the competition with enough time to prepare for the officiating role. This may include inspecting bowls prior to play, the surface of the green, ditches and other factors.

Professionalism

All officials have a responsibility to promote a professional and positive image of officiating as an attractive sporting activity to other people. People can expect the official to be a person they can trust to control the competition.

There are a number of expectations of officials. These include being:

- trustworthy – honest and impartial
- responsible – have integrity and take the role seriously
- prepared for the role – prepared physically and mentally for the task
- competent – have and are further developing their skills for the task

It is important that officials fulfil these expectations so that they may earn the respect of participants, coaches, administrators and their officiating colleagues.

Behaviour and appearance are crucial factors. The official's behaviour should be courteous and respectful, including the use of appropriate language. Officials should be respectful towards all members of the community, including those in the sporting community; that is, participants, coaches and administrators.

It is important to remember that the competition in which the official is officiating is the most important competition that day to those participating in it.

Physical preparation

The physical requirements of an official will vary from sport to sport. In the case of lawn bowls only a minimum level of fitness is required. Adopting a healthy lifestyle will contribute to all officials being in appropriate physical condition.

Mental preparation

Officials are responsible for making sure that they are mentally prepared for a competition. This preparation can include:

- developing a basic plan about the approach that will be taken to officiating at the competition
- achieving a comfortable mental state prior to a competition – a degree of anxiety but not over-anxious
- familiarising themselves with the rules / laws, venue requirements and participants / teams
- seeing the competition as an opportunity rather than a threat
- developing a positive frame of mind prior to the competition.

Officials need to develop several key mental skills, including concentration, arousal levels and pressure control.

Concentration

Concentration is closely related to stress. Without some degree of tension it can be difficult to concentrate. Tension can bring an increased level of awareness in the body and can increase the ability to concentrate.

Arousal

Similar to the way in which elite athletes seek an optimal level of arousal for maximum performance, levels of arousal and anxiety also influence how receptive officials are to performing their role in competition. If arousal is too

low, insufficient energy and attention is devoted to their officiating performance, whereas if arousal is too high the official's attention may become too narrow to pick up all the cues needed for good performance. Optimum levels of arousal for both learning and performing motor skills vary with the complexity of the task and with the personality of the individual official.

Pressure Control

The ability of an official to deal with pressure can frequently be linked to how well they can control their levels of anxiety. Controlling anxiety in 'clutch' situations during a competition is what can distinguish a good official from a great official. Anxiety may also be associated with fear, or more specifically for officials, the fear of incorrect decisions which lead to unsafe situations. An official who experiences anxiety before and during competition can experience an elevated level of arousal and feelings of tension and apprehension.

Receiving and responding to feedback

Improving officiating performance is a goal of most officials, regardless of the experience and the level at which they officiate.

How officials improve their performance depends on a number of factors, including:

- Having access to officials' coaches or mentors (experienced officials)
- Obtaining feedback on their performances from officiating personnel and others
- Receiving support and encouragement to improve.

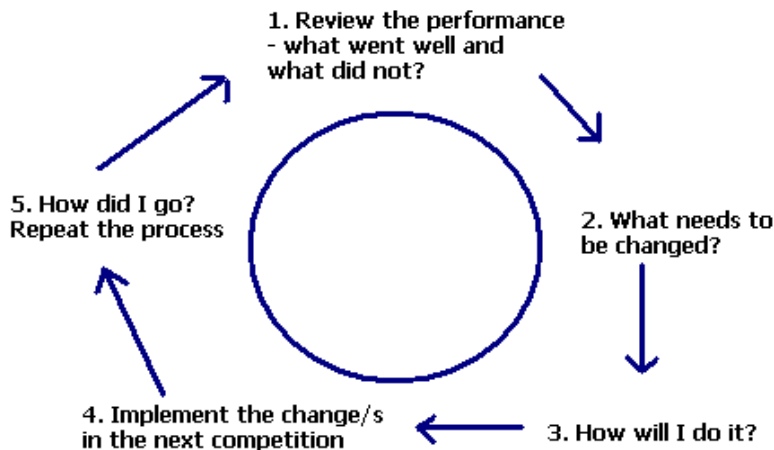
Officials will receive a range of feedback on their performances – from participants, spectators, club officials and officiating personnel – at every competition in which they officiate. Much of this feedback, particularly from non-officiating people, will be non-specific; for example, 'You did well today' or 'You missed a call ref!' For improvement to occur the official will need to understand the areas that need improvement. This information can come from officiating personnel – the official's mentor, or a senior or more experienced official. It is important that the official listens to the feedback that is provided and responds in a positive manner. Feedback is an essential ingredient that can contribute to improving performance at all levels of officiating. The official should thank the person for the feedback.

The official's approach to receiving feedback is very important. Some officials are regularly provided with feedback, while others are left to their own devices to seek feedback on their performance. What the official does with the feedback is crucial in assisting them to improve their performance. Feedback can provoke thought regarding what might be done in the next competition and how to improve on areas identified in the feedback. In discussions with the person providing the feedback, it is important to come up with a number of possible actions (not too many) to implement in the next competition.

Self-reflection

Another strategy that officials may employ to improve performance is self reflection. This is a process in which the official:

- Reviews an action and considers what went well and what did not
- Identifies an aspect of the officiating that needs to be changed
- Develops a strategy for change
- Implements the strategy for change
- Reviews those actions and repeats the process.



Officiating Diary

Most people have kept a diary at some point in their life whether as a teenager, at work, or during their officiating activities. Diaries take many forms and serve many purposes, from the confession of personal secrets to the recording of business appointments. Some common features of diaries are that they:

- Help us remember
- Help us gain a perspective on our lives
- Help us reflect on ourselves
- Are individualised and personalised.

The officiating diary does all these things with the specific goal of improving officiating effectiveness. This helps make sure that the decisions recorded in the diary translate into action.

The official should write up their diary entry on the same day as the competition - while it is still fresh in their mind.

Tips for keeping a diary

- Keep it simple and to the point
- Write in note form and use diagrams
- Describe the performance before evaluating how good or bad it was – be clear and precise as possible
- Do not forget to record what you did well. Do not just focus on what needs to be improved.

- Evaluation demands explanation. Why was the performance good? Why does it need to be improved? Why would another approach be better?
- Brainstorm solutions – if the problem is clear – but not the solution, write down a whole lot of ideas, even crazy ones, and see if that helps
- Try, try again. Strategies can go wrong. Improvement can be slow. Officials should not be afraid to return to the same behaviour a number of times

Developing officiating knowledge, skills and attitudes

Officials are responsible for their own development. Numerous resources are available to assist officials in the development of their officiating. Officials may contact people within the sport of lawn bowls, or access other resources to seek information regarding officiating. These resources include:

- Laws of the Sport of Bowls – Crystal Mark Edition
- Officiating coordinators, coaches involved with the respective officiating groups
- Senior officials
- Regional, state or national officiating coordinators
- Internet

People Management

It is often said that the success of an official is strongly linked to how well the official manages and gets on with people in the sporting community. Sport at community level involves many people undertaking a range of roles, including coach, administrator, participant, parent, passionate supporter. Communication is an important skill that the official needs to develop as it plays a key role in many aspects of the official's role during competition.

Tips for officials working with athletes with a disability

Any official can take on the role of officiating people with disabilities. Some tips to remember include:

- People with disabilities have the right to participate in sport. They are very capable of being involved and can tell the official what they are able to do.
- It is not necessary to acquire extensive knowledge of the disability. The official simply needs to understand how the impairment affects the participant's performance.
- Effective communication is essential, especially for participants who have sensory or intellectual disabilities.
- The official should not underestimate a participant's ability – they should use the same approach to officiating as they would for all participants.

Communicating effectively

Officials have a vital role in managing themselves, participants and others during competition. The officials set the tone for the way in which the

competition will be conducted, including the conduct of participants and what will be accepted or tolerated in terms of participant behaviour.

An important ingredient in managing people is communication. Good communication is not just about speaking well and delivering clear messages. It is about the quality of the connection between the sender of the message and the receiver. Effective communication is important for two reasons. Firstly, communication is a process by which planning, organising, leading and controlling are accomplished within a competitive environment. Secondly, communication is the activity that links the competition. Written and oral communications provide messages, instructions, information, feedback, discussion and planning which are the essential parts of conducting an effective sporting competition.

Officials must be effective communicators if they are to have a positive impact on a competition.

Barriers to effective communication

While officials need to be effective communicators to make sure the smooth conduct of the competition, there are situations when communicating to and with others proves very challenging. There are a number of barriers to effective communication that can be experienced in all settings, including the officiating environment.

These barriers include situations where people:

- have different perceptions of words and actions
- filter information and only hear what they want to hear
- use jargon, making sure that no common language is being spoken
- do not respond to questions
- judge others by determining a response before reviewing the evidence
- look for personal agendas by attempting to 'read the other person's mind'
- allow emotions to blur the message
- ask antagonising questions
- assume 'I'm right' position and not be open to other views

Some responses from officials contribute to a lack of respect among participants, coaches and officials. When officials assume the high ground and respond with an 'I'm the boss' attitude, they are not encouraging effective communication. A dictatorial approach is not conducive to enhancing relationships between officials and others in the sporting environment.

Communicating decisions with confidence

It is often said that how the officials 'sell' their decisions is the most important thing. Participants and coaches are looking for an official who communicates in a confident and decisive manner. This conveys a person in control of themselves and the competition. The contrary style conveys uncertainty. A confident and decisive verbal communication style includes the official using:

- A clear voice
- Appropriately chosen words
- A firm manner
- Eye contact
- Sufficient strength of voice to convey the message so that the participants are able to hear the decision

Listening and Responding

The official is often subjected to a considerable amount of 'noise' at the competition, including higher levels of anxiety from participants / coaches prior to competition and vocal supporters. This can be a potential distraction for the official. There are occasions on a competition day when the participant or coach makes an official request. This might be prior to a competition; for example, seeking some information regarding the rules / laws.

When participants or coaches approach an official with a problem or query, it provides an opportunity to engage in discussion and seek a greater understanding of each other's position, views and understandings.

The strongest influence on the quality and outcome of all communications is the ability to listen effectively. When the official listens effectively they can respond appropriately. Listening enables the official to put meaning to the sounds they hear. Listening is the ability to receive, attend to, interpret and respond to verbal messages and other cues such as body language in ways that are appropriate to the purpose.

For example, if the message is a plea for help, the purpose is to be helpful so the person will listen and respond with concern. If the message is intended to persuade, the purpose is judgement so the person listens and responds critically. It is estimated that people screen out or misunderstand the intended meaning or purpose of what they hear in over 70 per cent of all communications. This is the biggest contributing factor to miscommunication.

Listening tips for officials

1. Listen attentively

All gestures and facial expressions should convey that the official is attentive. This can be demonstrated by nodding of the head, maintaining eye contact and not being distracted by whatever else is going on in the vicinity.

2. Listen reflectively

Repeat what is said. By restating in ordinary speech what the participants said, the official is able to check the content on the communication was understood. It also enables the official to check that the feeling of the participant's message was correctly interpreted.

3. Avoid emotional responses

Listening stops when an exchange becomes heated.

4. Do not interrupt

Do not interrupt means 'do not interrupt'.

Communicating effectively with a diverse range of participants

In any competition there will be participants with a wide range of communication skills, including participants from a non-English speaking background or participants with a disability. Participants with a disability may use alternative means of communication such as sign language. These participants usually figure out a way to communicate effectively; for example, many deaf participants can lip read, are happy to read written messages or will have a coach / assistant who can provide a link between the official and the participant.

Officials should be aware that there can sometimes be cultural factors that influence communication. For example, eye contact varies between different groups of people but in traditional, indigenous communities, looking someone in the eye, particularly elders, is considered extremely rude and disrespectful. This may mean that some younger participants may not look an official in the eye. Rather than not paying attention, they may simply be showing respect for the official's position.

Officials who know that they are going to be working with participants on a regular basis who use a particular method of communication should make the effort to learn the key words and phrases appropriate to their sport. This effort should result in a better environment for participants, coaches and officials.

Remember...

- common sense
- common courtesy
- treat athletes as people.

The good communication principles discussed so far apply to all participants regardless of age, skill or ability. However, there are some additional considerations to take into account for participants with a disability. Learning to vary communication techniques to suit participants with different needs will improve the official's communication skills.

Tips for communication with a participant with a disability

- If a conversation lasts for more than a few minutes, consider sitting down or kneeling to get yourself on the same eye level as the participant in a wheelchair
- For participants who are deaf or hard of hearing, secure their attention before talking to them. Consider using a visual clue, such as a wave or a tap on the shoulder to gain attention
- Develop a few basic signs for key instructions and questions
- Position yourself so that a participant can observe your lips and hands when speaking
- Identify yourself and introduce a participant with a visual impairment to others present
- Give feedback on elements of the game that may be naturally observed by people with normal vision

- Use audible signals where necessary to show direction or distance
- Speak directly to the participant - not through a carer or third person
- Use written communication when needed
- Check that the participant has understood instructions.

Players with a disability should be treated like any other participant.

Note: Officials do not need to protect participants with a disability from failure, give unearned praise or lower their expectations and standards for behaviour. Participants with a disability are no more 'courageous' than any other participants who work hard to achieve their goals.

Conflict

The officiating environment can be challenging, potentially hostile and competitive. A competition with some conflict can be a challenge to a confident official let alone an inexperienced one. In most sporting situations, the potential for conflict is ever-present. Good officiating relies on dealing with threatening behaviour in a professional and positive manner.

Conflict occurs when there is a hostile interaction between two or more parties. Conflict is a disagreement or difference of opinion.

Most conflict situations have these common features:

- high level of emotion
- differing points of view
- threats or acts of violence.

Conflict is likely to arise in a number of situations. These include:

- disagreement from participants over a penalty / infringement because of a lack of knowledge of the rules / laws
- perceived bias shown by the official in the eyes of participants / coaches
- frustration shown by participants as a result of their level of performance or the competition results
- misunderstanding instructions or rulings from an official
- sledging (that is, baiting an opponent to upset their concentration).

The presence of conflict is characterised through:

- verbal – tone of voice, aggressive language, yelling, threatening language
- non-verbal – gestures, finger pointing, physical contact with other person, threatening behaviour.

There are a number of consequences of conflict in the sporting environment. These include:

- disrupted match
- unsafe environment
- tension between teams.

Minimising Conflict

There are occasions when conflict in the sporting environment is inevitable; however, developing strategies to minimise conflict is vital. The following tips may assist officials in preventing conflict.

Tips for preventing conflict

- Prevention is always better than cure! If action is taken early in the competition, conflict is less likely to occur.
- Make competitors aware of your presence by reacting immediately to the rule infringements (when appropriate)
- Remain objective, regardless of the prior knowledge of participants / teams an official may have.
- Be definite and firm with decisions and communication.
- Look sharp and act sharp – this will gain respect for you as an official.
- Do not take criticism personally. Remember that coaches and participants are seeing the competition from a different perspective to the official.
- At the beginning of the competition, provide structure and guidance but also start a dialogue with the participants. Acknowledge the participants' abilities and experience and invite constructive viewpoints from some participants.
- Speak clearly and firmly in heated situations. This will indicate confidence in managing the situation.
- Keep your cool.

Resolving conflict

Developing strategies to help deal with conflict in the sporting environment is vital. The official is often called on to manage conflict situations and attempt to resolve them. It is virtually impossible for sports officials to avoid dealing with conflict even when they have implemented prevention strategies.

1 Be professional

Speak clearly and remain composed in heated situations. This demonstrates confidence in managing the situation. Avoid argument or debate and do not try to bluff through with unjustified rulings

2 Remain calm

Do not over-react. Stay relaxed and adopt a low-key posture / body language. Use objective, neutral language

3 Address the problem – not the emotions

Try to put aside the emotions of all parties. Emotions inevitably inflame the situation. By dealing with the facts and the available evidence, the official is more likely to be seen as making a fair and appropriate decision

4 Focus on the person

People are not objects and they do not like being treated as such. Acknowledge a participant with eye contact and use their name if possible. Recognise that they have something to say and do not just dismiss them

5 Be Fair

Avoid team or individual bias at all costs. Demonstrating integrity is one of the greatest assets of an official

6 Be confident and open

Do not be defensive or try to justify your actions. Clarify decisions when appropriate, based on the facts and the evidence presented

7 Be firm

Deal with unacceptable behaviour firmly and quickly. Set boundaries in a polite, professional and assertive manner.

Remember 90 per cent of conflict occurs not because of what was said but because of the tone in which it was said!

Dealing with abuse

Sporting environments and competitions evoke a lot of emotion and passion from those involved, including spectators. An official who demonstrates a pleasant style, a smile and a calm manner creates a positive environment which can have a positive effect on participants, coaches and most spectators. Spectators and others frequently disagree with officials' decisions and, from time to time, decisions will infuriate spectators and others to the point at which they can become hostile towards the official. This situation can be minimised by the approach the official takes to those situations. It is important that the official does not engage with the spectators – no eye contact or verbal response – as this can further incite the aggrieved spectator.

- Officials should ignore the comments as best they can by blocking them out. This can be achieved by focusing on key aspects of officiating such as positioning, appropriate equipment and measuring techniques. Generally speaking, the comments are not meant personally; they are indications of highly irrational, emotive behaviour being displayed by the players / spectators. Failing to ignore the comments can lead to lapses in concentration and an incorrect focus for the official, often leading to errors in officiating
- Officials should remain calm. Be aware of the important officiating areas to focus on during a competition
- Officials should never respond to player / spectator abuse (much as they might like to!) Seeking the official's attention and distracting them is one of the aims of an abusive comment.

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Accreditation of New Umpires

1 The final examination leading to the accreditation of new umpires will comprise two parts - one part will deal with matters related to the Laws of the Sport of Bowls and the other part will deal with matters related to measuring procedures.

2 World Bowls will set the examination papers for both parts of the examination. In respect of the part dealing with the Laws of the Sport, two examination papers will be prepared. World Bowls will rotate the use of these papers at its discretion. (See below for details of the criteria used by World Bowls when setting this part of the examination.)

3 World Bowls will define the marking and scoring systems for both parts of the examination.

4 The examination will be conducted by the appropriate National Umpiring Body. The examiner will be a person who was not involved in conducting the training programme - preferably a member of the National Umpiring Body.

Criteria used for setting the laws examination

1 The part of the final examination dealing with the Laws of the Sport will consist of 25 standard questions covering an even spread of topics from across the various sections of the Laws of the Sports of Bowls.

2 The examination will be 'closed book'. It will be conducted on the same occasion as the part of the examination dealing with measuring procedures.

3 The examination will be an oral examination conducted in the presence of two examiners.

4 The examination will cover situations that may occur on a regular basis during a game but will not cover the administrative aspects of the sport.

5 The examination will not include any questions on Domestic Regulations or laws that allow a National Authority to adopt Domestic Regulations.

6 The examination will not include any questions on topics that may be covered during the part of the examination dealing with measuring procedures.

7 The pass mark for the examination will be 90%.

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Accreditation of International Technical Officials

Policy

- 1 World Bowls will accredit suitably qualified umpires as International Technical Officials.
- 2 (a) The appointment of International Technical Officials will be mandatory at the Commonwealth Games and all top-tier World Bowls' directly controlled events (for example, World Bowls, World Champion of Champions, World Cup, World Junior Cup).

(b) A mix of International Technical Officials and umpires aspiring to be International Technical Officials will be appointed at second-tier events sanctioned by World Bowls (for example, Asia Championships, South East Asia Championships, European Championships, Asia / Pacific Championships, Atlantic Championships, British Isles Championships, Trans Tasman Series events).
- 3 There will be a mix of International Technical Officials appointed from within the country hosting an event and from outside the host country. Where possible, this mix will be in the ratio of 80% : 20% in line with the mix adopted at the 2002 and 2006 Commonwealth Games.

Accreditation Procedure

- 1 Applications for accreditation as International Technical Officials will only be considered when an international event is allocated to a National Authority or when World Bowls sets the number of International Technical Officials that should be registered in a country.
- 2 The number of International Technical Officials in any country will be limited to the number set by World Bowls and future assessments will only take place either when the number on the register drops below the number for that country set by World Bowls or an event allocated to that country requires a higher number of International Technical Officials than that set previously by World Bowls.
- 3 Applicants must meet the following qualifying criteria
 - have actively officiated for a minimum period of three years. That is, have officiated annually in at least five events at any level for a combined total of at least twenty hours.
 - have officiated in at least two International / National / National Division (State / County / Province / Region) events in the two years immediately prior to the date of application.
- 4 Applicants will submit details of their previous experience at International, National and National Division (State / County / Province / Region) levels. They should also prepare for submission (if requested by the National Authority or National Umpiring Body) documentary

evidence that they have, for a minimum period of three years, officiated annually in at least five events at any level for a combined total of at least twenty hours.

- 5 Applicants will sign the application form and representatives of both the National Umpiring Body and the National Authority will countersign it to confirm that they consider the candidate to be suitable to be assessed as an International Technical Official.
- 6 National Umpiring Bodies and / or National Authorities will check that applicants meet the qualifying criteria set out in paragraph three above.
- 7 Applicants seeking accreditation as International Technical Officials will be invited to attend a four-part assessment which will comprise
 - marking a Singles game
 - undertaking a series of measures on an individual basis and answering a set of oral questions on the Laws of the Sport
 - undertaking a series of measures in partnership with a colleague and answering a set of oral questions on the Laws of the Sport
 - making written comments on Pairs and Triples games and answering a set of written questions on the Laws of the Sport
- 8 World Bowls will approve and appoint an assessor to carry out the assessment process on its behalf. The assessor may or may not be a member of the National Umpiring Body.
- 9 The assessor must have officiated at previous Commonwealth Games / World Bowls / International events.
- 10 World Bowls will set the base (minimum) mark which an applicant must achieve during the assessment to be eligible for accreditation.
- 11 Only the number of International Technical Officials required at any one time will be accredited. The applicants accredited will be the best performers in the assessments (in terms of scores achieved) provided they also achieve the base mark.
- 12 World Bowls will maintain a register of International Technical Officials.

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Application Forms for Accreditation as an International Technical Official

A document explaining the World Bowls policy and procedures for the accreditation of International Technical Officials (titled 'Accreditation of International Technical Officials') is available in the Umpire Development section of the World Bowls website.

Applicants must meet the following qualifying criteria

- have actively officiated for a minimum period of three years. That is, have officiated annually in at least five events at any level for a combined total of at least twenty hours.
- have officiated in at least two International / National / National Division (State / County / Province / Region) events in the two years immediately prior to the date of application.

Applicants should

- complete the first two pages of the application form
- send the forms to both the National Umpiring Body and National Authority for endorsement
- send the completed forms to
Chief Executive
World Bowls
Sportscotland
Caledonia House
1 Redheughs Rigg
South Gyle
Edinburgh
EH12 9DQ
Scotland

Email: worldbowls@btconnect.com

Telephone: (+44) 131 317 9764

International Technical Official Accreditation Application Form

Please type or print clearly.

TITLE: _____ SURNAME: _____

GIVEN NAMES: _____

ADDRESS: _____

SUBURB: _____ POST CODE: _____

COUNTRY: _____

BOWLS NATIONAL AUTHORITY: _____

HOME PHONE: _____

BUSINESS PHONE: _____

MOBILE PHONE: _____

EMAIL ADDRESS: _____

DATE OF BIRTH: ____/____/____

DATE QUALIFIED AS AN UMPIRE: ____/____/____

I apply for accreditation as an International Technical Official.

In doing so, I accept that the information supplied by me on this form will be recorded on a World Bowls' database of prospective and accredited International Technical Officials. I also acknowledge that the information will not be used by, or disclosed to, anyone except for the purposes for which it has been supplied.

SIGNATURE: _____

DATE: ____/____/____

Experience of Officiating at International / National / National Division Events during the past two years

INTERNATIONAL EVENTS

Event	Date	In what Capacity?	Hours

NATIONAL EVENTS

Event	Date	In what Capacity?	Hours

NATIONAL DIVISION EVENTS (State / County / Province / Region)

Event	Date	In what Capacity?	Hours

In addition I confirm that, during the past three years, I have officiated annually in at least five events for a combined total of at least twenty hours and that I am able to provide my National Umpiring Body / National Authority with details of these if / when requested to do so.

International Technical Official Accreditation Endorsement of Application

National Umpiring Body

On behalf of the National Umpiring Body for _____ (country), I confirm that we have no reservations concerning the suitability of the applicant to apply for accreditation as an International Technical Official. I also confirm that, to the best of my knowledge, the information supplied in the application form is correct.

NAME: _____ SIGNATURE: _____

DATE: ____/____/____

National Authority

On behalf of the National Authority for _____ (country), I confirm that we have no reservations concerning the suitability of the applicant to apply for accreditation as an International Technical Official.

NAME: _____ SIGNATURE: _____

DATE: ____/____/____