



# COURTSIDE ASSISTANTS EDUCATION PACK

**For use by organising National Federations or Clubs  
when training and preparing Quick Moppers & Ball  
Retrievers for CEV competitions.**

## INCLUDING:

**QUICK MOPPING GUIDELINES**

**BALL RETRIEVING GUIDELINES**

**ON COURT SIGN LANGUAGE**

## OPTIONAL:

**COURTSIDE ASSISTANTS KNOWLEDGE TEST**

**COURTSIDE ASSISTANTS KNOWLEDGE TEST ANSWERS**

*VERSION: MAY 2018*



# **Introduction**

As per the Official Regulations, it is compulsory for each organiser (Club or National Federation) to provide 4 Quick Moppers and 6 Ball Retrievers to work before and during their home matches. Whilst it can be a challenge for the organiser to find and train these people, the need to have them on site is evident. Not only do they help facilitate the flow of the game by circulating the balls but they also keep the floor dry and safe for the players.

With this document, the CEV looks to provide some information to help organisers to select, train and prepare their Courtside Assistants.

## **Finding your Courtside Assistants**

Competing internationally is a marked occasion for any Volleyball team and could also provide an opportunity for young aspiring Volleyballers and keen sports fans to be in the 'real front row' as Ball Retrievers or Moppers. These roles should therefore be advertised in a way that attracts individual players or teams from the organiser's junior section as well as from neighbouring or partner clubs. Children above the age of 11 are generally recommended for these roles, although people of any age are suitable; however, should children not turn up, or not perform as required, reserves should always be prepared to step in.

In total, 10 people are needed, plus at least one reserve, in case someone falls ill or is unable to make the match. In addition, there should be someone to coordinate the mappers and Ball Retrievers as a team, making them realise the importance of their task and the pressures linked with it, as well as the satisfaction and enjoyment to be generated if they perform well. The role of the Team Leader should therefore consist in training, motivating and also rewarding the team members.

## **Training your Courtside Assistants**

Training these Courtside Assistants is crucial, and some specific training slots should be set aside before the match specifically for that. The two sets of Guidelines provided in this document will help to achieve that, but the club should direct the Courtside Assistant Team Leader which parts they should pay particular attention to. Moreover, it should be noted that even the more experienced groups, who have done many matches, should keep learning and improving, therefore they should also follow the entire content of these Guidelines. Most people enjoy a challenge and the opportunity to grow and improve in some way, so make sure they do follow suit.

The CEV Supervisor may ask to see the Ball Retrievers and Moppers in action prior to the start of the match.

## **Motivating your Courtside Assistants**

There is nothing worse than a photograph of a top level Volleyball match, and a Ball Retriever or Mopper in the background not performing as expected, or, even worse, looking bored and disinterested. Therefore, it is important to motivate the team, and here are some ways in which this can be achieved:

- Make it into a competition, e.g. have a 'Quick Mopper of the day' where there is a prize for the best Quick Mopper. If they enjoy Volleyball, offer some free tickets for them and their family to the next home game.
- Some positions on the court will clearly be more enjoyable and popular than others. Move things around between sets, rewarding those who have performed the best.
- Allow them to have a photo taken on the court with the home team after the match.
- Arrange some time for the Courtside Assistants with some of the players, to talk and/or take photos with them.

## Rewarding your Courtside Assistants

Some other simple ways of making the members of your team feel satisfied and rewarded for their efforts, are to provide them with some drinks and snacks after the match. If possible, produce official T-shirts that they can wear for the game and then keep afterwards.

Remember that every young person is a potential Volleyball player, coach, referee or volunteer in the future. So use this opportunity to motivate more people to try and play Volleyball!

These are just some ideas, and if you happen to have a different strategy at your club that works well please send it to the CEV Technical and Development Department and so that we can add it to this file.

Many Thanks for your time! If you have any questions, please contact [education@cev.lu](mailto:education@cev.lu).





## CEV Volleyball Courtside Assistants - Quick Moppers Guidelines

### **General Aim**

All Quick Moppers (QMs) work together as a TEAM, not only to guarantee the smooth flow of the game, but also to help ensure that the Volleyball teams can perform to their highest level. This contributes towards the success of the show among the spectators both in the hall and on television.

**Four** Moppers are to be used: **two** in front of the scorer's table and **two** in front of the penalty area close to the team bench.

### **Moppers' Equipment**

Eight small white towels

### **Quick Mopper Characteristics**

Speed, alertness, thoroughness, stamina, and the understanding of Volleyball!

### **During the Official Warm-up**

After the walk-in protocol, all QMs will help retrieve and circulate balls to the hitting queue/servers as well as help to protect the equipment on the statistics tables. QMs need to work with the Ball Retrievers to collect the 12 balls (per end/team) within 20 seconds, which then need to be returned to the ball trolleys and placed behind the team bench in their allocated position.

### **To start the Match**

After the pre-match mop/ball collection, all Moppers must then return to their respective seats to do a final check of their required equipment and be ready for action.

### **General Appearance**

- Uniform is required to be worn when entering the Playing Area
- T-shirts should be tucked in
- Mobile Phones (or any other personal belonging) are not permitted on court
- Loose jewellery should be removed
- All long hair should be tied back
- Accreditation should be removed and given to your Team Leader when entering the court
- Water will be circulated to all Moppers by their Leader.

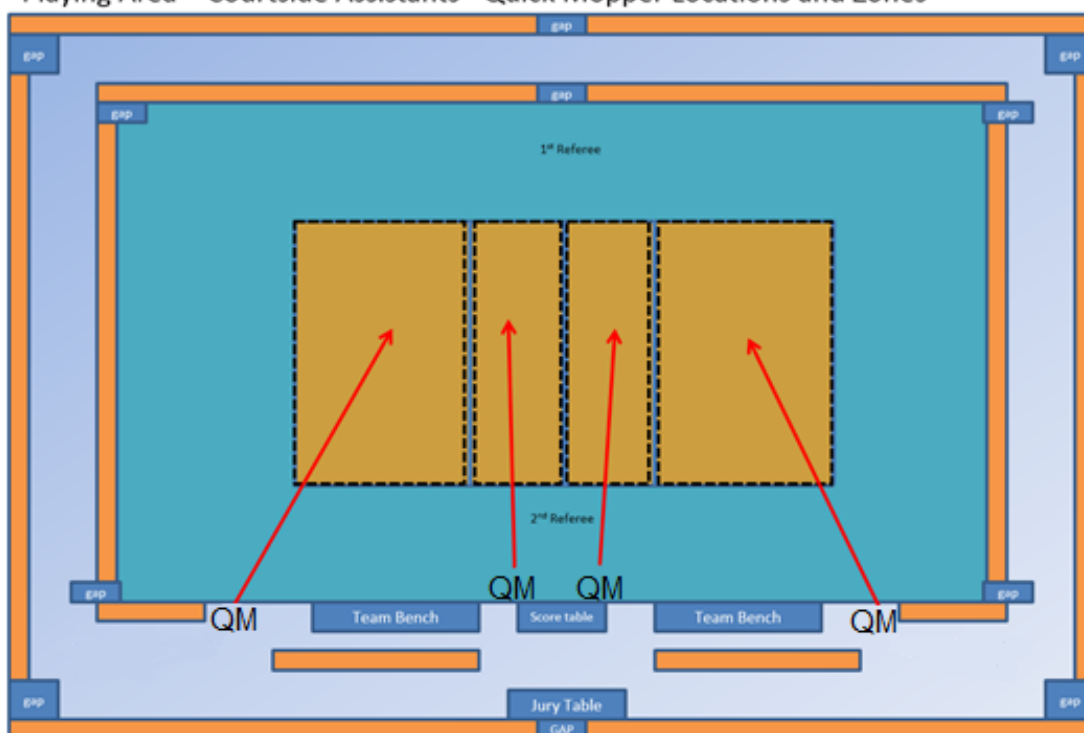


## Quick Mopping (QM)

All QMs should be sitting on their stools observing the game attentively, watching for players who dive, and be ready to run to the wet spot(s).

1. Whenever a QM observes a player making contact with the ground with anything other than their shoes, he/she raises their hand and points their other hand towards the wet spot and waits for the end of the rally.
2. Immediately after the referee blows his/her whistle to end the rally, only the QM(s) who raised their hand must rush to the wet spot(s), unless instructed by the Referee to remain seated.
3. The QM sitting in front of the scorer's table focuses on the front court zone and the QM (also part of the Floor Mopping team) sitting by the warm up zone will help with the rear court and the free zone. However, if the wet spot is across both zones/or there are multiple wet spots, then both QMs should attend to the scene (See the diagram below for confirmation).

Playing Area – Courtside Assistants - Quick Mopper Locations and Zones



4. If there is more than one wet spot for a QM, the highest priority are wet spots closest to the net. Wet spots in the back-court and out of court have a lower priority but should still be removed where possible. If a player's kneepads hit the floor, then there is not necessarily a wet patch. Where possible, the QM should start furthest from their stool and then work their way back to their seat.
5. The amount of time for wiping a wet spot should not exceed 8 seconds - the Moppers must cause no delay to the game. A figure of '8' should be used when mopping.
6. Each QM should have two towels folded neatly and ready in their hands to mop the court using a circular motion.
7. Immediately after mopping, the Mopper(s) must return to their respective positions by taking the shortest way, running off the playing court, and then, if necessary, walk around the passage-way back to their position. A front zone QM is permitted to remain with the Pivot Person Ball Retriever for one rally and then return to their seat.

The referees should not be involved in Moppers' operation; however, the First Referee has the authority to control the Moppers' work when the game is delayed or disturbed, or if they do not perform their roles correctly.



### ***How to hold the Towels?***

There should be one towel per each hand for the duration of a rally, held as shown in the pictures above.

If the Back Zone QM is mopping when a Time Out is called, then the closest Ball Retriever should fill in or help with a smooth transition.

**Remember: you are part of the entertainment for the spectators, so smile, be confident and enjoy yourself. Your work contributes to the Athletes' performance so do your job well and you will be much valued, even if they do not mention it!**



# VOLLEYBALL

CEV

## CEV Volleyball Courtside Assistants - Ball Retrievers Guidelines



### **General Aim**

All Ball Retrievers (BRs) work together as a TEAM, not only to guarantee the smooth flow of the game, but also to help ensure that the Volleyball teams can perform to their highest level. This contributes towards the success of the show among the spectators both in the hall and on television.



### **3 Balls System - Individual Role Names and Requirements**

#### ***Ball Retrievers 2 & 5 – The ‘Passers’ (of the ball to the server)***

These two ALWAYS need to have a ball ready in their hands. Athletes will then indicate when they want a ball to be handed out to them so they can start their serving routine. The BR will then throw the ball to the player using a two-handed chest pass so it bounces once before being received.

#### ***Ball Retrievers 1 & 4 – The ‘Dominators’***

These are dedicated to the collection of the ball (leaving BRs 2 & 5 to pass the balls as required) and will also be predominantly responsible for passing a ball to ‘The Passers’ after those have passed their ball to the next server.

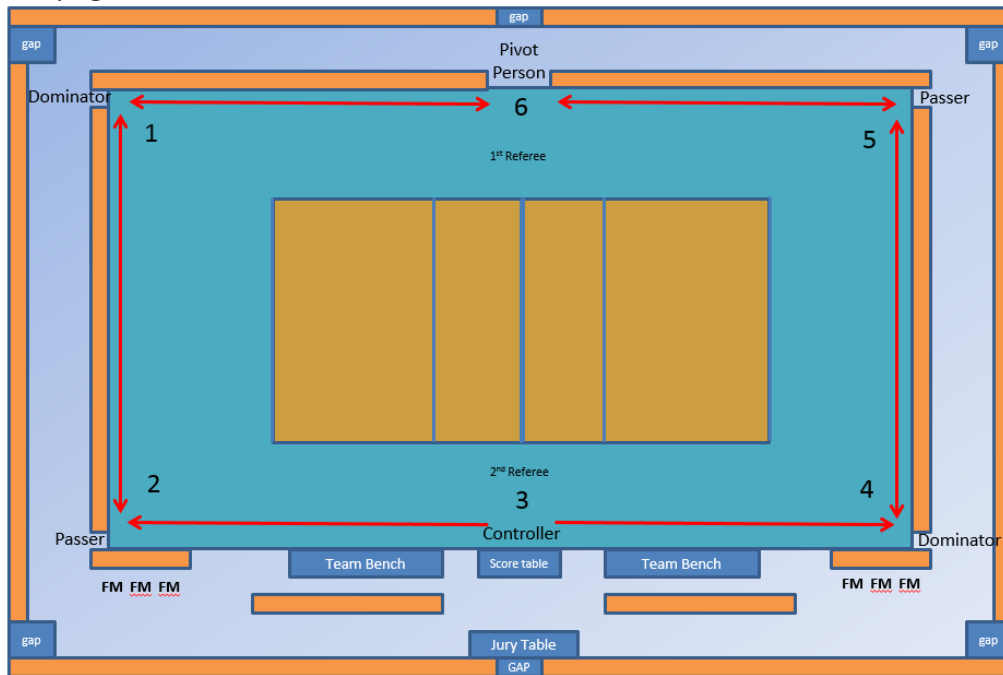
#### ***Ball Retriever Number 3 – The ‘Controller’***

In this position, the BR will need to retrieve all balls that are around the court on the team bench side as well as clear the court of any balls that have not been removed by the players. This individual will also be given a towel in case extra help is needed on the Quick Moppers front court.

#### ***Ball Retriever Number 6 - The ‘Pivot Person’***

This individual is responsible for watching the play (and referee signals) to ensure that the three balls are circulated as required. Volleyball knowledge/experience is essential for this position.

## Playing Area – Courtside Assistants - Ball Retriever Locations and Ball Movement



*Note: for the 5-ball system, the 'Dominators' must have a ball as well and can pass it to the servers if required.*

### Ball Retrievers' Characteristics

- Passers – tall, strong, with good inter-personal skills, good concentration and good ball skills
- Pivot Person – smaller in stature, a good decision maker, with good concentration and strong Volleyball knowledge/experience
- The Controller – smaller in stature, patient, always alert and with strong volleyball knowledge/experience
- The Dominators – quick runners, team players.

### General Guidelines

- Ensure that there are always balls at positions 2 & 5 so the next rally can be started when required.
- Wipe all balls with the dry towel provided before they are handed out to the server.
- All Ball Retrievers must ensure that the warm-up and training balls are kept separate from the Official Match Balls.
- Ensure that the same ball isn't used for consecutive rallies – in principle, this is the Referee's responsibility but BRs can help by standing up until a new ball has been passed to the server.
- Avoid rolling any balls when a player is serving and never give a ball to a player other than the one who is next to serve.
- Look out for court-side boards that are not in line as this can cause the balls to be redirected after you roll them – DANGER!
- When a ball goes into the crowd, the Dominators retrieve it; if it is not retrievable, the CEV Supervisor/Technical Delegate/Reserve Referee must be informed.

### During the Official Warm-up

After the official protocol, all BRs will help retrieve and circulate balls to the hitting queue/servers as well as help to protect the Technology tables. At the end of the warm-up, 12 balls (per end/team) need to be returned to the ball trolleys and placed behind the team bench in their allocated





position. If fewer than 12 balls are returned, inform your Team Leader immediately.

### ***During the match***

The Ball Retrievers in positions 2 & 5 are given one ball each by the Second Referee. Prior to the start of the match, the Second Referee gives one of the match balls to the player who is serving first. All three match balls then remain with the Ball Retrievers until either the end of the match or until the fifth set. Before the fifth set, the BRs need to return one ball to the Second Referee, who will again give it to the first server of the fifth set.

During the match, when the ball goes out of play, it will be recovered by a BR and rolled without bouncing, around the perimeter, to the 'passer' who has just passed their ball to the next server. If the next ball is closest to a passer, then they need to pass their ball before retrieving any balls.

During the intervals, all three balls remain with the BRs who must ensure that there is one in position 2 and one in position 5. Ball Retrievers should not play with the ball when it is in their possession.

At the end of the match, all three balls are to be returned to the Scorer's Table.

### ***How to sit with a Ball***

1. Legs not crossed but folded up (as in the photo)
2. Ball between foot and Courtside Board
3. Arms together and tidy
4. Towel folded neatly under stool
5. Facing down the long length – i.e. side line.



### ***Appearance***











- Full uniform is required to be worn when entering the court
- T-shirts should be tucked in
- Watches should be removed
- Loose jewellery should be removed
- Mobile Phones (or any other personal belongings) are not permitted on the court
- All long hair should be tied back
- Accreditation should be removed and given to your Team Leader when entering the court.



**Remember: you are part of the entertainment for the spectators, so smile, be confident and enjoy yourself. Your work contributes to the Athletes' performance so do your job well and you will be much valued, even if they do not mention it!**

## Court Assistants Sign Language

What it means	Hand sign	When to use it
"I need the Team Leader"		At any time when you need a face2face with your "on court" Team Leader.
"In need of water"		When it has been longer than 30 minutes since you had some water.
"Towel needs replacing"		If your towel is no longer absorbing moisture and needs to be replaced. If you need a towel, draw a square in the air.
"There is one ball missing"		When you believe there is one ball missing from the 3-ball system.

<p>“There are 4 balls in the system”</p>		<p>When you believe there are 4 balls currently in use in the 3-ball system.</p>
<p>“I need the Toilet”</p>		<p>If you need to be replaced so you can go to the toilet.</p>
<p>“I have an injury”</p>		<p>If you have some pain in any part of your body.</p>
<p>“I feel ill”</p>		<p>If you are starting to feel ill in any way.</p>



**Courtside Assistants Knowledge Test:**

Name:

**Marks:**

.....

Preferred Primary Role: BR QM

**The Game: ALL QUESTIONS ARE worth 1 point** .....

1) At what point in a set are there Technical Time Outs (TTO) when applicable?

A. when the 1 <sup>st</sup> team gets to 6 & 18 points	B. when points total 8 & 16	C. when the 1st team gets to 8 & 16 points	D. when the coaches ask for a time out
--	-----------------------------	--	--

2) In which set are there no TTOs?

A. 1 <sup>st</sup>	B. 3 <sup>rd</sup>	C. 5 <sup>th</sup>	D. All sets have TTOs
--------------------	--------------------	--------------------	-----------------------

3) How can you identify which player in a team is the Captain?

A. They wear a different coloured shirt	B. They have a line under their number	C. They always start at position 1 on the court	D. There is no way of telling
---	--	---	-------------------------------

4) What is the maximum number of Time Outs the two Coaching teams can call in a match?

A. 8	B. 12	C. 20	D. 10
------	-------	-------	-------

5) Who is allowed to be in the warm-up areas?

A. Players	B. Players, Head Coaches & Medical	C. Libero Players	D. Substituted players only
------------	------------------------------------	-------------------	-----------------------------

6) When are players allowed to run/slide up and down the end of the court for warming up?

A. Between points	B. Anytime	C. In between sets	D. In between sets and all TOs and TTOs
-------------------	------------	--------------------	---

7) Where are the players allowed to retrieve the ball from in order to keep the rally going?

A. Anywhere	B. No further than the inner ring of panels	C. No further than the outer ring of panels	D. Only within the white lines of the court
-------------	---	---	---

8) What is the maximum number of points possible in the 5<sup>th</sup> set?

A. 25	B. 28	C. unlimited	D. 30
-------	-------	--------------	-------

9) In the Olympic Games, which one cannot be blocked?

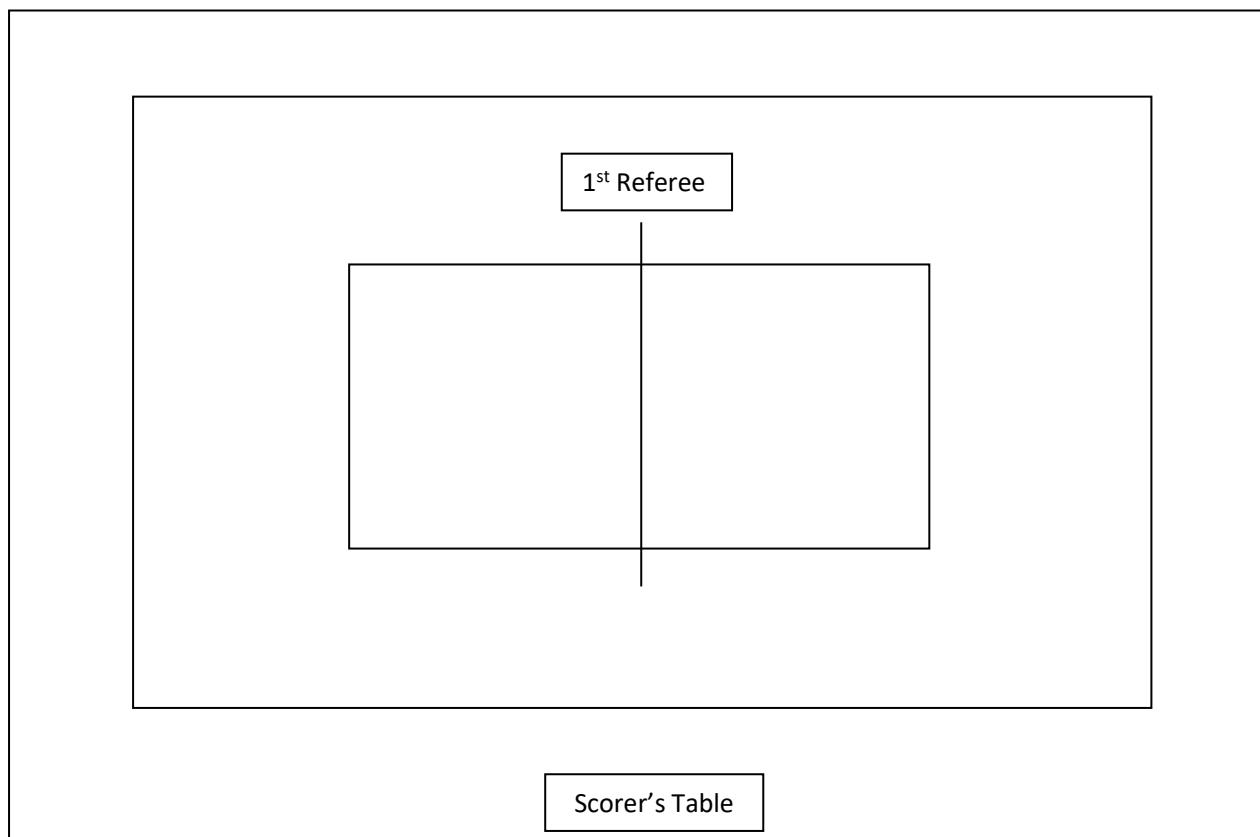
A. the setter	B. the captain	C. the service	D. the libero
---------------	----------------	----------------	---------------

10) How many Coaches are allowed to stand up during a rally by the team bench?

A. 1	B. 2	C. 3	D. 4
------	------	------	------

**Ball Retrieving:**

1) Please position and label the Ball Retrieving positions using full names: (12 marks)



2) On the Diagram above, please indicate, using arrows, which way the Retrievers are allowed to move the ball? (6 marks)

3) When and where is the ball not allowed to be rolled in relation to a service? (1 mark)

A. Behind the Team Bench	B. Behind a server or passing team	C. they can go anywhere at anytime	D. Behind the Referee
--------------------------	------------------------------------	------------------------------------	-----------------------

4) Is there any situation where a Ball Retriever should have 2 balls in their possession?

No (1 mark)

Yes (if 'Yes' when?) .....

5) Give three things that are important when passing the ball to an Athlete?

(3 marks)

i.
ii.
iii.

**Quick Mopping:**

1) Who is permitted to stop a QM from entering the court? ..... & .....

(1 mark)

2) If there is more than one position to mop, where do you start?

(1 mark)

.....

3) If the towel needs replacing (for whatever reason) who do you need to contact? .....

(1 mark)

4) If you exit the court on the far side to your stool/seat, what do you do?

(2 marks)

Front court QM – .....

Rear court QM - .....

5) Give 2 things that are important to remember to do when Quick Mopping?

(2 marks)

i.
ii.

**Timings:**

1) How long before the first serve do you need to be in the Holding Area? ..... minutes

(1 mark)

2) How long before the first serve do you enter the court to be introduced to the crowd? ..... minutes

(1 mark)

3) When do the Floor Moppers need to stand behind the coaches chairs at the start of a match?

.....

(1 mark)

**Expected Pass Mark 90%**

# Courtside Assistants Knowledge Test Answers

## The Game

1) At what point in a set are there Technical Time Outs (TTO) when applicable?

A. when the 1 <sup>st</sup> team gets to 6 & 18 points	B. when points total 8 & 16	C. when the 1st team gets to 8 & 16 points	D. when the coaches ask for a time out
--	-----------------------------	--	--

2) In which set are there no TTOs?

A. 1 <sup>st</sup>	B. 3 <sup>rd</sup>	C. 5 <sup>th</sup>	D. All sets have TTOs
--------------------	--------------------	--------------------	-----------------------

3) How can you identify which player in a team is the Captain?

A. They wear a different coloured shirt	B. They have a line under their number	C. They always start at position 1 on the court	D. There is no way of telling
---	--	---	-------------------------------

4) What is the maximum number of Time Outs the two Coaching teams can call in a match?

A. 8	B. 12	C. 20	D. 10
------	-------	-------	-------

5) Who is allowed to be in the warm-up areas?

A. Players	B. Players, Head Coaches & Medical	C. Libero Players	D. Substituted players only
------------	------------------------------------	-------------------	-----------------------------

6) When are players allowed to run/slide up and down the end of the court for warming up?

A. Between points	B. Anytime	C. In between sets	D. In between sets and all TOs and TTOs
-------------------	------------	--------------------	---

7) Where are the players allowed to retrieve the ball from in order to keep the rally going?

A. Anywhere	B. No further than the inner ring of panels	C. No further than the outer ring of panels	D. Only within the white lines of the court
-------------	---	---	---

8) What is the maximum number of points possible in the 5<sup>th</sup> set?

A. 25	B. 28	C. unlimited	D. 30
-------	-------	--------------	-------

9) In the Olympic Games, which one cannot be blocked?

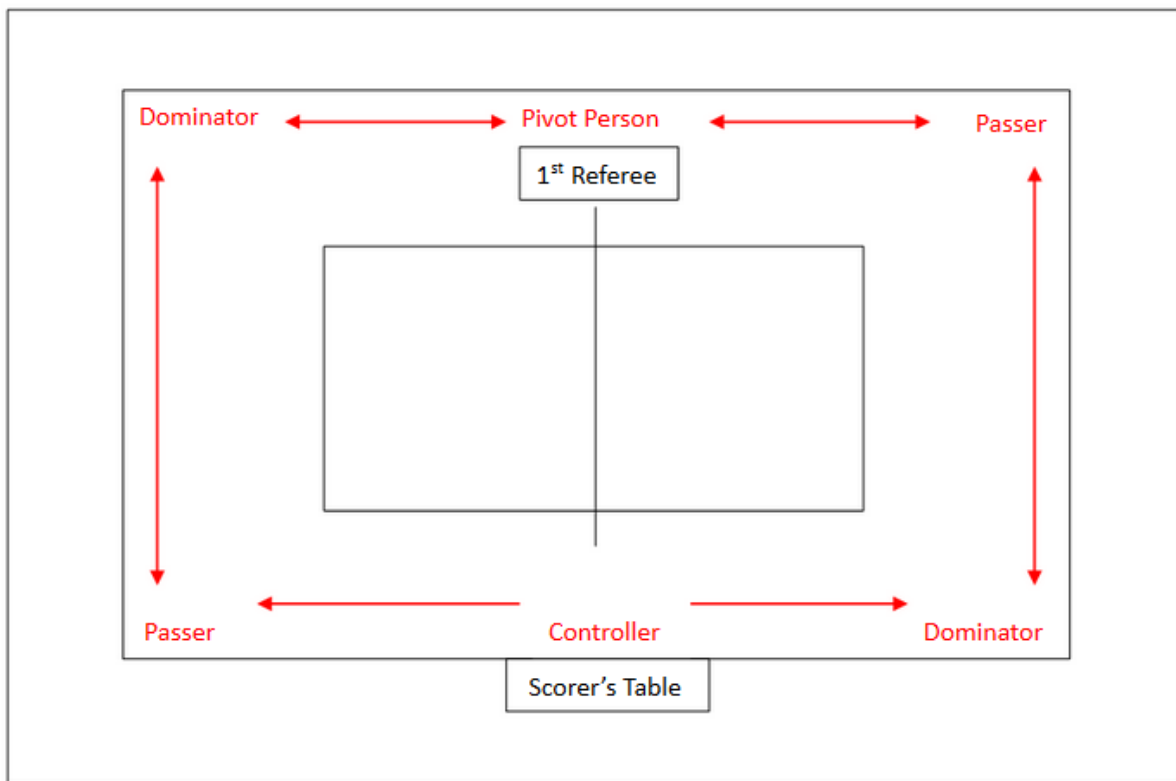
A. the setter	B. the captain	C. the service	D. the libero
---------------	----------------	----------------	---------------

10) How many Coaches are allowed to stand up during a rally by the team bench?

A. 1	B. 2	C. 3	D. 4
------	------	------	------

**Ball Retrieving**

6) Please position and label the Ball Retrieving positions using full names:



7) On the Diagram above please indicate, using arrows, which way the Retrievers are allowed to move the ball?

8) When and where is the ball not allowed to be rolled in relation to a service?

A. Behind the Team Bench	B. Behind a server or passing team	C. they can go anywhere at anytime	D. Behind the Referee
--------------------------	------------------------------------	------------------------------------	-----------------------

9) Is there any situation where a Ball Retriever should have 2 balls in their possession?

No

Yes (if 'Yes' when?) ..... Only 'Yes' if they put 'when collecting the balls after a the warm-up'

10) Give 3 things that are important when passing the ball to an Athlete?

i. Stand up and wait when it is your turn to pass
ii. 2 handed chest pass with a bounce into the hands
iii. Wait for gesture/eye contact
Plus any other you feel is relevant?



**Quick Mopping**

- 6) Who is permitted to stop a QM from entering the court? 1<sup>st</sup> Referee & 2<sup>nd</sup> Referee
- 7) If there is more than one position to mop, where do you start?  
.....The one furthest from your seat and work backwards.....
- 8) If the towel needs replacing (for whatever reason) who do you need to contact?  
.....Team Leader.....
- 9) If you exit the court on the far side to your stool/seat, what do you do?  
Front court QM – .... Wait with the Ball Retriever on the far side and then return after the next Rally.....  
Rear court QM - ..... Exit the Inner Ring and walk briskly back to your seat.....
- 10) Give 2 things that are important to remember to do when Quick Mopping?

i. Be careful if you put your knee down (sweat!)
ii. Make you don't run into/over any athletes
Mop using a figure of 8 Plus any other you feel is relevant?

**Timings**

- 4) How long before the first serve do you need to be in the Holding Area? 20 minutes
- 5) How long before the first serve do you enter the court to be introduced to the crowd? 14 minutes
- 6) When do the Floor Moppers need to stand behind the coaches chairs at the start of a match?  
..... When the teams start their serving warm-up.....

Note: Exact Timings could be different for your Competition.