

NORFOLK BROADS YACHT Club
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NBYC RECOGNISED TRAINING CENTRE



Standard Operating Procedures

Revised January 2024

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2.0 Training Centre Operating - Executive summary

The aim is to deliver quality, safe training for students to a professional standard in accordance with the RYA's RTC guidance notes.

2.1 Staffing

A Senior Instructor (SI) approved by the Training Principal (TP) will supervise all RYA courses.

The designated SI for any course will:

- Assess the prevailing conditions and make suitable arrangements for safety boat cover, allocate students and Instructors to groups, sailing areas and monitoring the VHF radio.
- Deal with emergencies in accordance with the Emergency Action Plan
- Run courses in accordance with the staff / student ratios set out in the RYA requirements.
- Ensure that all staff are aware of and comply with the Safeguarding Policy.
- Carry out a staff briefing before the course starts.
- Carry out a staff debriefing at the end of each day.

2.2 Student Briefing

Students will receive a briefing, which will include:

- any health and safety issues.
- specific instructions for beginners, such as elementary capsize procedure.
- course objectives.
- the process for feedback.

2.3 Students

Emergency Contact and Medical information must be available to the SI responsible for the students and accessible in the event of an emergency. These are stored in compliance with GDPR policy.

2.4 Emergency Action Plan

The SI for a course, all Instructors and volunteers receive training on and are aware of the Emergency Action Plan (Appendix 4.1). A condensed Emergency Action Plan is available in every NBYC Powerboat (Appendix 4.2)

2.5 Safety Boats

The minimum age limit for powerboat drivers is 16 years old unless undergoing powerboat training.

It is compulsory for the kill cord to be worn by all drivers of boats powered by outboard engines whenever the engine is running.

Safety Boats are to be driven within the speed limit of the broad, unless attending a rescue situation.

2.6 Course Plans

Each RYA recognised course must have a course plan, which sets out a broad programme of activity that covers all elements of the RYA course syllabus. Instructors will work to ensure that the course broadly follows the course plan.

2.7 Safety

Each Instructor will ensure they know the operating area assigned to them.

2.8 Equipment checks

Instructors will report any defective equipment to the SI.

Instructors will report any items used from First Aid boxes.

3.0 Overview

3.1 The RTC Location

Norfolk Broads Yacht Club RYA Recognised Training Centre (NBYC RYA RTC) situated on Wroxham Broad, The Avenue, Wroxham, Norfolk, NR12 8TS.

What3Words: pavilions.texts.bookmark

3.2 Structure of the RTC

The NBYC RTC aims to deliver quality training opportunities for club members, by RYA Instructors teaching courses that are designed to be fun and safe.

Training is often provided by coaches who are also Club members.

This document sets out the roles and responsibilities of the various people involved in delivering the RTCs training programme and sets out what needs to be in place before, during and after a course or other training activity.

3.3 Linked into a Club

NBYC RTC is linked to Norfolk Broads Yacht Club

3.4 Local By laws

Whilst on Wroxham Broad Club members sailing boats do not need a Broads Authority river toll licence.

4.0 Roles and Responsibilities

4.1 Training Committee (TC)

Overall responsibility for training policy and programming, reports to the Management Committee.

Members are:

Head of Training

Flag Officers

Representatives from Management Committee

Co-opted Members

4.2 Training Principal (TP)

Reports to TC

Ensuring that the required standards for a Recognised Training Centre (RTC) are maintained.

Overall responsibility for the safety and quality of training within the RTC.

Ensuring that resources used for training activities (boats and training aids) are provided.

Ensuring that coaches used by the RTC hold the relevant qualifications.

Ensuring that each course has a course plan that meets the RYA syllabus and guidelines.

Ensuring that Risk Assessments are made before any course takes place.

4.3 NBYC Office

Responsible for administering course bookings, receipt of fees, dissemination of joining instructions (for students), payment of coaches (in compliance with their contracts, HMRC and ACAS), logging certificates with the RYA, storage (in compliance with GDPR) of all course forms and coaches / volunteers personal data.

4.4 Chief Dinghy Instructor and Chief Keelboat Instructor.

Responsible for the safe delivery of dinghy and keelboat courses.

Ensure that courses are delivered to the RYA syllabus and to a professional standard.

4.5 Senior Instructor (SI)

An RYA qualified SI will supervise all RYA sailing courses and any other sailing activities operating under the RTC remit.

Be responsible for the safe delivery of dinghy or keelboat courses, reporting to the Chief Instructor.

Supervision of Instructors, and the training and supervision of Assistant Instructors.

Ensure that teaching ratios meet RYA requirements.

Review risk assessments for the specific activity being undertaken.

4.6 Dinghy Instructor (DI) or Keelboat Instructor (KI)

Responsible for the safe delivery of courses to their assigned group of students.

4.7 Assistant Instructor (AI)

To assist the Instructor with whom they are working.

4.8 Chief Powerboat Instructor

Responsible for the safe delivery of powerboat courses.

Ensure that courses are delivered to the RYA syllabus.

Ensure that teaching ratios meet RYA requirements.

4.9 Powerboat Instructor

Responsible for the safe delivery of powerboat courses to their assigned group of students.

5.0 Staffing

5.1 Engaging Instructors or Coaches

The CI will appoint the necessary Instructors to teach the course.

5.2. Teaching ratios

The SI will ensure that courses are staffed at least to the following ratios:

NB: AIs may be used in ratios up to Stage three in the YSS.

Type of Craft	Student : Instructor ratio
Crewed dinghies	3:1 for beginners with Instructor on board. Maximum 9:1 but not more than 6 boats per Instructor (e.g. 3 Fevas with 3 students in each, or 4 Picos with 2 students in each)
Single handed dinghies	6:1 (applies only whilst the boats are used as single handers)
Keelboats	Keelboats 4:1 (Instructor on board). 1 Instructor must be responsible for no more than 9 students (e.g. 3 boats with 3 students in each)
Powerboats	Levels 1, 2, Intermediate and Advanced - 3:1 Safety Boat – 6:1 (2 boats)

5.3 Instructor Application Process

The RTC requires all instructors to undertake an application process, including an application form (Appendix 5.1). On completion of the application form, and confirmation of the instructor appointment, the new instructor will be required to read and sign to confirm that they have read the following policies (declaration: Appendix 5.2):

Safeguarding Policy

RYA Instructor Code of Conduct (Appendix 5.3)

NBYC Instructor Code of Conduct (Appendix 5.4)

Emergency Action Plan (Appendix 4.1)

Equality Policy

Additional documentation will also be sent to new instructors including:

- Club Programme
- Club Timesheet
- Useful Club Contacts & Useful

All new staff are required to read, complete and return the following documents:

- Safeguarding Self Declaration Form (Appendix 5.5)
- New Starter and Bank Detail Forms

5.4 Safeguarding Policy

The Club maintains a Safeguarding Policy – view at www.nbyc.co.uk or from the NBYC Office.

The Principal will ensure that the SI in charge of the course is aware of the policy.

All Instructors must have signed to indicate that they are aware of and have received and read a copy of the policy (as part of instructor application process)

All Instructors or helpers running courses must complete a Self-Declaration form which will be held in the NBYC Office or show evidence they have been DBS checked unless they have a Safe & Fun certificate.

5.5 Records of staff qualifications and certificates

The RTC will maintain records of staff qualifications and certificates; these will be kept in the Office to comply with NYBC's GDPR policy.

5.6 Instructors for Courses

5.6.1 Dinghy courses & Keelboat Courses

Overall supervision for all sailing courses is by an RYA qualified SI.

Each group must be supervised by an RYA qualified dinghy Instructor.

5.6.2 Powerboat courses

All powerboat courses will be taught by an RYA qualified Powerboat Instructor.

5.7 RYA Instructor Code of Conduct for RYA Instructors, Coach Assessors, Trainers and Examiners

- See Appendix 5.3.

6.0 Students

6.1 Student Briefing

Students will receive a briefing, which will include:

On the first day of any course, welcome students, introduce them to their Instructors, the layout of the Club and safety requirements as appropriate; any health and safety issues; quality of water, slippery surfaces etc.

Session briefings will include an aim for the session; indication of sailing area; visual signals for 'come to me' and 'return to base'; specific instructions for beginners, such as elementary capsizing procedures.

6.2 Other

Students will wear appropriate clothing and buoyancy when afloat.

Kit list will be provided with confirmation of place on the course.

Students will be kept informed of their progress throughout the course.

Students will be debriefed during and at the end of the course.

All students who are under 10 years old must have someone on site to act in Loco Parentis.

This reduces to 8 years old during courses in the Summer Holidays.

All students will be signed in and signed out each day. - See Appendix 7.4

7.0 Safety

7.1 Risk Assessment

The Principal and CI will carry out, and periodically review, a risk assessment form which must be filed. See Appendix 6.1.

7.2 Health and Safety Policy

NBYC has a Health and Safety Policy. The Health and Safety Policy will be kept in the NBYC Office and is the responsibility of the Management Committee. Available from www.nbyc.co.uk or the Office.

7.3 Emergency Action Plan

All concerned with courses must be aware of the Emergency Action Plan. See Appendix 4.1.

7.4 Communication Policy

7.4.1 Visual signals

The SI in charge will ensure that all Instructors are aware of the standard training and coaching signal for 'come to me' and 'return to base'. Instructors will, in turn explain these to their students.

7.4.2 Radios

Each group must carry a radio.

7.4.3 Telephones

Land line in NBYC Office

Privately owned mobile phones.

7.5 Operating Area

7.5.1 Normal operating area

Wroxham Broad.

Areas will be designated each day depending on wind direction.

7.5.2 Additional operating area

Occasionally training 'cruises' are arranged to Salhouse Broad. A Broads licence will be needed for each boat. Risk assessments must be completed and discussed with CI.

7.6 Protective Equipment

7.6.1 Masthead floats may be required at the SI or DI's discretion

7.7 Safety Ratio

Activity	Safety Boats
Dinghies, Multihulls & Keelboats (without engines) capable of recovering from swamping	Up to 6 dinghies 1 safety boat 7 to 15 dinghies 2 safety boats More than 15 dinghies 3 or more safety boats
Keelboats unable to recover from swamping	A dedicated safety boat must be provided which is capable of carrying the entire crew of the keelboat
Recreational Sailing	Is Covered by the Racing Standard Operating Procedures

8.0 Organisation of the Course

8.1 Health and Safety

8.1.1 Power boats

Those driving safety and teaching boats while NBYC is operating as an RTC must have at least a RYA Powerboat Level 2 certificate.

8.1.2 Launching boats

Care must be taken when launching any boats. Parent helpers may be used but NO sailor is to set sail without their Instructors permission. Block and tackle is available on the Norfolk Dyke and Wayfarer Dyke. Assistance may be needed when launching dinghies for younger sailors.

9.0 Preparation for the Course

9.1 Arranging a Course

The main planning of the training programme for the year is the responsibility of the TC.

All courses and training must be arranged through the TC.

9.2 Course Preliminaries

9.2.1 Course advertising

Courses are advertised to members via listing in the annual white card, website, and electronic means.

9.2.2 Course application forms

All students must complete a course application form Appendix 7.1 and for under 18s form to be signed by a parent/guardian or via Webcollect.

Emergency Contact and Medical information must be available to the SI responsible for the students and accessible in the event of an emergency.

9.2.3 Course fees

Arrangements for the payment of agreed fees must be made before the course.

All payments to be made through the NBYC Office or via Webcollect.

9.2.4 Cancellation Policy.

See Appendix 7.3

9.2.5 Joining instructions

Will be sent to all participants and coaches.

9.2.6 Instructors and groups

The CI will determine which Instructors will teach which groups and advise the Instructors accordingly.

9.2.7 Course plans

Each RYA recognised course must have a course plan, which sets out a broad programme of activity that covers all elements of the RYA course syllabus. Instructors will work to ensure that the course broadly follows the course plan.

9.2.8 Course books

Log books will be available for distribution at the start of the course (to be included in course fee)

10.0 Before the Course Day – General Preparation

10.1 Boat checks

Instructors under the supervision of the SI in charge of the course must check that all boats to be used for the course are present with all equipment present and in good repair.

Club boats are listed in Appendix 2.1.

Boats supplied by students must be in a fit condition. Instructors will check boats for safety before going afloat. Any defects must be reported to the owner so they can be rectified.

All boats must be rigged appropriately for wind and experience

10.2 First aid boxes

Locations: In Clubhouse, The Hugh Ferrier Training room, Club Office and in all Club safety boats.

There is an Accident & Near Miss Book in the Office and in the Hugh Ferrier Training room.

All Completed accident forms are retained by the Office for legal safe keeping.

10.3 Catering

Details of catering arrangements will be included in the joining instructions.

10.4 Attendees / sailors / Instructors and Coaches

All will receive a welcome/instruction letter.

11.0 On the Day – Before the Course Starts

All Instructor and helpers will arrive before published start time allowing enough time for all preparation for the day and briefing with SI

11.1 Standard of Dress

All Instructors will be expected to dress in such a way as to promote a professional image and appropriate for the weather as per the club's Instructor Code of Conduct (Appendix 5.4). Personal floatation devices are compulsory. (EN393 Kitmarked 50N)

11.2 Senior Instructor

CI or SI in charge of the course must check Club premises and sailing area for unexpected hazards.

The SI will allocate a powerboat, VHF radio and relevant dinghies to each Instructor.

Operating Areas will be defined by the SI present and agreed with all Instructors.

11.3 Instructor and Staff Briefing

Before the start of a course the CI or SI will carry out a staff briefing for all Instructors and other staff supporting the course. All Instructors and support staff will be expected to attend.

The briefing will include:

- Essential club policies and procedures, to include:
 - Safeguarding
 - Emergency Action Plan, First Aid Kits etc.
 - Fire Action Plan
 - Use of VHF Radios
 - Muster points
- Which Instructor will teach each group.
- Allocation of Club dinghies
- Designated operating and launching areas for each group.
- Assigning powerboat, radio, dinghies and any other equipment to each Instructor.
- Safety briefing, including any identified risks or hazards.
- Known medical conditions of any students (In Confidence).
- On water communication including sound signals from the Club, simple hand signals and the use of the voice.
- Use of Club Racing marks and Training buoys.

11.4 Staff Debriefing

A Staff debriefing session will be held at the end of each day.

11.5 Safety

The RYA protocol for Safety Boat operation will be adhered to without exception.

11.6 Courses beyond sight of the Club

Where a course is to run beyond sight of the Club additional measures are required:

- The Instructor running the session must inform the CI present on site of the location, number and identity of boats being used and the number and names of Instructors, volunteers and students involved;
- Take a mobile phone and Club radio to enable direct contact with the emergency services, to act as an alternative means of communication with the Club;
- Leave the phone number with the most senior Instructor present.
- An additional risk assessment must be completed and discussed with the CI, including planned route and timings.

12.0 Instructors

12.1 Student briefing

Each Instructor will brief their group before going afloat.

12.2 Power boat

Each Instructor will check that the powerboat assigned to them is fully operational.

This will include checking all equipment listed in the boat's equipment list. See Appendix 2.

12.3 Dinghies

Each Instructor will check that all dinghies assigned to them are fully operational. See Appendix 2 and where they are able to make repairs they may do so.

12.4 VHF radios

An Instructor in each group will carry a VHF radio, and perform a radio check with Base before going afloat.

12.5 Defective equipment

For Club owned boats report to CI as soon as possible. For all other boats inform the owner. (See also 12.3 above)

12.6 Safety

Each Instructor will ensure they know the operating area assigned to them.

Instructors must be aware of the Emergency Action Plan.

12.7 Clothing/Technical Kit

Instructors are expected to wear a PFD (Personal Flotation Device) at all times whilst on the water, to be provided by the instructor. As per the Sailing Instructor Casual Worker Agreement, instructors must also provide their own suitable PPE, to be worn where appropriate.

12.8 Course content

Each Instructor will work with the SI and other Instructors to ensure that the course broadly follows the course plan. Instructors will provide course plan to CI /SI.

12.9 During the Course

Instructors will ensure that their course group are fully understand the activities they are being asked to carry out.

Instructors will ensure that friendly and informative feedback is given, both at group level and individually.

At the end of the course students should be given individual feedback on their performance.

12.10 After the Course

All Instructors will carry out equipment checks and report any faults, breakages or losses and report to CI.

Instructors will report to the DI / SI any items used from the First Aid boxes. All first Aid boxes and other Club property to be returned. All teaching areas to be left clean and tidy.

12.11 Course feedback

Instructors are invited to feedback to the TP or CI any suggested improvements to course plans.

Feedback is obtained from attendees using Appendix 7.5.

12.12 Course records

Course records, including course application forms, medical consent forms will be returned to the Office for safe keeping.

12.13 Complaints

Any complaints will be dealt with by the TP in the first instance. The form in appendix 7.6 may be used.

Appendix 1 Courses and Training

All RYA courses are run by qualified Instructors.

Dinghy courses

The Club offers the following dinghy courses:

- RYA Youth Sailing Scheme Stages 1 – 4
- RYA Dinghy Levels 1 – 3
- Dinghy Day Sailing
- Dinghy Seamanship
- Start Racing
- Club Racing
- Regional Racing

Keelboat courses

- Keelboat Level 1 – Start Sailing
- Keelboat Level 2 – Basic Skills
- Keelboat Level 3 – Better Sailing
- Keelboat Seamanship Skills

Powerboat courses

The Club offers the following powerboat courses:

- RYA Powerboat Level 1
- RYA Powerboat Level 2
- RYA Safety Boat

First Aid courses

- RYA First Aid course or equivalent as approved by RYA

Appendix 2

2.1: Club Owned Boats

All Club owned boats are maintained by the Club Maintenance Manager, and engines are serviced annually.

Sailing Boats			
Optibats	8		
Toppers	6		
RS Fevas	4		
Laser	2		
Yeoman	2		
Motor boats			
Description	Hull type	Name	Power unit
Open boat	Displacement	Teal	Inboard diesel engine
Dory	Planing	Dory	15hp Mariner outboard
Rib 5.5m	Planing	Blue Rib	30hp Suzuki outboard
Rib 5.5m	Planing	Blue Rib Wee	30hp Honda outboard
Rib 3	Planing	Grey Rib Avon	20hp Honda outboard.
Rigiflex	Planing	Jaffa	5hp Honda outboard

Equipment

All Club owned craft carry:-

Mooring lines and mud weight

Tow line

First Aid kit

Fire extinguisher

Throw Line

Knife

Map of operating area

Alternative means of propulsion (paddle)

Fuel tank and fuel line – tank to be fixed to floor or held in locker

Kill cord and spare kill cord

All powerboats shall have their kill cords checked prior to and during sessions.

2.2: Powerboat Training Checklist

NBYC Training Checklist – Powerboat

All vessels used for RYA Training must comply with these requirements

If there is an issue with any craft the report to the relevant SI or the NBYC Office

Name of boat	Inspection date
Inspection place	Inspector's name
Boat type	No. of persons
Ref Item	Check
EQUIPMENT	
A Paddles or oars (or alternate means of propulsion)	
B Bucket or bailer	
C Tow line	
D Throw line	
E Tool kit	
G Waterproof first aid kit containing (minimum) 2 large wound dressings, 2 medium wound dressings and triangular bandages	
H Mud weight and warp	
J Sharp knife, preferably serrated	
K Spare kill cord (except heavy displacement craft)	
L 1 Fire extinguisher 5A/34B serviced annually, in line with manufacturers' recommendations, discharge test @ 5yr	
M VHF Radio – supplied by Club, ask if Office if needed	
U Bridle secured to suitable strong points	
ENGINES AND SAFETY SYSTEMS	
A Engines serviced regularly and in good order	
B Outboards securely mounted	
C Throttle/gear changing mechanisms positive and reliable	
D Outboard engines must not slip out of gear or start in gear*	
E Outboard engines must be capable of being locked down and raised	
F Fuel tanks must be securely fastened to boat	
G Spare petrol containers clearly marked and readily jettisoned	
ENGINE COMPARTMENT - covered by Broads Safety Scheme	
BATTERIES AND ELECTRICS	
A Batteries secure & ventilated	
SAFETY SYSTEMS	
A Kill switches fully functioning	
<ul style="list-style-type: none"> • Kill cords used at all times 	
<ul style="list-style-type: none"> • Effective kill cord for student and Instructor if teaching 8-11 year olds 	
B All equipment suitably secured/stowed	
C Steering mechanism free, easy to use	
D Hydraulic steering checked for leaks	
TRAILER/LAUNCH TROLLEYS	
A Serviceable condition	
B Winch strap fully operational	

2.3: Dinghy/Keelboat Training Checklist

NBYC Training Checklist – Dinghy/Keelboat

All vessels used for RYA Training must comply with these requirements plus the equipment requirements of the country of operation.

Inspection date							
Inspector's name	Group						
Boat Number/Class							
A Suitable craft to teach all courses requested							
B Boats rigged to teach all parts of the syllabi							
C Boats for spinnaker courses in condition and equipped suitably for Club racing							
BOAT AND EQUIPMENT TO BE WELL MAINTAINED AND IN GOOD STATE OF REPAIR							
A Hull, good state of repair							
B Fittings and toe straps in good order							
C Halyards sufficient length + condition							
D Sheets sufficient length, appropriate diameter + material							
E No protruding strands in wire rigging							
F Shroud pins and split rings taped							
G Painter attached to strong point							
H Rudder, centreboard/daggerboard							
I Sail condition							
J System for reefing afloat (beginner/seamanship)							
K Suitably equipped for operating area, e.g. anchors, paddles							
STORAGE							
A Safe, secure and easily accessible							
B Launching trolleys serviceable							

Appendix 3

Teaching Equipment

Teaching Areas

- Clubhouse.
- Hugh Ferrier Training room .

All areas are to be left in a clean, tidy and organised manner during and after the course.

Teaching Equipment

White board and marker pens.

PC with internet connection in Clubhouse and Hugh Ferrier Training room.

VHF Radios (6 specifically for training, 12 additional VHF's in NBYC office). All office VHF's must be in a waterproof aquapac prior to use, and all VHF's must be secured to the instructor prior to going on the water.

Clothing

Personal Flotation Device (PFD)

The Club owns 12 adult and 12 children's PFD's in varying sizes; all are CE marked.

These must be returned to the Cadet shed and hung on the hanger at the end of each course.

Students may wear their own PFD, these shall be in good condition and CE marked.

Appendix 4.

4.1 Full Emergency Card

NBYC Emergency Card

Norfolk Broads Yacht Club situated on Wroxham Broad, The Avenue, Wroxham, Norfolk, NR12 8TS. What3Words: pavilions.texts.bookmarks

Emergency or Serious Injury / Illness

1. Assess for any Danger **Do not put yourself or others in danger!**
2. Assess Casualty **Response**
Airway
Breathing Normally or No Normal Breathing
3. Call for Help & Emergency Medical Attention and the Defibrillator
999 or 112
What3Words: pavilions.texts.bookmarks
4. Club Defibrillator situated under the staircase opposite the Office.
- 5 Monitor and administer first-aid (do not move the casualty unnecessarily)
6. Send someone to road junction with The Avenue to direct Emergency vehicles - Gate Code ##1991
7. Transfer injured to care of Emergency Services
8. Inform key people:
The Principal / CI/ Flag Officers / Club Manager
Parent / Guardian or ICE contact to be informed by Principal/ Flag Officer.
For further information about the casualty contact the Club Manager.
9. Complete an Accident Form.

First Aid boxes: <ul style="list-style-type: none">○ In the Clubhouse○ In the Office○ In the kitchen○ On each NBYC motorboat	AED (Defibrillator) <ul style="list-style-type: none">○ Under the stairs to the Bridge○ CODE C3971	Life Rings: <ul style="list-style-type: none">○ Available on all pathways near the water
Ladders: <ul style="list-style-type: none">○ The old boathouse○ End of the visitors' jetty○ Long jetty inner basin, Clubhouse end○ Long jetty end (opposite crane)○ Jubilee basin (near playground)○ Jubilee basin (stored onshore next to pathway)○ Dicker dock (stored onshore next to pathway)	Fire fighting equipment from: <ul style="list-style-type: none">○ Within the Clubhouse○ The Bosun's workshop○ The Office○ On all Club motorboats	
Organization's Numbers		
Main Club Number: 01603 782808		Club Manager Out of Hours: 07707 883960 – 01603 987109
Safety Boat/Coaches on Water: Via Radio		
Sailing School Principal: 07826294483		

Advise to Club Officials on Dealing with an Emergency:

- Ensure that the Club Manager / Flag Officer / Principal / Chief Instructor are informed.
- Remove key witnesses to somewhere you can talk to them away from others.
- Seek guidance from the RYA before making any statements to the Media. RYA switchboard 023 80604100
- If the rescue services have been involved the Media will have probably obtained some information from them.

- Therefore, don't hold a press conference, but decide who will speak to the Media.

- Don't allow staff to make public comments.
- If there has been a fatality the police will contact the Club and inform the next of kin.
- Do not confirm the name of the casualty until you know that the next of kin have been informed, even if the Media appear to know who it is.
- Try to keep a record of whom you have spoken to, who has contacted you etc;

4.2 NBYC Emergency Card (Short Version) – In all boat grab bags

NBYC Emergency Card

1. Assess for DANGER – don't put you or anyone else in danger

2. Assess casualty: *RESPONSE, AIRWAY, BREATHING*

3. Call for help

999 – Norfolk Broads Yacht Club, Wroxham Broad, The Avenue, Wroxham,
NR12 8TS

Inform on-site Senior Member of Staff (Senior Instructor, Race Officer, Duty
Manager) - to contact other essential personnel.

4. Do not move casualty if on shore. If on water, only move casualty if confident no neck or back injury. Do not move unnecessarily.
Landing points: In front of clubhouse, Norfolk Dyke, Dinghy Dyke

5. Administer First Aid (see reverse for kit location)

6. Send person to end of drive to direct emergency services. Transfer care on arrival.

7. Fill out accident form

Additional Information

First Aid Boxes:

All Safety Boats Clubhouse Office Kitchen

Defibrillator

Under stairs to the bridge. Code C3971

Life Rings

On all pathways near the water

Ladders

Old boathouse Visitor's jetty Long jetty (inner)

Long jetty (end by crane) Jubilee Bason

Finger pontoon basin (by clubhouse)

Fire Fighting Equipment

Clubhouse Bosun's Workshop Office

All club motor boats

Do you have a valid First Aid Certificate? Yes/*No

<u>First Aid Qualification</u>	<u>Awarding Body</u>	<u>Expiry Date</u>

**If you are a GP you are exempt from requiring to provide a valid first aid certificate, however we do require your GMC number. Please provide this above.*

Experience

Please detail below your relevant experience, in either a paid or voluntary capacity, for the role of working as an RYA Instructor at NBYC.

Personal Statement

Please use the box below to explain why you would like to work as an instructor at NBYC.

References

Please detail below your two referees in support of your application. Please ensure that one of your referees knows you in a professional capacity. We are happy for your second referee to act as a character reference.

First Referee:

Name	
Contact Telephone	
Contact Email	
Capacity in which you know the individual	

Second Referee:

Name	
Contact Telephone	
Contact Email	
Capacity in which you know the individual	

Availability

Please complete the boxes below to give us an idea of your availability and interests.

Please indicate your general availability to assist at NBYC

Daytime		Evenings	
Weekends		School Holidays	
Other (please state)			

Please indicate below the types of sessions you would be interested in assisting with

Youth Training		Adult Training	
Support Boat		Dinghy Training	
Keelboat Training		Powerboat Training	
Other (please state)			

Please indicate below the type of work you are interested in:

Paid Work		Voluntary Work		Both	
-----------	--	----------------	--	------	--

Health Declaration

Please tell us if you have any health conditions relevant to your assisting at NBYC.

Any other information?

Please let us know any other information below which you feel is relevant to your application.

Declaration

I understand that NBYC will process this information in accordance with GDPR policy as found on www.nbyc.co.uk.

I understand that I will need to complete the DBS self-certification should I be accepted to work as an instructor at NBYC.

I have made every effort to provide accurate contact details for the two referees in support of my application. I understand that if references cannot be taken, I will be unable to work as an instructor at NBYC.

I have made every attempt to provide copies of my qualification certificates and understand that until such time I have done so I will not be able to instruct at NBYC.

Signature:

Date:

Appendix 5.2 Declaration of all documents read

All Instructors sign a declaration when completing their instructor paperwork, that they have read the following documents:

NBYC Instructor Declaration

I confirm that I have read and understood the following documents, and that I agree to abide by the conditions set down within them whilst working at NBYC (please tick).

NBYC Safeguarding Policy

NBYC Instructor Code of Conduct

NBYC Emergency Action Plan

NBYC Equality Policy

Signature

Print Name

Date

Appendix 5.3

RYA Instructor Code of Conduct for RYA Instructors, Coach Assessors, Trainers and Examiners

This document outlines the code of conduct under which all holders of RYA Instructor qualifications and RYA training appointments (hereafter referred to as Instructors) are required to comply. The code of conduct is intended to make clear to all participants, Instructors and RYA appointment holders the high standards to which all are expected to conform. Instructors must:

- If working with people under the age of 18, read and understand the Child Protection Policy as detailed on the RYA website at www.rya.org.uk
- Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport.
- Place the well-being and safety of the student above the development of performance or delivery of training.
- They should follow all guidelines laid down by the RYA with regards specific training or coaching programmes.
- Hold appropriate insurance cover either individually or through the RTC in which they are working.
- Not develop inappropriate working relationships with students (especially children). Relationships must be based on mutual trust and respect and not exert undue influence to obtain personal benefit or reward.
- Encourage and guide students to accept responsibility for their own behaviour and performance.
- Hold relevant up to date governing body qualifications as approved by the RYA.
- Ensure that the activities they direct or advocate are appropriate for the age, maturity, experience and ability of the individual.
- At the outset, clarify with students (and where appropriate their parents) exactly what is expected of them and what they are entitled to expect.
- Always promote the positive aspects of the sport (eg courtesy to other water users).
- Consistently display high standards of behaviour and appearance.
- Not do or neglect to do anything which may bring the RYA into disrepute.
- Act with integrity in all customer and business to business dealings pertaining to RYA training.
- Not teach or purport to provide RYA courses or RYA certification outside of the framework of an RYA recognised training centre.
- Notify the RYA immediately of any court imposed sanction that precludes the Instructor from contact with specific user groups (for example children and vulnerable adults).
- Not carry out RYA training, examining or coaching activities whilst under the influence of alcohol or drugs.

Failure to adhere to the RYA Instructor Code of Conduct may result in the suspension or withdrawal of RYA qualifications or appointments.

Appendix 5.4 NBYC Instructor Code of Conduct

NBYC Instructor Code of Conduct

We expect instructors at NBYC to adhere to the following standards, while employed as an instructor on a course at the club. These standards help us to maintain the high standard of instruction that we are proud to offer, supporting our instructors to act in a professional manner with their students, and ensuring the ongoing safety of both students and instructors. Not adhering to this code may result in an instructor being unable to work, either for the day, the duration of the course, or indefinitely.

The following standards are expected:

1. Timekeeping.

We expect NBYC instructors to arrive on time for briefings and teaching sessions. If you are teaching a 1-2-1 session, please note that you are expected to be on site 30minutes prior to the session taking place to ensure that kit and equipment is ready for you to start your session on time.

2. Clothing

Instructors must dress in an appropriate manner for teaching. An NBYC tshirt is to be worn where possible. Appropriate length shorts or trousers must be worn, of a material which will not get heavy if the instructor is forced to enter the water.

3. Technical Kit

Personal buoyancy must be worn at all times whilst on the water. Personal buoyancy must be worn correctly, including all zips and clips.

Appropriate PPE kit is to be worn where required. This may include; waterproofs, hat, gloves. This kit must allow instructors to continue to do their job regardless of the conditions.

Instructors are expected to carry a knife in their personal buoyancy whilst on the water, which is to be used, when necessary, in rescue situations. This knife must fold, have a hooked nose to the blade, and ideally a safety lock.

4. Safeguarding

All instructors at NBYC are required to read, sign, and adhere to the club's safeguarding policy, reporting any concerns immediately to the club's safeguarding officers. Our Club Safeguarding Officers are; Sophie Witham & Kate Aitken, their contact details are available in the Club's Safeguarding Policy and are displayed around the Club.

5. Professional Standard

Instructors are expected to maintain professional relationships with their students for the duration of the course which is taking place.

6. Club Kit

Instructors will be allocated club kit on our larger courses (this kit may include safety boats, first aid kits etc.) and may be required to allocate kit themselves. All club kit is to be treated with respect, and returned in the same condition that it was issued in at the end of the day's teaching. Any breakages are to be reported either to the Senior Instructor on site, the Club Office, or the club's Bosun.

7. Lesson Plans and Structure

As a Recognised Training Centre, it is crucial that our teaching meets the standards set out by the RYA for their courses and certification. At NBYC we are proud to provide teaching of an exceptionally high standard at every level of course.

To maintain this standard, instructors are expected to have a written lesson plan for each session that they run. Their plan will ensure that their sessions have a clear briefing, with clear session aims, a well organised activity and a comprehensive debrief. Sessions will be organised to be safe, fun and have good learning outcomes.

Should you have any queries about the contents of the Instructor Code of Conduct, please speak to either Rose Angell (Head of Training) or Ruth Owen (Chief Instructor).

Appendix 5.5: Self Declaration Safeguarding

Private and Confidential

Self-declaration form for roles involving contact with children and/or vulnerable adults

Norfolk Broads Yacht Club is committed to safeguarding children and vulnerable adults from physical, sexual and emotional harm. As part of our Safeguarding policy, we require applicants for posts involving contact with children and vulnerable adults to complete this self-declaration form.

If your role will involve **regular** or **frequent** contact with or responsibility for children/vulnerable adults you may also be required to provide a valid Enhanced Criminal Records Disclosure, with Barred List check if relevant.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

All information will be treated as confidential and managed in accordance with our Data Privacy Policy and current data protection legislation and guidance – a copy of which is available on www.nbyc.co.uk

Name: _____

1. Have you ever been known to any Children's Services Department as being an actual or potential risk to children?

YES / NO

If yes, please supply details.

2. Have you ever been the subject of any disciplinary investigation and/or sanction by any organisation due to concerns about your behaviour towards children/vulnerable adults?

YES / NO

If yes, please supply details.

Declaration

I declare that to the best of my knowledge the information given above is correct and understand that any misleading statements or deliberate omission may be sufficient grounds for disciplinary action and/or the withdrawal of my appointment.

If required I agree to provide a valid Criminal Records Disclosure.

I agree to inform NBYC within 24 hours if I am subsequently investigated by any agency or organisation in relation to concerns about my behaviour towards children, young people or vulnerable adults.

I understand that the information contained in this form and in the Disclosure, or supplied by third parties, may be shared with other persons or organisation where this is considered necessary to safeguard children.

Signed : _____ Date: _____

Note: If the applicant is aged under 18, this form should be counter-signed by a parent or guardian.

Appendix 6.1 Risk Assessment

NORFOLK BROADS YACHT Club - RISK ASSESSMENT			
Hazards	Who might be harmed	Is the risk adequately controlled	What Further Action is necessary to control the risk
Water/Drowning	All	Buoyancy Aids to be worn by all Entrapment in capsized hull	Make sure they fit correctly. Instructors to check. Briefings to cover action to be taken in case of an entrapment. Preventative measures including use of mast head floats where appropriate.
Hypothermia/cold	All	Recommended clothing list supplied. Showers, change of clothing. Thermal blanket hanging in Club by notice boards	Inform all personnel during briefings.
			Instructors to advise children if they are not adequately dressed.
Contaminated Water	All	Notices on board - Instructors advise children to wash hands before eating.	Inform all personnel during briefings.
		Do not drink water from taps	
		Do not drink water in Broad	
Operating Safety craft	All	Kill cords where fitted are to be used.	Ask Instructors to check and report any problems
		All drivers have RYA level 2 powerboat certificated or above.	
		Fuel tanks must be securely fitted to hull.	
Fuel		All fuel to be kept in the locker in bosun's shed. No naked flames	One person responsible for this will keep the risk to minimum
		No smoking	
Manual Handling	All	Lifting of Boats, in and out of water.	Inform all personnel during briefings.
		Off and on trailers.	
		Moving Lifting Buoys	
Injury/Medical Ailments	All	Trained 1st aid personnel on site (each Instructor has a First Aid Certificate as a condition of their qualification). One motor boat in each group will have first aid kit. Club room has larger first aid kit. All medical conditions to be reported to course organiser by students/responsible adults, and information disseminated to instructors.	
Long Jetty – Masts and Booms	All	Students to be supervised if going down long jetty.	Inform all personnel during briefings.
Wet conditions of grounds.	All	Warning given during briefing - No running etc.	
Wet floors in changing rooms	All	Inform all personnel during briefings.	Floors to be checked and if necessary, mopped during the day
Pontoons	All	Slippery when wet.	Inform all personnel during briefings. No running. Be aware when walking along them
		Beware of tying rings along jetty's.	
Moving Hazards	All	Motor cruisers	Inform all personnel during briefings
		Broads Tours Trip boats	Keep a watch and inform all groups on water.
			Keep motor boat between groups and motor cruiser.
Body Fluid spillage	All	Refer to Clean-up procedure document	Move everyone away from the area and safe guard as appropriate. Biohazard clear up kits in shed in front of the Office.

NBYC TRAINING**Saturday Mornings Risk Assessment**

Person in Charge:

_____ Date: _____ Time: _____

Wind Strength: _____ Forecast Wind Strength: _____ Wind

Direction: _____

Weather: _____ Air

Temp: _____

The person in charge of the session MUST complete a risk assessment before training commences.

Please complete the below risk assessment by filling in the risk number and any notes, then add up the total risk number of the table. If operating in 'higher risk' conditions (starred and in bold), please note additional safety measures being utilised in right hand box. E.g. lone working, additional safety measure of: VHF contact with office, office aware of start/finish times.

Risk Category	Risk Level	Notes	Risk Number	Additional Safety Measures
Wind Strength	0-9mph : 1 10-15mph : 2 16-20mph : 3 *21mph + : 4			
Air Temperature	*0-9deg : 4 10-17deg : 1 18-23deg : 2 *24 deg + : 3			
Length of Session on Water	0-1 hours : 1 1-2 hours : 2 *2+ hours : 3			
Instructor : Student Ratio	6:1 : 1 *6+:1 : 2	<i>Combine scores for all fleets</i>		
Minimum Skill Level On	Start Racing+:1 Stage 3 : 2	<i>Record highest group score only</i>		

Water	Stage 1 or 2 : 3			
Mast Head Buoyancy	Reduce score by 1 per fleet			
Lone Working	*Yes : 2 No : 0			
Coach Boats	Double crewed : 1 Single crewed : 2	<i>Record highest score only</i>		
Additional Safety Boat	Afloat : -2 Standby : -1 None : 0			
TOTAL				

5-12	Low Risk	Sailing goes ahead
13-17	Medium Risk	Consider skill of students, should masthead buoyancy be compulsory, additional safety boat must be afloat.
18 +	High Risk	Sensible to sail? As medium risk, plus consider ratios and limiting session length.

Signature: _____

NBYC Large Group Training Risk Assessment

Person in Charge: _____ Date: _____

Time: _____ Activity Taking Place:

Wind Strength: _____ Forecast Wind Strength: _____ Wind

Direction: _____

Weather: _____ Air

Temp: _____

Please complete the below risk assessment by filling in the risk number and any notes in the table below. Add up the total risk number of the table. If operating in 'higher risk' conditions (starred and in bold), please note additional safety measures being utilised in right hand box. E.g. lone working, additional safety measure of: VHF contact with office, office aware of start/finish times.

Risk Category	Risk Level	Notes	Risk Number	Additional Safety Measures
Wind Strength	0-9mph : 1 10-15mph : 2 16-20mph : 3 *21mph + : 4			
Air Temperature	*0-9deg : 4 10-17deg : 1 18-23deg : 2 *24 deg + : 3			
Length of Session on Water	0-1 hours : 1 1-2 hours : 2 *2+ hours : 3			
Number of groups on water	1-3 : 1 4-6 : 2 *7+ : 3			
Minimum Skill Level On Water	Start Racing+:1 Stage 3 : 2	<i>Record highest group score</i>		

	Stage 1 or 2 : 3	<i>only</i>		
Student : Instructor Ratio	6:1 or less : 1 7:1 or greater : 2	<i>Record highest group score only</i>		
AI/On Shore Support	AI assisting on the water : -1 On shore support available : -1			
Coach Boats	Double crewed : 1 Single crewed : 2	<i>Record highest score only</i>		
Additional Safety Boat	Afloat : -2 Standby : -1 None : 0			
TOTAL				

5-12	Low Risk	Sailing goes ahead
13-17	Medium Risk	Consider skill of students, should masthead buoyancy be compulsory, additional safety boat must be afloat.
18 +	High Risk	Sensible to sail? As medium risk, plus consider ratios and limiting session length.

Signature: _____

NBYC Solo/Small Course Risk Assessment

Person _____ in _____ Charge: _____

Date: _____ Time: _____

Activity Taking Place: _____

Wind Strength: _____ Forecast Wind Strength: _____ Wind

Direction: _____

Weather: _____ Air

Temp: _____

Please complete the below risk assessment by filling in the risk number and any notes in the table below. Add up the total risk number of the table. If operating in 'higher risk' conditions (starred and in bold), please note additional safety measures being utilised in right hand box. E.g. lone working, additional safety measure of: VHF contact with office, office aware of start/finish times.

Risk Category	Risk Level	Notes	Risk Number	Additional Safety Measures Taken
Wind Strength	0-9mph : 1 10-15mph : 2 16-20mph : 3 *21mph + : 4			
Air Temperature	*0-9deg : 4 10-17deg : 1 18-23deg : 2 *24 deg + : 3			
Length of Session on Water	0-1 hours : 1 1-2 hours : 2 *2+ hours : 3			
Minimum Skill Level On Water	Advanced:1 Intermediate : 2 Beginner or 2 : 3	<i>Record highest group score only</i>		
Student :	6:1 or less : 1	<i>Record</i>		

Instructor Ratio	7:1 or greater : 2	<i>highest group score only</i>		
Lone Working	*Yes : 2 No : 0			
Coach Boats	Double crewed : 1 Single crewed : 2	<i>Record highest score only</i>		
Safety Boat Afloat	Yes : 0 *No : 2			
Additional Safety Boat	Afloat : -2 Standby : -1 None : 0			
TOTAL				

5-12	Low Risk	Sailing goes ahead
13-17	Medium Risk	Consider skill of students, should masthead buoyancy be compulsory, additional safety boat must be afloat.
18 +	High Risk	Sensible to sail? As medium risk, plus consider ratios and limiting session length.

Signature: _____

Appendix 7

Appendix 7.1 Course forms

Course Application forms are available in the training section on the NBYC Website:
www.nbyc.co.uk

Appendix 7.2

MOTOR BOAT LOAN FORM

Name of Boat.....

If you are able to lend a motor boat for Cadet Week please fill in this form.

A name on the keys/kill cord is always very helpful.

Please make your boat available with a full tank of fuel, tank named, and an indication of what fuel mix, labels available from The Principal.

We will return it in the same condition, and with a full tank of fuel.

Title:		Surname:		Other names in full:	
Address:					
Post Code					
Home Tel:		Mobile		Email:	
Declaration (Please tick in the box to confirm you agree with the statement)					
<input checked="" type="checkbox"/> I confirm that I carry third party insurance of at least £2,000,000 and will continue to do so whilst my boat is on water controlled by NBYC.					
<input type="checkbox"/> I confirm that I have informed my insurance company that the boat is being used for Training at NBYC Sailing School and that they have the boat covered for this purpose.					
<input type="checkbox"/> Please confirm by circling the following, which of the following will be on the boat: 1 paddles, bucket or bailer, towline, throwline, tool kit, first aid kit (NBYC to supply), mud weight, serrated knife, spare kill cord, and fire extinguisher					
<input type="checkbox"/> I confirm that the engine has been serviced recently and is in good running repair.					
<input type="checkbox"/> I confirm I give permission to loan my boat as detailed below					
LOAN OF EQUIPMENT					
Type of Boat	Hull Length	Engine Size	Fuel Mix	Kill Cord Fitted	

SIGNATURE

Appendix 7.3 Cancellation Policy: available through the NBYC website, www.nbyc.co.uk

WORDING READS AS FOLLOWS:

* What happens next? If you have any questions please email training@nbyc.co.uk.

Your cancellation rights: All cancellations must be in writing. Cancellations notified more than 2 months before the start of the course 90% refund. Cancellations notified more than 1 month before the start of the course 50% refund. Cancellations notified less than 1 month before the start of the course no refund. Cancellations by NBYC: Every attempt will be made to ensure your course runs, but N.B.Y.C. reserve the right to cancel the course due to extreme weather conditions, or insufficient demand. Where a course has to be cancelled, we will offer a pro rata refund.

Appendix 7.4 Sign in and out sheet:

Daily Sign In / Sign Out

Date

Name	Age	SIGN IN	SIGN OUT	IN LOCO PARENTIS (min age 8)

Appendix 7.5 Course Feedback Forms:

Norfolk Broads Yacht Club wishes to continuously improve the Training Courses and make the learning experiences fun and safe. Please can you help us by providing some feedback?

Course date	
Course name	
Instructors name	
Have you enjoyed the course?	Yes /No/Prefer not to say
How would you rate the course?	Excellent/Good/Poor/Prefer not to say
What were the best things about the course?	
Was there anything you felt could be improved upon or done differently? Please state	Yes/No Comment
How did you feel about the standard of the boats used on the course?	Satisfied/ Unsatisfied/Prefer not to say Comment
Did you feel that the changing rooms and classroom were adequate and clean for use? Please feel free to comment	Yes /No/Prefer not to say Comment
Did you find the booking process easy and user friendly?	Yes /No/Prefer not to say Comment
Did you feel that the Joining Instructions contained enough information? If 'no' what else would you like to of had information about?	Yes/No Comment
Would you book a course with NBYC again?	Yes/No
Other comments	

Appendix 7.6 Complaints Form:

Norfolk Broads Yacht Club

RYA Course Complaints Procedure and Form

The RTC is committed to giving a high standard of safety, care and training.

If you have a problem or complaint about any aspect of the course you should speak to your Instructor as soon as possible and he/she will try to resolve it with you or if he /she feels it is appropriate will inform the Senior Instructor.

You may also speak directly to the Senior Instructor after the session. He/she will try to resolve it with you.

If you are not satisfied you may ask for a complaints form (this form) which should be returned to the Principal.

The Principal will then make a written reply to you and make efforts to resolve your complaint. If your complaint cannot be resolved the Principal will explain why. You may the take the matter to the Management Committee of NBYC. The decision of the Management Committee is final.

Name of Trainee Course date: Course name Instructors: Reason for complaint:
Who did you speak to initially?
When did you first complain?
How did they try to resolve it?
Have you spoken to the Senior Instructor? How did they try to resolve it?
How do you think your complaint should be resolved?
Signed & Dated:

