NORFOLK BROADS YACHT CLUB
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Norfolk Broads Yacht Club
Recognised RYA Training Centre

Standard Operating Procedures

Revised March 2026

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1.0 Overview

1.1 Location

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

1.2 RTC Structure

The NBYC RTC aims to deliver quality, safe training opportunities for club members, by RYA Instructors. This training aims to be delivered in accordance with the RYA's RTC guidance notes.

Training is often provided by instructors 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.

The Training Centre operates three main streams of teaching:

- Training Centre RYA Courses
- Training Centre Coaching
- 'NBYC Academy' Race Training and Coaching.

A list of courses offered at the RTC can be found in Appendix 1.

1.3 Contacting the RTC

The primary method of communication with the RTC is via email. Training enquiries can be made via training@nbyc.co.uk
Telephone calls can be accepted during Club Office Hours on 01603 782808.

2.0 Staffing

2.1 Roles and Responsibilities

Training Committee (TC)
Holds overall responsibility for training policy and programming, reports to the Management Committee.

Members are:
Head of Training (Elected position within club structure)
Flag Officers
Representatives from Management Committee
Co-opted Club Members

NBYC Office

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

Centre Principal (CP)

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.

Chief Instructors (Dinghy, Keelboat and Powerboat)

Responsible for the safe delivery of dinghy, keelboat and powerboat courses.
Ensure that courses are delivered to the RYA syllabus, RYA ratios and to a professional standard.

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, following training centre procedures.
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.
Deal with emergencies in accordance with the emergency action plan.

Academy Lead Coach (ALC)

An RYA qualified Senior Instructor or RYA Race Coach Level 2/3. Responsible for the planning and safe delivery of Academy Training, reporting to the Centre Principal.

Supervision of Academy Training, or nominating other coaches to safely oversee academy activities in their absence.

Dinghy Instructor (DI) or Keelboat Instructor (KI)

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

Powerboat Instructor (PBI)

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

Responsible for the completion of daily risk assessments and ensuring their teaching ratio meets RYA requirements.

Race Coach (RC)

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

Assistant Instructor (AI)

To assist the Instructor with whom they are working.

2.2 Key Staff Members

The following individuals are current position holders in the RTC:
Centre Principal: Ruth Owen
Chief Instructor Dinghy/Keelboat/Powerboat: Ruth Owen
Academy Lead Coach: Flip Dugdale
Certificate Administrators: Sam Maples & Ruth Owen

2.3 Recruitment Process

Recruitment is generally undertaken on an ad-hoc basis, with the Instructor Application form available on the club website. Any specific roles are advertised on the club website.

Instructor Application Process

The RTC requires all instructors to undertake an application process, including an application form (Appendix 2A). On completion of the application form, hiring decisions will be made by the CI and Head of Training.

New instructors will be required to read and sign to confirm that they have read the following policies (declaration: Appendix 2B):

Safeguarding Policy (Appendix 2C)

RYA Instructor Code of Conduct (Appendix 2D)

NBYC Instructor Code of Conduct (Appendix 2E)
Emergency Action Plan (Appendix 2F)
Equality Policy (Appendix 2H)

Additional documentation will also be sent to new instructors including:

- Club Programme
- Club Timesheet
- Useful Club Contacts & Useful Access Codes

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

- New Starter and Bank Detail Forms

All new staff from April 2025 onwards are required to hold a DBS certificate, rather than the previous self-declaration policy. The RTC is working through the process of retrospectively applying for DBS certificates for current instructors.

Instructors are issued with a Casual Worker Agreement, prior to work being undertaken (Appendix 2I)

2.4 Qualification Records & Revalidation

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

The RTC reserves the right to remove instructors from their list of employed instructors if they do not provide up to date qualifications when asked to do so.

All members of training staff are required to annually read the Standard Operating Procedures, and reconfirm their current certification status.

Annual Revalidation

NBYC Instructors are required to annually confirm their position as an NBYC Instructor. As part of this process they must read:

- Upcoming year's Standard Operating Procedures
- Current Safeguarding Policy
- Current Instructor Code of Conduct

This process is recorded online, with instructors asked to resubmit key information, certificate details, and sign to say they have read the above.

2.5 Instructor Responsibilities

NBYC Instructors are expected to adhere to the policies and procedures that they are required to read both on appointment and annual revision.

2.6 Safeguarding

The Club maintains a Safeguarding Policy (Appendix X), which all instructors are required to read annually.

The SI will include a Safeguarding element to their pre-course briefing with the instructors.

From Autumn 2025, all instructors or helpers (aged over 16) running courses must complete a DBS check through the NBYC office (unless they have a transferrable certificate).

2.7 Instructor Code of Conduct

All NBYC Instructors must adhere to both the RYA's Instructor Code of Conduct (Appendix X) and the NBYC Code of Conduct (Appendix X).

2.8 Engaging Instructors or Coaches

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

3.0 Course Preparations & Students

3.1 Course arrangement & advertisement

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.

Courses and training are advertised to members via listing in the annual club programme, website, and electronic means including emails and WhatsApp.

3.2 Course Application

All students must complete a course application form (Appendix 3A), via the WebCollect booking platform.

All students must be members of NBYC, or hold a temporary membership for the duration of the course.

Emergency contact and medical information from these forms must be available to the SI responsible for the students, and accessible in the event of an emergency. This information is stored in compliance with GDPR policy.

All courses must be paid for prior to the course. Payments can be made through the NBYC office or via WebCollect.

The course cancellation policy (Appendix 3B) can be found on each WebCollect booking page, and in the confirmation email for each course.

Joining instructions will be sent to all participants, and are available to all coaches on the course. This will include confirmation of their place on the course, course timings, kit list, site information and any catering arrangements.

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

4.0 Teaching

4.1 Teaching Ratios

The CI will ensure that RYA training courses are staffed at least to the following ratios. RYA ratios will be adhered to at all times.

NB: AIs may be count as 'qualified' in ratios up to Stage three/Level 2, but must always be supervised by an instructor or Senior Instructor.

What	Who	Ratio
Youth Sailing Scheme	DI or SI	6:1 Single Handers 3:1 Double Handers with instructor on board 9:1 Double Handers with instructor not on board.
National Sailing Scheme	DI, KI or SI	6:1 Single Handers 3:1 Double Handers with instructor on board 9:1 Double Handers with instructor not on board.
Powerboating	PBI	3:1 Powerboat L1 3:1 Powerboat L2 6:1 Safety Boat
Start Racing *RTC Course – Supervised by an SI*	RCL1 / Racing Instructor RCL2 RCL3	Max 6:1
Club Racing Activity or Course *Can be delivered outside RTC Activity*	RCL2 RCL3	Max 10:1 *More words in here*
Regional Racing Activity or Course *Can be delivered outside RTC Activity*	RCL2 RCL3	Max 10:1

Ratios are often reduced, taking in to account experience of sailors or conditions which do not allow for safe training at high ratios. A daily risk assessment (Appendix 6B) must take place when any training is being undertaken, to ensure that the activity is safe and that ratios are amended if necessary – appropriate to skill and conditions.

4.2 Instructors for Courses

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

The Chief Instructor may occasionally delegate a single group to a suitably trained and experienced instructor (provided they are happy that safe standards and quality can be upheld). This may occur when only one course is taking place on site.

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

All academy training will be taught by a qualified Race Coach Level 2, Race Coach Level 3 or suitably experienced Senior Instructor.

4.3 Safety Boats

Instructors will be allocated a safety boat for the duration of the course.
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.

4.4 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. These are available through the office, and are offered to instructors when group allocations are sent out prior to the course. Instructors will work to ensure that the course broadly follows the course plan.

4.5 Logbooks

Logbooks are available for distribution at the end of the course (to be included in the course fee for Stage 1/Level 1/Powerboat Level 1/2 courses). Certificates are distributed where appropriate at the end of the course, and a record is kept of these certificates.

5.0 Safety

5.1 Risk Assessment

All instructors should be aware of the club's standard risk assessment (Appendix 5H).

The senior individual on site is required to carry out a risk assessment each day, or to delegate completion of the appropriate Risk Assessment form to the instructor taking the session. Risk Assessment forms are completed online, a sample form can be found in Appendix 6B.

5.2 H&S Policy

NBYC's Health & Safety Policy can be found in the NBYC office, and is the responsibility of the management committee.

5.3 Emergency Action Plan

All concerned with courses must be aware of the Training Emergency Action Plan. Any course specific amendments to this will be given in the pre-course briefing.

5.4 Communication on the water

Visual Signals. As part of the course briefing, instructors will be made aware of the standard training and coaching signals ('come to me' and 'return to base'). These are to be passed on to their students.

Radios. Each group must carry a club issue VHF. They must undertake a radio check prior to going out on the water.

Mobile Phone. Instructors are welcome to carry a mobile phone. However, these are not to be used while teaching students, except for contacting the SI or calling the emergency services if required. Instructors working under the club's Lone Working policy must carry a charged mobile phone.

5.5 Operating Area

The club's normal operating area is Wroxham Broad. See Appendix 5A for operation map of the training area.

Teaching areas will be designated each day depending on wind direction

5.6 Powerboat Equipment

Powerboats.

Wherever possible NBYC powerboats will be launched by the NBYC Bosun. Where this is not possible, care must be taken and the block and tackle is available to be used for launching.

All NBYC owned powerboats are kept and maintained to the RYA's RTC standards, including regular servicing. Any additional boats procured for courses will be equipped to RTC standards for the duration of the course.

Instructors must check that all boats to be used for the course are present and operational, with all equipment (Appendix – 5B and 5C) present and in good repair. Club owned boats are listed in Appendix 5D. Defects must be reported to the SI as soon as possible.

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

5.7 Sailing Equipment

NBYC dinghies will be equipped ready for training. Members will regularly use their own boats for training activities, which must be supplied in a fit condition. Instructors will check boats for safety before going afloat. Any defects must be reported to the member, or to NBYC as appropriate.
All boats must be rigged appropriately for wind and experience. Masthead floats may be required at the DI or SI's discretion.
Care must be taken when launching dinghies, with sailors taught methods for safe launching and retrieval. Assistance may be needed for younger sailors.

5.8 Accidents and Near Misses

An accident and book is held by the office. An additional book is held in the HFTC in case of the office not being staffed. The near miss form is virtual, and can be found at online at NBYC Near Miss Form – Fill in form (Appendix 5F). All accidents and near misses must be reported by the instructor present at the time of the incident, or the relevant first aider.
All completed accident forms are retained by the office for legal safe keeping, and are reviewed periodically by the Centre Principal to assess for ongoing trends and necessary changes in policy.

5.9 First Aid Boxes

First aid boxes are located in the Clubhouse, the HFTC, Club Office and in all Club Safety Boats. First aid boxes will be put in borrowed coaching boats for the duration of the course. Instructors will report any items use from First Aid boxes.

5.10 Lone Working

There may be times when a member of staff is required to lone work at NBYC. During this time the Lone Working Policy (Appendix 5G) must be adhered to, without exception.

6.0 Course Operation

6.1 Pre-Course Preparation

All instructors and helpers will arrive before the published start time (as requested by the SI) to allow enough time for all preparation for the day, and the pre-course briefing.

6.2 Appearance and Kit

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). As per the Sailing Instructor Casual Worker Agreement (Appendix 2I) instructors must also provide their own suitable PPE, to be worn where appropriate.

6.3 Senior Instructor

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

The SI will allocate the necessary kit (Powerboat, VHF, Dinghies) to each instructor, and define operating areas.

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

6.4 Staff Briefing

Instructors and helpers will be given a briefing prior to their course on site, either by the on site SI, or (if working under the CI's permission) in advance by the CI. All staff will be expected to attend. There is a pre-course SI briefing checklist (Appendix 6A) which the SI must complete following their briefing. This ensures that the necessary information is given to the instructor team:

- 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.

6.5 Risk Assessment

A daily risk assessment must take place each day that training or Academy training is undertaken. Where more than one group is training, this risk assessment must be conducted by the most senior individual on site.
If only one group is training, the instructor responsible for the group will carry out their risk assessment, with support from the on site SI.
Risk assessments must be completed via the online form.
Each instructor will carry a VHF radio, and perform a radio check with base/the SI before going afloat.

6.6 Emergency Action Plan

All concerned with courses must be aware of the Training Emergency Action Plan (Appendix 2F). Any course specific amendments to this will be given in the pre-course briefing. A condensed emergency action plan (Appendix 2G) is available in every NBYC powerboat.

6.7 Course Content

Each Instructor will work with the SI and other Instructors to ensure that the course broadly follows their course plan. These course plans are to be checked by the SI.

6.8 Student Briefing

Students will receive a welcome briefing to include:

- Welcome
- Introduction to instructors
- Layout of the club, and safety requirements as appropriate (H&S issues, water quality, slippery surfaces etc)

6.9 Parental Handover

Students will be signed in and out each day by their instructor. All parents are asked to drop children off and collect children directly from their group, and if not available to name an individual to act in Loco Parentis.

All students who are under 8 years old must have someone on site to act in Loco Parentis. This reduces to 7 years old during the Summer Holidays.

6.10 Student Sessions

Each instructor will brief their group before going afloat. These will include:

- Session Aim and Key Teaching Points
- Activities being undertaken
- Indication of sailing area
- Visual signals
- Session specific hazards

This will ensure that groups fully understand the activities they are being asked to carry out.

Students will wear appropriate clothing and buoyancy when afloat.

Instructors will ensure that regular friendly and informative feedback is given, both at group level and to individuals.
A debrief will be held at the end of each session.

At the end of the course students should be given individual feedback on their progress.
In racing courses, a mid week debrief should be offered to students.

7.0 Post Course

7.1 Staff Post Course

Staff Debriefing

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

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.

7.2 Course feedback

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

Feedback is obtained from attendees using a course specific feedback form (Sample form at Appendix 5E)

7.3 Course records

Course records, including course application forms, medical consent forms will be returned to the Office for safe keeping. These documents are kept in line with UK GDPR Policy.

7.4 Complaints

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

APPENDICES

1A	Courses Offered
2A	Instructor Application Form
2B	Instructor Delaration
2C	Safeguarding Policy
2D	RYA Instructor Code of Conduct
2E	NBYC Instructor Code of Conduct
2F	Emergency Action Plan
2G	Short Emergency Card
2H	Equality Policy
2I	Casual Worker Agreement
3A	Course Application Form
3B	Course Cancellation Policy
4A	Sample Course Plan
4B	Boat Loan Form
5A	Map of RTC Training Area
5B	Boat equipment list: Powerboats
5C	Boat equipment list: Dinghies
5D	Club Boats
5E	Accident Form (Sample)
5F	Near Miss Form (Sample)
5G	Lone Working Policy
5H	NBYC General Risk Assessment
6A	Pre-Course SI Briefing Checklist
6B	Risk Assessment Form
7A	Sample Feedback Form
7B	Complaints Form

Appendix 1A: Courses Offered

Norfolk Broads Yacht Club is currently recognised to offer the following RYA Training Courses

Stage 1
Stage 2
Stage 3
Stage 4

Level 1
Level 2
Level 3

Start Racing
Club Racing
Regional Racing

Seamanship Skills

Powerboat Level 1
Powerboat Level 2
Safety Boat

Appendix 2A: Instructor Application Form

Please note that a downloadable version of the application form can be accessed via the NBYC Website: https://nbyc.co.uk/training/instructing/



Instructor Application Form

Thank you for your interest in applying to become an on-water RYA Instructor at Norfolk Broads Yacht Club. Please complete the following application form to the best of your ability, with all the required information. Please note that we will need to take two references to support your application. We will not be able to progress your application without these references being returned, so please ensure that the contact information provided is correct.

Should you have any queries regarding the application form, please contact training@nbyc.co.uk and we will endeavour to respond to your request.

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Personal Information

Full Name	
Address	
Contact Telephone Number	
Alternative Contact Number	
Email Address	
Preferred method of contact	
RYA Membership Number	

Emergency Contact Name (Next of Kin)	
Emergency Contact Telephone Number	

Qualifications

Please use the box below to list qualifications relevant to training at NBYC, using one line per qualification. **Please make sure you attach copies of all qualification certificates when submitting the application as we are duty bound to keep copies on file. Please note - you will not be able to instruct until we have copies of all relevant qualifications.**

Qualification	Expiry Date	Certificate Number

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

First Aid Qualification	Awarding Body	Expiry Date

*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.

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Personal Statement

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

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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)			

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:

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.

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Appendix 2B: Instructor Declaration

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 2C: Safeguarding Policy
A downloadable version of the NBYC Safeguarding Policy can be accessed via the NBYC Website: https://nbyc.co.uk/training/instructing/

Appendix 2D: RYA Instructor Code of Conduct

RYA Instructor Code of Conduct
For RYA Instructors, Trainers, and Examiners

The RYA values and respects the very talented people that make up our training network, and views them as important ambassadors of the RYA's brand and values. This document outlines the code of conduct to 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:

1. Behave in a manner that is consistent with the values of the RYA, particularly with regards equality, diversity, inclusivity and sustainability.
2. Respect the rights, dignity and worth of every person and treat everyone equally within the context of their boating activity.
3. Place the wellbeing and safety of the student above the development of performance or delivery of training.
4. Encourage and guide students to accept responsibility for their own behaviour and performance.
5. Only develop relationships with students that are appropriate and legal, (especially those under 18) whether face to face or in a digital context. Relationships must be consensual, based on mutual trust and respect and must not exert undue influence to obtain personal benefit or reward.
6. Ensure the activities they direct or advocate are student focused, and appropriate for the age, maturity, experience and ability of the individual. Always clarify with students (and where appropriate their parents or carers) exactly what is expected of them and what they are entitled to expect.
7. Behave appropriately to ensure the safety of instructors, students and others under your direction.
8. Treat all RYA instructors, appointment holders, staff and other stakeholders with respect.
9. Act with integrity in all customer and business to business dealings pertaining to RYA training.
10. Read, understand, and comply with the Safeguarding Children and Safeguarding Adults policies and guidelines as detailed on the RYA website at www.rya.org.uk/safeguarding.
11. Comply with the laws and regulations of the jurisdiction in which they are operating.
12. Follow all RYA guidance and standards with regards specific training or coaching programmes.
13. Not do or neglect to do anything which may bring the RYA into disrepute, including through the use of social media.
14. Hold relevant, up to date governing body qualifications as approved by the RYA.
15. Only teach or provide RYA courses or RYA certification within the framework of an RYA recognised training centre.
16. Notify the RYA immediately of any court-imposed sanction that precludes the instructor from contact with specific user groups (for example children or adults at risk) and be aware that certain sanctions may result in the automatic withdrawal of your qualification.
17. Notify RYA Training in the event of any health issues that may affect their ability to carry out their responsibilities, including the use of medication which may impact their role.
18. 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 2E: 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 2F: Emergency Action Plan



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: ○ *In the Clubhouse* ○ *In the Office* ○ *In the kitchen* ○ *On each NBYC motorboat*	*AED* ***(Defibrillator)*** ○ *Under the stairs to the Bridge* ○ *CODE C3971*	***Life Rings:*** ○ *Available on all pathways near the water*
Ladders: ○ *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:*** ○ *Within the Clubhouse* ○ *The Bosun's workshop* ○ *The Office* ○ *On all Club motorboats*
Organization's Numbers		
Main Club Number: 01603 782808		
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;

2G Emergency Card (Short) -–Included 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 boathouseVisitor'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

2H NBYC Equality Polity

A downloadable version of the NBYC Equality Policy can be accessed via the NBYC Website: https://nbyc.co.uk/training/instructing/

2I

Each instructor is issued with a Casual Worker Agreement prior to any work being undertaken. If you have not received a Casual Worker Agreement, or need a copy of yours, please contact chiefinstructor@nbyc.co.uk

3A NBYC Course Application Form

Participant Name*

Full Address*

Date of Birth*

Parent or Guardian Name*

Parent or Guardian Contact Number*

Relationship to Sailor*

Emergency Contact Name*

Emergency Contact Telephone Number*

Name of Doctor and Full Address of Surgery*

Surgery Telephone Number*

Medical Conditions

Please complete this medical information as accurately as possible and let us know if there are any changes to your child's health prior to the start of the course.
In completing this information you agree that medical details will be passed to course organisers for the purpose of your sailors safe participation in the course. This information will only be retained as long as necessary and to comply with the organisers legal obligations.
Allergies to known drugs ☐ Any other allergies i.e insect bites etc. ☐ Asthma ☐ Diabetes ☐ Fit, Fainting or Blackouts ☐
Heart Condition ☐ Other illness / disabilities ☐ Severe Headaches ☐

Please specify

If you have ticked any of the above, please give specific details as well as information on any conditions not included above.

Learning Preferences & Additional Information*

Our Courses at NBYC are designed to be as inclusive as possible. If there is additional information which might aid us in effective and safe course delivery for your child please let us know above.

Have you got a buoyancy aid?* Yes ○ No ○ If you need to borrow one please let your instructor know on the first day of the course.

Have you got a boat to use?* Yes ○ No ◉ If you don't own a boat, please either hire an NBYC boat (on page two of the booking procedure), or please ensure you have made arrangements to borrow a boat prior to the course taking place.

Is a confident Swimmer* Yes ○ No ◉

Attendees Qualifications Signed Off in their Log Books if any*
1. Unqualified at the moment (new sailor) ☐ 2. Experienced, but unqualified (please detail in box below) ☐ 3. Stage 1 ☐
4. Stage 2 ☐ 5. Stage 3 ☐ 6. Stage 4 ☐ 7. Seamanship Skills ☐ 8. Start Racing ☐
9. Club Racing (previously Intermediate Racing) ☐ 10. Regional Racing (previously Advanced Racing) ☐

Waiting List Yes ○ No ◉ If the stage you need is Fully Booked please click 'YES' - this will then give you the course options to be added to the waiting list.

Food **ONLY COMPLETE THIS PART IF YOU HAVE SELECTED A COURSE AND FOOD TICKET**
(Please tick ONE box for each day):

1. Monday: Two sausages, Mashed Potato, Peas and Gravy ☐
1. Monday: Two vegetarian sausages, Mashed Potato, Peas & Gravy ☐ 2. Tuesday: Penne Bolognese, Salad and Garlic Bread ☐
2. Tuesday: Vegetarian Bolognese, Salad and Garlic Bread ☐ 3. Wednesday: Jacket Potato with Cheese and Beans ☐
3. Wednesday: Jacket Potato with Chilli Beef and Cheese ☐ 4. Thursday: Cottage Pie & Mixed Veg ☐
4. Thursday: Vegetarian Cottage Pie & Mixed Veg ☐ 5. Friday: Quorn Bites and Fries, Peas and BBQ Sauce ☐
5. Friday: Scampi and Fries, Peas and Tartare Sauce ☐

Food Allergies Please tell us here if your child has a food allergy (if you have selected the Course & Food ticket)

Declaration * ☐ Declaration & Signature. By signing this form, I understand that:
I agree that to comply with NBYC's House Rules, Articles of Incorporation and Safeguarding Policy, as found on www.nbyc.co.uk
I give NBYC permission to hold this information for the purpose of administering this course. Note: NBYC does not use any member data for any external marketing purposes and does not share with any third parties. You can access or remove any data stored by NBYC by setting up an account in the Membership Portal at www.nbyc.co.uk

Insurance* ☐ I confirm that I carry third party insurance of at least £2,000,000 and will continue to do so whilst sailing on water controlled by NBYC.

Medical Declaration* ☐ I certify that my child is fit and able to participate
I understand in the event of injury or illness, all reasonable steps will be taken to contact me as the parent/emergency contact, and I agree that if my child urgently requires medical treatment (including the administration of anaesthetic) during an NBYC activity, the person in charge is authorised to give consent on my behalf

Photographic Permissions ☐ I agree to my child having photos/videos taken to be used in the promotion/publicity of the Club, (including publication on the club website, social media and local press etc) in accordance with the NBYC safeguarding policy, unless I have provided a separate email of objection to the Welfare Officer (c/o: training@nbyc.co.uk)

3B Course Cancellation Policy

Please see here for cancellation rights:

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, staffing or technical issues. Where a course has to be cancelled by NBYC, we will offer a pro rata refund based on the percentage of the course remaining/cancelled.

Should you wish to cancel your space on the course, please note that all cancellations must be in writing.

Cancellations by participants notified more than 2 months before the start of the course: 90% refund

Cancellations by participants notified more than 1 month before the start of the course: 50% refund

Cancellations by participants notified less than 1 month before the start of the course: no refund

4A Sample Course Plan

RYA Powerboat Level 1 Course

- One Day
- Min age: 8 Years Old. Endorsement age 8-11: Can only use powered craft under the supervision of a responsible adult on board the craft. Endorsement aged 12 – 15: Can only us powered craft under the supervision of a responsible adult.

	Day 1
Morning (Session 1) 09:30 – 11:00	Launching discussion and conditions to safely launch. Appropriate clothing & kit (draw) inc. personal buoyancy Boat safety equipment – front to back check. Inc. lines, fenders, anchor & warp, bailer, fire extinguisher, pump, paddles/oars, compass, flares, torch, whistle, charts, first aid kit, sharp knife. Boat checks (inc. kill cord, battery & isolator, fuel, tell tale) & equipment checks (safety equipment, boat equipment, spares). Pre-start checks (inc. fuel tank and bulb, killcord etc.) Basic driving skills In/out of gear. Neutral as a gear. Pivot points. Fo8s forwards and backwards for all. Loading, balance and trim.
Break 11:00 – 11:30	Local byelaws and insurance
Morning (Session 2) 11:30 – 12:30	Picking up a mooring buoy and securing to it - Focus on securing prep - Direction of approach - Taking way off - Making fast
Lunch 12:30 – 13:45	Going to sea (Theory) - Awareness of conditions - Awareness of hazards - IRPCS 5&6, conduct around commercial shipping in confined waters.
Afternoon (Session 1) 13:45 – 15:00	Coming alongside - Speed & angle of approach - Preparation of crew & warps - Wind effect Method of approach
Break 15:00 – 15:30	Ropework – fasten to a cleat and stow an anchor
Afternoon (Session 2)	MOB – understands how to stop the boat, raising the alarm and prevention Planing manouvres

4B Boat Loan Form

POWER BOAT LOAN FORM

If you are able to lend a powerboat for Cadet Week please fill in this form.
Please ensure your keys and kill cord are attached to each other, and are left labelled in the NBYC office, with an indication of where the boat can be found. Please make your boat available with a full tank of fuel, and an indication of what fuel mix it requires.
We will return your boat in the same condition. Keys will be left in the office.

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)

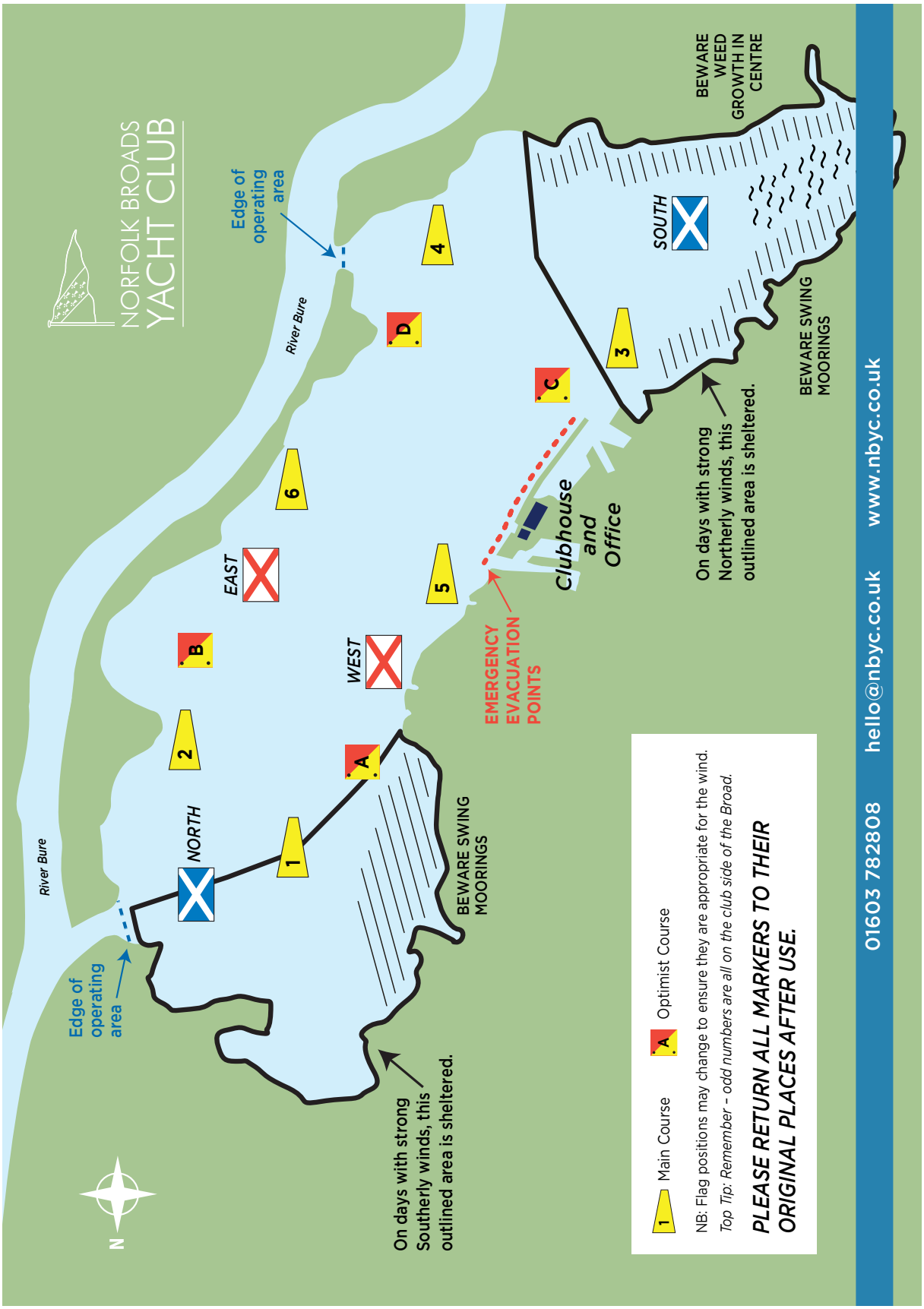
- ☐ **I confirm that I carry third party insurance of at least £2,000,000 and will continue to do so whilst my boat is on water controlled by NBYC.**
- ☐ **I confirm that I have informed my insurance company that the boat is being used for Training at NBYC Sailing School and that they have the boat covered for this purpose.**
- ☐ **I confirm that my boat carries a paddle, bucket or bailer, towline, throwline, tool kit, mud weight, spare kill cord, and fire extinguisher.**
- ☐ **I confirm that the engine has been serviced recently and is in good running repair.**
- ☐ **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 .....

5A Map of RTC Training Area



5B Boat Equipment List: Powerboats

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

Ref Item	Check
EQUIPMENT	
Paddles or oars (or alternate means of propulsion)	
Bucket or bailer	
Tow line	
Throw line	
Tool kit	
Waterproof first aid kit containing (minimum) 2 large wound dressings, 2 medium wound dressings and triangular bandages	
Mud weight and warp	
Sharp knife, preferably serrated	
Spare kill cord (except heavy displacement craft)	
1 Fire extinguisher 5A/34B serviced in line with manufacturers' recommendations, discharge test @ 5yr	
VHF Radio – supplied by Club, ask if Office if needed	
Bridle secured to suitable strong points	
ENGINES AND SAFETY SYSTEMS	
Engines serviced regularly and in good order	
Outboards securely mounted	
Throttle/gear changing mechanisms positive and reliable	
Outboard engines must not slip out of gear or start in gear*	
Outboard engines must be capable of being locked down and raised	
Fuel tanks must be securely fastened to boat	
Spare petrol containers clearly marked and readily jettisoned	
ENGINE COMPARTMENT - covered by Broads Safety Scheme	
BATTERIES AND ELECTRICS	
Batteries secure & ventilated	
SAFETY SYSTEMS	
Kill switches fully functioning	
• Kill cords used at all times	
• Effective kill cord for student and instructor if teaching 8-11 year olds	
All equipment suitably secured/stowed	
Steering mechanism free, easy to use	
Hydraulic steering checked for leaks	
TRAILER/LAUNCH TROLLEYS	
Serviceable condition	
Winch strap fully operational	

5C Boat Equipment List: Dinghies

All vessels used for RYA Training must comply with these requirements.

Suitable craft to teach all courses requested	
Boats rigged to teach all parts of the syllabi	
Boats for spinnaker courses in condition and equipped suitably for Club racing	
Hull, good state of repair	
Fittings and toe straps in good order	
Halyards sufficient length + condition	
Sheets sufficient length, appropriate diameter + material	
No protruding strands in wire rigging	
Shroud pins and split rings taped	
Painter attached to strong point	
Rudder, centreboard/daggerboard	
Sail condition	
System for reefing afloat (beginner/seamanship)	
Suitably equipped for operating area, e.g. anchors, paddles	
Safe, secure and easily accessible	
Launching trolleys serviceable	

5D 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	1		
Yeoman	2		
RS Vision	2		
Motor boats			
Description	Hull type	Name	Power unit
Open boat	Displacement	Teal	Inboard diesel engine
Dory	Planing	Dory	25hp Yamaha outboard
Rib 5.5m	Planing	Blue Rib	30hp Suzuki outboard
Rib 5.5m	Planing	Blue Rib Wee 3	15hp Mariner outboard
Rib 3	Planing	Grey Rib Avon	20hp Honda outboard.
Rigiflex	Planing	Jaffa	5hp Honda outboard

<u>All Club owned craft carry:-</u>

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.

5E Accident Form (Sample)

ACCIDENT RECORD

PLEASE COMPLETE THIS FORM IN BLOCK CAPITALS AND BLACK INK

PERSONAL DETAILS OF PERSON INVOLVED

NAME FIRST NAME SURNAME

JOB TITLE CONTACT NUMBER

ADDRESS

DATE OF ENTRY DD / MM / YY

ACCIDENT DETAILS

WHEN DID THE ACCIDENT HAPPEN? DD / MM / YY

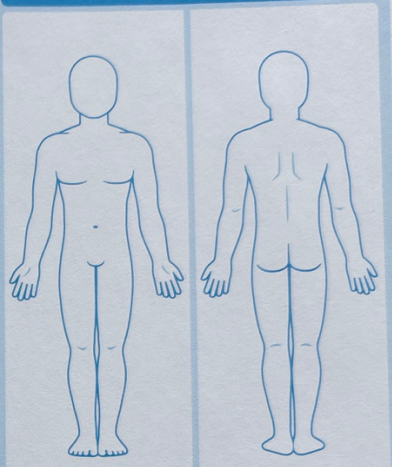
TIME HH / MM AM ◯ PM ◯

WEATHER CONDITIONS IF OCCURRED OUTSIDE

EQUIPMENT / MACHINE INVOLVED (if applicable)

LOCATION OF ACCIDENT

MARK WHERE THE INJURY OCCURRED



FRONT BACK

DETAILS OF INJURIES SUFFERED

BROKEN BONE	◯	HEAD INJURY	◯
BRUISE / BUMP	◯	INHALATION	◯
BURN	◯	LOSS OF CONSCIOUSNESS	◯
CRUSH INJURY	◯	PUNCTURE WOUND	◯
CUT / GRAZE	◯	REPETITIVE STRAIN INJURY	◯
ELECTROCUTION	◯	TRIP / FALL	◯
EYE INJURY	◯	WELD FLASH	◯

OTHER (please specify):

HOW DID THE ACCIDENT HAPPEN?

TREATMENT PROVIDED FIRST AID ◯ HOSPITAL TREATMENT ◯ SENT HOME ◯ NON REQUIRED ◯

WITNESS OF THE ACCIDENT

NAME FIRST NAME SURNAME

ADDRESS

CONTACT NUMBER

PERSON REPORTING THE ACCIDENT

NAME FIRST NAME SURNAME

JOB TITLE CONTACT NUMBER

SIGNATURE DATE DD / MM / YY

EMPLOYERS SECTION

SIGNATURE

REPORTED YES ◯ NO ◯

DATE DD / MM / YY

5F Near Miss Form (Sample)

NBYC Near Miss Forms are now completed online at: NBYC Training Risk Assessment – Fill in form. Screenshots of the form are below.

NBYC Near Miss Form

To be completed following a 'Near Miss' during training. Completion by either CI, SI or other senior person on site, in collaboration with the instructor who encountered the near miss.

1. Date of the incident *

Please input date (dd/MM/yyyy)

2. Time of the incident *

Enter your answer

3. Did the incident occur *

- ◯ On Water
- ◯ Off Water
- ◯ Transitional Area (pontoon, slipway, jetty, edge of dyke etc)

4. Where exactly did the incident occur? *

Enter your answer

5. Who was involved? (Please include names, boat details where appropriate) *

Enter your answer

6. Describe what happened during the incident. *

Enter your answer

7. Are there any major learning points that you (the instructor) feel we need to take forward from this? *

Enter your answer

5G Lone Working Policy

NBYC Lone Working Policy – Sailing & Powerboating Instructors

1 Purpose

To ensure the safety and protection of instructors who are required to Lone Work whilst teaching on site at NBYC.

2 Scope

Lone working is defined as working on site at NBYC when there are no other staff on the site in a professional capacity.
Individuals are not routinely allowed to Lone Work at NBYC, and all efforts are made to avoid situations where lone working is required.
Instructors appointed to sessions which involve Lone Working must be approved by the Centre Principal & Chief Instructor, on a case by case basis. During their Lone Working these instructors must adhere to the following policy at all times.
Any instructor who is not comfortable with lone working must make the Chief Instructor or Centre Principal aware as soon as possible, when they are appointed to run the session, or the session plan is made.

3 Risks Associated with Lone Working

- Slips, trips and falls
- Equipment or kit related injuries
- Damage to equipment which affects the rest of the session
- Medical emergencies without nearby help
- Drowning or injury while working near water

4 Working Practices

Risk Assessment

Instructors must carry out the normal risk assessment, completing the lone working box. Attention must be paid when planning activities to avoid tasks which may be considered high risk when working alone.

Weather Constraints

Instructors who are lone working must consider both the immediate and developing forecast when constructing their session plan, noting that lower operating limits should be considered due to the risks of lone working.

Communication

Any instructor who is lone working must carry a charged mobile phone at all times.
Instructors lone working must have a pre-assigned nominated on-land individual. They must contact this individual prior to starting work, immediately if there are any issues with the session, and immediately after leaving the water for the final time. Regular check ins are also advisable. The nominated individual will normally be the Chief Instructor, a nominated SI, Head of Training or another senior member of staff.

The nominated on-land individual can be on or off site.
Should an instructor wish to, they are also welcome to give a VHF Radio to an on-site individual should this help with their session plan. However, this individual must be pre-approved by the Chief Instructor or Head of Training.

Safeguarding

When lone working, instructors must ensure that NBYC Safeguarding Policies will be adhered to, without exception. Should an instructor need to report an incident or disclosure, they must contact the NBYC Welfare Rep directly, not their nominated on-land individual.

5 Emergency Preparedness

Lone Working Instructors must:

Carry their normal first aid kit, and familiarise themselves with the location of large on-site first aid kits and defibrillator.
Wear appropriate PPE for the job they are undertaking.
Brief students on what will happen in case of an emergency involving the instructor.
Call emergency services immediately in case of an emergency, and follow the club's emergency procedure should an incident occur.

5H NBYC 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	Make sure they fit correctly. Instructors to check.
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. Do not drink water from taps Do not drink water in Broad	Inform all personnel during briefings.
Operating Safety craft	All	Kill chords where fitted are to be used. All drivers have RYA level 2 powerboat certificated or above. Fuel tanks must be securely fitted to hull.	Ask Instructors to check and report any problems
Fuel		All fuel to be kept in the locker in sail shed. No naked flames No smoking	One person responsible for this will keep the risk to minimum
Manual Handling	All	Lifting of Boats, in and out of water. Off and on trailers. Moving Lifting Buoys	Inform all personnel during briefings.
Injury/Medical Ailments	All	Doctors and trained 1st aid personnel on site. One motor boat in each group will have first aid kit. Club room and training centre has larger first aid kit. All medical conditions to be reported to Principal by Students/Parents	
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. Beware of tying rings along jetty's.	Inform all personnel during briefings. No running. Be aware when walking along them
Moving Hazards	All	Motor cruisers Broads Tours Trip boats 	Inform all personnel during briefings 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.

6A Pre-Course SI Briefing Checklist

Pre-Course SI Checklist

Please ensure the following points are included in your instructor 'start of course' briefing, to ensure all instructors have received the necessary current information. Please tick to complete, and either save a copy in the relevant file on the OneDrive or hand to the office for filing.

- ☐ Group information – overview
- ☐ Group allocations
- ☐ Group on land areas
- ☐ Sailing areas
- ☐ Resources for instructors to use
- ☐ Kit allocations
- ☐ Student information
- ☐ Necessary medical/dietary information
- ☐ Radio procedure
- ☐ Emergency/major incident procedure
- ☐ Fire procedure
- ☐ Safeguarding – procedure and reminder of policy
- ☐ Site housekeeping
- ☐ Session plans – group by group
- ☐ On water communication inc. hand signals
- ☐ Weather

NOTE: Check WebCollect – any not read SOPs to read and sign immediately

_____ _____ _____

Signature *Course* *Date*

6B Training Risk Assessment Form

NBYC Training Risk Assessment

If you have any questions about your session, please speak to the office or contact Ruth Owen (Chief Instructor) as soon as possible.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. Today's Date *

Please input date (dd/MM/yyyy)

2. Instructor In Charge *

Enter your answer

3. Number of students *

Enter your answer

4. Any other instructors participating in the session (and allocated groups) *

Enter your answer

5. Today's Weather Forecast *

Enter your answer

6. Maximum forecasted wind speed (knots) *

- ◯ 0 - 10
- ◯ 11-16
- ◯ 17 - 22
- ◯ 23 +

7. Activity Taking Place *

Small Course: Dinghies

8. Number of other qualified staff (counted in ratio; DI, KI, SI or PBI)

Enter your answer

9. Number of craft / boats

Enter your answer

10. Safety Boat to Dinghy Ratio (Record highest group only)

Select your answer

11. What shore/instructor support is in place

None (Lone Working)

12. What Lone Working measures have you taken to ensure your session remains safe?

Enter your answer

13. Participant Competency (Choose lowest competency level only) *

- Beginner (Level 1, Stage 1/2)
- Intermediate (Level 2/3, Stage 3/4
- Other

14. Session Length (longest period of time on water without a break) *

- ◯ < 1 Hour
- ◯ 1 - 2 Hours
- ◯ 2 Hours +

15. Methods of communication on water *

Enter your answer

16. Any additional hazards on the water? *

Enter your answer

7A Sample Feedback Form

Feedback is collated online for all NBYC Training Courses. Please see below screenshots from a recent form.

NBYC Powerboat Courses - Feedback Form

Thank you very much for attending a Powerboat Course at NBYC. This form is designed to help us understand which elements of our training are working well, and to understand which areas require improvement. Please fill it out as honestly as you are able. Thank you very much for your help.

1. Date of Course Attended

Please input date (dd/MM/yyyy)

2. Did you receive adequate pre-course information?

- ◯ Yes
- ◯ No
- ◯ I received information, but it was lacking information.

3. How many candidates were on the course?

- ◯ Just me (1-2-1 Training)
- ◯ 2
- ◯ 3
- ◯ 4 - 6
- ◯ 6 +

4. Please rank the different elements of the course below, according to which you enjoyed the most

- On water teaching
- Classroom theory
- Lunch time and breaks

5. Please name your favourite part of the course - and why you enjoyed it so much.

Enter your answer

6. Please name your least favourite part - and why it was the least enjoyable.

Enter your answer

7. Please name one thing we could have improved on, and how we could have made this better.

Enter your answer

8. How would you rate the course overall? (1 - Awful, 10 - Excellent)

☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆

9. Would you recommend taking the course at NBYC to a friend?

Enter your answer

7B Complaints 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 Participant 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:

Revision Log

20/03/26	Formation of 2026 redrafted document	RO