



## TRAINING OPERATING PROCEDURES

### Contents

1. Instructors Signing Sheet .....	2
2. Roles and Responsibilities.....	3
3. Student to Instructor Ratios.....	4
4. Students .....	4
5. Operating Areas .....	5
6. Boats and Equipment.....	6
7. Safety.....	7
8. Communications .....	7
9. Training Operating Procedures .....	8
10. Reporting of Near Misses, Incidents and Accidents.....	9
11. Emergency Club Procedures.....	10
12. Dealing with a major incident.....	11
13. Complaints Procedure .....	11
Appendix 1: Health & Safety Policy Statement .....	12
Appendix 2: Training Section Equality Policy .....	13
Appendix 3: Risk Assessments.....	14
Appendix 4a: Good Practice Guide.....	15
Appendix 5: Senior Instructor/Powerboat Instructor Course Briefing Checklist .....	16
Appendix 6: Chelmarsh Sailing Club Feedback Form .....	17

#### REVISIONS:

- Feb 2019 Added H&S document, Equal Opportunity Policy, Course briefing checklist and Feedback form. Repetitions' deleted. Staff changes. Reformatting of document - G Bissett, R Woods
- Aug 2019 Emergency Plan converted to flow-chart format – R Woods
- Feb 2020 Staff Changes, review of risk assessments – R Woods
- Aug 2020 Risk Assessments now moved to Club Website, note re Covid 19 – R Woods
- Apr 2021 Update instructor lists, changes to child protection section, removal of feedback form – R Woods





## 2. Roles and Responsibilities

Principal of Training	Richard Woods	
Designated Child Protection Officer	Debbie Cawte	
Chief Instructors	Richard Woods (sailing) Richard Woods (power boat)	
Dinghy Senior Instructors (SI)	John Dickinson Richard Woods David Partridge	
Dinghy Instructors (DI)	John Struebig David Partridge Will Ranson Adrian Speke Molly Abbiss	Phil Griffin Stephen Woodhouse Cameron Smith Paul Jones
Powerboat Instructors (PI)	Terry Gumbley, Richard Woods, Paul Jones	
Assistant Instructors (AI)	Appointed by the Principal of Training and must only provide tuition under the guidance/supervision of a senior instructor David Bibby                      Debbie Cawte Maria Roche                      David Snell	
Bosun	Terry Gumbley	

A qualified Senior Instructor runs our RYA adult sailing courses level 1 & 2, assisted by qualified Dinghy Instructors. One dinghy instructor may run a singlehanded course for 6 students. Only one group allowed, two groups require a SI.  
Powerboat courses are run by qualified Powerboat Instructors.

Instructors working with children are familiar with our child protection policy, DBS checked and follow the RYA Instructor Code of Conduct (appendix 4a). They should also be familiar with the Good Practice Guide for Instructors, Coaches and Volunteers (appendix 4b). Assistant Instructors work under supervision of a senior instructor and count in instructor ratios.

Chelmarsh Sailing Club is able to deliver the following RYA Training Courses:

RYA Adult National Sailing Scheme:

- Levels 1, 2 and 3
- Seamanship Skills
- Sailing with Spinnakers
- Start Racing (instructors with racing endorsement only)

RYA Youth Sailing Scheme:

- Stages 1, 2, 3 and 4

RYA Powerboat Scheme:

- Level 1 and 2
- Safety Boat Course (instructors with safety boat endorsement only)

Tel: 01746 861560

Email: [info@chelmarshsailing.org.uk](mailto:info@chelmarshsailing.org.uk)

Chelmarsh Sailing Club, Chelmarsh Reservoir  
Hampton Loade, Bridgnorth. WV16 6BL

[www.chelmarshsailing.org.uk](http://www.chelmarshsailing.org.uk)





## 3. Student to Instructor Ratios

The RYA sets minimum student to instructor ratios for all instructed sessions in sailing dinghies and powerboat handling. These ratios are observed in order to maintain a safe learning environment for students.

Sailing Adults	Single handers 6 students to 1 instructor
Sailing Adults	Double handers Up to 3 students to one instructor (for beginners where the instructor is on board) this may be increased to 9:1 in a maximum of 6 boats depending on the skill attained and the course being taught
Sailing Children (under 16)	1 instructor per 4 boats where there are 2 children per dinghy 1 instructor per 6 boats where there is 1 child in each dinghy

All Dinghy Instructors must be supervised by a Senior Instructor if delivering RYA National Sailing Scheme Courses.

Powerboats	3 students to 1 instructor for Level 1 & 2 Powerboat courses 6 students to 1 instructor for Safety Boat Course (2 boats max)
------------	---

Minimum ratio for safety boat cover to number of dinghies sailing:

Up to 6 dinghies	1 safety boat
7 to 15 dinghies	2 safety boats
More than 15 dinghies	3 or more safety boats

Ratios may need to be altered to cater for student and instructor competencies, weather, etc and are at the discretion of the SI, but must not exceed the ratios given above.

The SI leading the course(s) will brief all instructors/assistant instructors before the students arrive ensuring they know their roles and responsibilities.

## 4. Students

All students complete booking forms prior to RYA courses commencing, normally via WebCollect.

All students should be club members for the duration of the course.

Under 18s will have a booking form completed by a parent/guardian.

Emergency contact and medical information to be available to the SI and instructors.

Students (parents for children's courses) will receive joining instructions prior to the course to include any Health & Safety issues, appropriate clothing and buoyancy, aims and objectives.

Students will be kept informed of progress throughout the course.

Powerboat courses will only be delivered to students over 16 years age

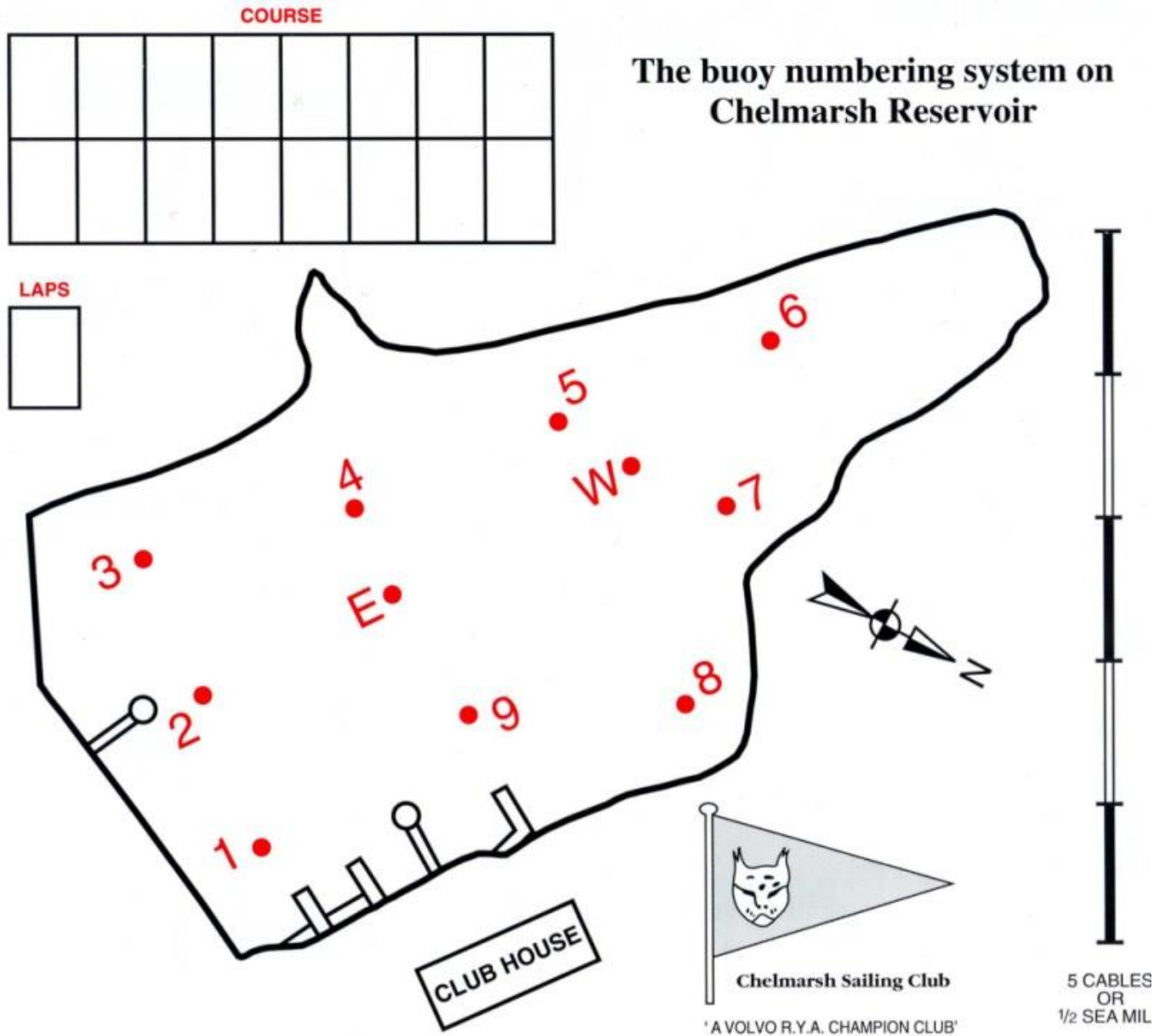
Students will be requested to complete a feedback form upon completion of a course and encouraged to provide feedback to improve the standard of training delivered by the club. An example of feedback form is in Appendix 6.



# Chelmarsh Sailing Club

## 5. Operating Areas

The club is permitted access to the entire area of the Chelmarsh Reservoir for sailing purposes (except for the areas directly beneath the bridges to the inlet and outlet towers). The SI running the course may decide to limit the Operating Areas that is available for teaching purposes. If (s)he wishes to do so (s)he must inform the instructors accordingly.





## 6. Boats and Equipment

### 6.1 Dinghies

The following dinghies are owned by the club and are available for dinghy instruction. When the boats are not been used for teaching, they are able to be hired by recent students:

- 4 x Toppers Spars, sails, foils and ropes stored in the containers
- 6 x Laser Pico Spars, sails, foils and ropes stored in the containers
- 2 x Feva Sails in training room
- 2 x GP14 with reefing points. Equipment stored in boats/training room
- 3 x Xenon with reefing points, furling jibs Equipment stored in boats/training room
- 5 x Hartley12 Equipment stored in boats/training room
- 1 x RS Q'BA Sail in container

### 6.2 Powerboats

- 2 x 'Jaffa' Rigiflex Safety boats (Orange), with outboard engines and tiller steering. One of these boats is stored in the green shipping containers adjacent to the eastern slipway access point. The other boat is stored in the dinghy park with the engine stored in the shipping container and engine cowl in workshop. Keys for the containers are kept in the clubhouse.

**NB Kill cords and a spare kill cord are kept on the boats**

- 1 x 'Jaffa' Rigiflex Safety boats (Orange), with outboard engines and centre console wheel steering. This boat is stored in the green shipping containers adjacent to the eastern slipway access point. Keys for the containers are kept in the clubhouse.

**NB Kill cord is kept on the boat, ignition key stored in clubhouse desk**

- 1x Orkney Committee Boat. Kept on the water, with an engine fitted.

**NB Kill cord is kept on the boat, ignition key stored in clubhouse desk**

- Fuel tanks for all club powerboats are stored in a locked metal fuel bunker by clubhouse steps. Smoking/naked flames are not permitted in area of fuel storage (carpark is designated smoking area). The keys to gain access to the store are kept in the club house.

### 6.3 General Boats & Equipment

- Safety boats should be launched and made ready for use before training boats are on the water.
- Safety boats, dinghies and boats used by students must be checked by instructors before going afloat.
- All dinghies must use mast head floatation on beginners' courses, these are stored in containers, bosun's store and training room. Use extra buoyancy when reefing.
- Any issue with any craft must be reported to the SI and written in the defects log book.
- Defect log book is kept in the signing on desk by the car park entrance door.
- Equipment for man over board training is tyre tied to a fender stored in bosun's store
- All race buoys on the reservoir can be used for training, but should not be moved. Additional buoys are available in containers and bosun's store and weights (chains and mud anchors) by pontoon steps.



## 7. Safety

### 7.1 General

- Health and Safety Policy is attached to this document – Appendix 1
- Risk assessments have been carried out and are found in this document – Appendix 3.
- Any persons who are on the water or any of the pontoons, walkways, jetties or slipways are required to wear a properly fitted and fastened buoyancy aid providing a minimum standard of 50N buoyancy for adults or appropriate for age/weight for children. Club have a selection of buoyancy aids in the training room which are available for use of students whilst under instruction.
- SI, DI or Coach shall give a safety briefing prior to the commencement of any training courses to instructors and students, an example of areas to be covered in attached to this document – Appendix 5

### 7.2 Use of powerboat for safety cover/dinghy instruction-

**All persons involved in providing safety cover from powerboats must remember that they have the potential to cause death or serious injury.**

- All power boat drivers must be on the club list of authorised power boat operators, hold a level 2 powerboat licence or be under the direct instruction of a power boat instructor.
- All powerboats have kill-cords which must be checked prior to sessions – these **MUST** be worn around the operator's leg in accordance with RYA guidelines at all times when the engine is running.
- Recovering people from water – always switch off engine when in close company to someone in the water.
- Safety boat crew must wear buoyancy aids and be wearing suitable clothing to enter the water if necessary.
- Entrapment – if entrapment is suspected right the boat ASAP – usually the dagger board will provide the best means of achieving this. You may need two people to do this.
- All instructors/ helpers with children must be familiar with the child protection policy of the club and the Code of Practice. A copy is included in this document.
- Instructors must be familiar with Emergency Action Plan, a copy of which is included in this document. A copy of the Emergency Action Plan is displayed downstairs by the training room.

## 8. Communications

Short range VHF radios are available for use and are kept in the galley.

Instructors should ensure that they are set to the same channel before issue, and operators are aware of their operation and the channel in use. Do a radio check before launching.

All instructors are required to carry a whistle with them whilst they are on the water. This may be used to attract the attention in the case of an emergency. It may also be used as an efficient fog warning signal.





## 9. Training Operating Procedures

Chelmarsh Sailing Club undertakes to provide a safe environment for all those undertaking training at the centre and for those who are involved in the delivery of that training. It is therefore essential that everyone involved in the delivery of training understands the roles and responsibilities of each member of the team before, during and after any training takes place.

### 9.1 Before/During

- SI/Coach checks weather forecast.
- Front and back doors are unlocked (these are fire exits).
- SI/Coach checks condition of pontoons/slip-way and may delegate need for brushing/washing down.
- SI/Coach supervises preparation of classroom and teaching resources.
- SI/Coach delegates preparation of safety craft/manning with instructors.
- Safety Boats to carry kill cord & spare, boat hook, first aid kit, knife, paddle, bailer/bucket, towing warp, fire extinguisher, tool kit, map of sailing area, anchor and buoyancy float.
- SI/Coach to brief instructors and students on no smoking areas-fuel store, boats, pontoons, clubhouse, etc. Smoking area to north of clubhouse (in the car park) – for example see Appendix 5
- SI/Coach to issue VHF radios to safety boat team and at least one instructor per course if multiple courses are being run and one retained for SI/Coach
- SI briefs instructors on roles/activities for day, course syllabus to cover, prior student progress, etc
- SI/Coach/Instructor briefs students on the days training programme.
- SI/Coach allocates students to boats and instructors ensuring that the RYA ratios are met.
- SI/Coach Keep a register containing the details of all those afloat – This is to be displayed on Training Room white board.
- Instructors check the students for suitable clothing and buoyancy aids.
- Students wear their buoyancy aids on the outside of all other garments.
- Instructors check the boats for buoyancy and correct rigging.
- SI/Coach decides when to reef sails or delegates decision to individual instructors.
- Instructors supervise the students allocated to them and are responsible for their well-being.
- SI/Coach designates the area of sailing.
- SI/Coach demonstrates the communication signals "Come to me" and "Return to shore."
- Throughout the training the SI will monitor the number of boats / users that are on the water.
- The key for the padlocks on the fuel bunker is kept on the general key bunch in the foyer of the club
- Check the fuel tank contains sufficient fuel for the day's duty.
- Fuel tanks are always refilled next to the fuel bunker and never nearer than 20m from the reservoir, no smoking or sources of ignition allowed near to fuel store or during refuelling.

Cont...





- A First Aid box for safety boat is collected from the cupboard in the lobby.
- The fuel tank is secured to the safety craft.
- The engine is turned off when near to personnel in the water.
- Priority is given to rescuing people and not their boats.
- Personnel not wearing a wet suit/dry suit who are wet are taken ashore as soon as possible
- Anyone injured is taken ashore and the injury reported immediately to the SI/Coach/Person in charge who takes action. The safety craft returns to duty. There is a large sack next to the phone that contains dry blankets for use with casualties that may be suffering from hypothermia etc.
- The safety craft is not to be driven close to the edge of the reservoir, use a throw line to retrieve boats near a lee-shore.
- Details of emergency telephone numbers, map co-ordinates & post code are to be found next to the phone in the foyer.

## 9.2 After

- Return the fuel tanks to the fuel bunker
- Put away safety boats and lock containers. Committee boat to be left on pontoon, bow to reservoir with engine in raised position and covers fitted, key stored in clubhouse foyer desk.
- Secure the padlocks on the fuel bunker
- Return the First Aid box to the cupboard in the lobby.
- Check correct stowage/put away of all sailing dinghies
- VHF radios returned to galley
- Report any defects in the Technical Defects Book.

## 10. Reporting of Near Misses, Incidents and Accidents

Details of all accidents that occur on site **must** be recorded in the club's Accident Book. The Accident Book is kept in the chest of drawers in the foyer at the club.

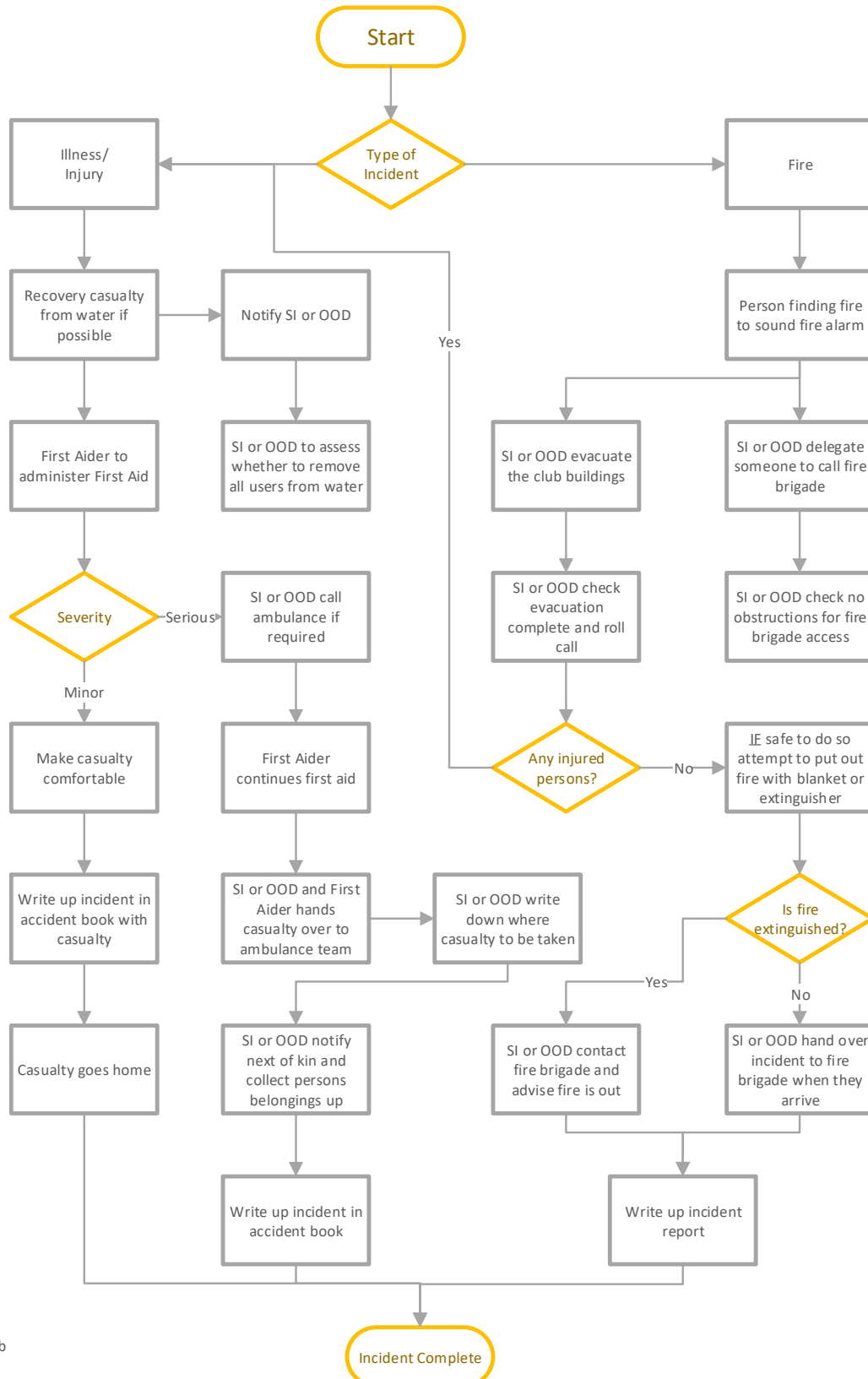
The Principal of Training should review the book periodically and take appropriate action so as to prevent the repetition of accidents occurring in the training environment.

Details of recommendations/remedial action taken to prevent similar accidents occurring in the future will be recorded in the appropriate places in the Accident Book/Operating Procedures amended.

A record of near misses and incidents must also be made, reporting sheets for this purpose are kept with the Accident Book.



## 11. Emergency Club Procedures



.jb



## 12. Dealing with a major incident

First priority is for the safety of participants and instructors. Then, get a statement from competent witnesses.

Remove the instructor and key witnesses from the training area to a place you can talk to them away from the press.

Produce a written statement that you can give to the press.

E.g.

*Chelmarsh Sailing Club regret to announce the death of a person following a dinghy sail training event*

*When*

*Where*

*Our deepest sympathy to the relatives etc. A full statement will be issued at 2pm tomorrow (give yourself time to collate the information).*

Do not hold a press conference.

Decide who will speak to the press.

Don't allow well-meaning but ill-informed staff to make public comments.

Try to keep a record of whom you have spoken to, who has contacted you etc.

Inform RYA Training (023 8060 4181) who can assist with compiling your statement to the press.

If the rescue services have been involved the press will have probably obtained some information from them.

If there has been a fatality the police will contact the Training Centre and inform the next of kin. Do not publicise the name of the casualty until you know this has been done, even if the press appear to know who it is.

Keep any relevant equipment e.g. buoyancy aids, logbooks etc.

## 13. Complaints Procedure

Often complaints are of a relatively minor nature, and are capable of being dealt with promptly and without the need to formally record matters. This course of informal resolution is appropriate only if it satisfies the concerns of the complainant, and it is apparent that no further action is required.

Where a complaint is not suitable for resolution as described above, or where the complainant requires further action is necessary, or that the matter should be documented. They should be advised to submit their complaint in writing, either by letter or e-mail, to the Principal of Training or other senior officer of the club.

On receipt of a complaint it must be acknowledged by return or if this is not possible, then as soon as is practicable. They should be advised as to who is investigating the matter and provided with a time frame within which they should expect a response.

The investigation should be conducted promptly and an objective response is to be provided, offering an adequate explanation and appropriate compensation if this is appropriate.

Tel: 01746 861560

Email: [info@chelmarshsailing.org.uk](mailto:info@chelmarshsailing.org.uk)

Chelmarsh Sailing Club, Chelmarsh Reservoir

Hampton Loade, Bridgnorth. WV16 6BL

[www.chelmarshsailing.org.uk](http://www.chelmarshsailing.org.uk)





## Appendix 1: Health & Safety Policy Statement

Chelmarsh Sailing Club attaches great importance to the health and safety of its instructors and students/members/visitors using the facilities provided by us. To this end the organisation aims to ensure that all activities carried out, or undertaken by its members in relation to the work of the club, are managed in such a manner to avoid, control or reduce to an acceptable level all foreseeable risks to the health & safety of any person(s) who may be affected by such activities to an acceptable level.

We will adopt and implement procedures that are compatible with and recognise the duties imposed by the provision laid out in the relevant statutory documents relating to health & safety. We will pay particular attention to the provision of:

- A healthy working environment.
- Safe and suitable resources and equipment.
- Sufficient training for instructors and members to enable them to comply with health & safety procedures.
- Risk Assessment for all aspects of work carried out by us, where we believe this is appropriate.

### Policy procedures

- To take reasonable care to avoid acts or omissions that may adversely affect the health & safety of themselves and others.
- To co-operate fully with anyone responsible for carrying out health & safety checks.
- To not intentionally or recklessly interfere with, or misuse, any resource or equipment.
- To observe at all times health & safety procedures.

### Responsibility

It is the responsibility of the Principal to ensure that health and safety policy for the training section of the club is implemented and reviewed on an annual basis and that the appropriate risk assessments are undertaken.

Senior Instructor or PowerBoat Instructor leading a course are responsible for day to day safety during training events and ensuring that training operating procedures are adhered to.



## Appendix 2: Training Section Equality Policy

### Objectives

To make sail and powerboat training an activity that is genuinely open to anyone who wishes to take part.

To provide the framework for everyone to enjoy the sport, in whatever capacity and to whatever level the individual desires, subject to courses offered.

### Policy Statement

The training section is committed to the principle of equality of opportunity and aims to ensure that all present and potential participants, members, instructors, coaches, and volunteers are treated fairly and on an equal basis, irrespective of sex, age, disability, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership, gender reassignment or social status.

### Implementation

The training section must be seen as friendly, welcoming and open to all. We may in certain circumstances have to use a common sense and practical approach with persons of a young age regarding suitability for a powerboat or sailing course. Likewise all participants must provide a declaration of fitness. They should be able amongst other tasks to assist in pulling a light dinghy and be capable of moving across a dinghy in a safe and able manner.

We reserve the right to discipline instructors and others who practise any form of discrimination in breach of this policy.



## Appendix 3: Risk Assessments

See club Risk Assessments which include training and can be found on Club Website

<http://chelmarshsailing.org.uk/downloads.html>



## Appendix 4a: Good Practice Guide

Revised Dec 2016

For Instructors, Coaches and Volunteers

This guide only covers the essential points of good practice when working with children and young people. You should also read the organisation's Child Protection Policy and Procedures which are available for reference at all times.

- Avoid spending any significant time working with children in isolation
- Do not take children alone in a car, however short the journey
- Do not take children to your home as part of your organisation's activity
- Where any of these are unavoidable, ensure that they only occur with the full knowledge and consent of someone in charge of the organisation or the child's parents
- Design training programmes that are within the ability of the individual child
- If a child is having difficulty with a wetsuit or buoyancy aid, ask them to ask a friend to help if at all possible
- If you do have to help a child, make sure you are in full view of others, preferably another adult
- Restrict communications with young people via mobile phone, e-mail or social media to group communications about organisational matters. If it's essential to send an individual message, copy it to the child's parent or carer.

You should never:

- engage in rough, physical or sexually provocative games
- allow or engage in inappropriate touching of any form
- allow children to use inappropriate language unchallenged, or use such language yourself when with children
- make sexually suggestive comments to a child, even in fun
- fail to respond to an allegation made by a child; always act
- do things of a personal nature that children can do for themselves.

It may sometimes be necessary to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the child (where possible) and their parents/carers. In an emergency situation which requires this type of help, parents should be fully informed. In such situations it is important to ensure that any adult present is sensitive to the child and undertakes personal care tasks with the utmost discretion.





## Appendix 5: Senior Instructor/Powerboat Instructor Course Briefing Checklist

- Welcome to Chelmarsh Sailing Club
- Introduction of self (time at club, experience, etc)
- Housekeeping
  - Toilets and changing rooms
  - Galley – drinks are complimentary on course (tea, coffee, squash), snacks/fizzy drinks to purchase
  - Bar area – no wet clothes
  - Training room
- Safety Rules
  - Buoyancy Aids must be worn on pontoons and on water, instructors to check fitting and buoyancy (must be minimum 50 Newton's for adults, children to suit weight/size)
  - Slipways, algae makes them very slippery, take care when using, especially just below water
  - Are you able to swim? (any weak swimmers need to be watched carefully on water)
  - Safety/rescue cover – no sailing if rescue boat not manned on water
  - Sailing area – will be set by instructors, stick within it for safety of self and rest of group
  - Signals - demonstrate
    - Whistle, hands on head – return to “home” usually pontoon
    - Whistle, one hand on head, other hand point – one boat only, come to instructor/prepare for instructor to come alongside
  - Weather precautions
    - Sun cream – risk of burning due to water reflection
    - Speak to instructor if too hot, or too cold (eg after getting wet)
    - Plenty to drink – risk of dehydration
  - Leave valuables ashore e.g. phones/keys/jewellery, lockers in training room
  - Breaks
  - Smoking – any smokers? No smoking allowed near fuel store or anywhere fuelling is taking place. Use car park area.
  - All dinghies on beginner's courses to be fitted with masthead buoyancy. Extra buoyancy to be used when reefing.
- Ask questions? - The only daft question is the one not asked....
- ENJOY YOURSELVES - It is a learning experience, but meant to be enjoyable; any concerns speak to your instructor or to me.



## Appendix 6: Chelmarsh Sailing Club Feedback Form

Please score from 1 to 5. One is very poor, three is average and five is excellent. Feel free to add comments positive or negative after your score or continue overleaf. If you score 1 or 2 then please comment further.

**Course/ Date:** \_\_\_\_\_

**Name (optional):** \_\_\_\_\_

**Joining Instructions:** score **1 2 3 4 5**

**Comments:**

**Quality of equipment:** score **1 2 3 4 5:**

**Comments:**

**Quality of instruction:** score **1 2 3 4 5:**

**Comments:**

**Facilities:** score **1 2 3 4 5:**

**Comments:**

**What can we improve on?**