



AUKAC Code of Practice & Organisation v 0.6

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Background to the Association

The Association of UK Activity Centres is a membership organisation for the not for profit, private and public sector activity centre Centres. Those joining the AUKAC agree to abide by the Code of Practice and are committed to the values and principles of the association.

The aims of the AUKAC are:

- to promote and develop best practice, safety standards, quality and value
- to facilitate collective opportunities to promote centres
- to encourage and support employment initiatives
- to encourage and provide opportunities for CPD and training
- to promote health and wellbeing through access to centres and activities
- to provide services for the benefit of members and associated communities
- to be a voice for the association, campaigning on issues that affect members

The aims will primarily be achieved by:

- adopting appropriate delivery methods, safety standards and sharing best practice
- providing service levels and standards
- providing a quality standard and value, measured by customer feedback and complaints procedures
- participating in collective initiatives
- providing HR and legal services, together with support for recruitment and training
- sharing resources and applicable information with members
- engaging in, and contributing to, a centre inspection scheme
- representation to appropriate national bodies

The AUKAC has been closely involved with the not for profit and Active Leisure sector for many years working within the Association of Scout and Guide Centres as well as some local authority and independent centres. It was formed by established activity centre representatives as a way to collectively develop opportunities and support centre staff in the development and provision of their activity centres.

Within the Active Leisure and Learning Sector there is an absence of specific legislation and the AUKAC is committed to advancing standards whilst giving due consideration to the ability of its members to not only develop their centres and resources but also work towards agreed criteria..

Quality Assurance

The AUKAC is committed to providing an efficient and effective quality service that meets high standards of delivery and customer satisfaction. Member centres work to standards that are monitored through a Quality Assurance process. Quality is central to our business ethos and members work hard to achieve good results for our customers.

Delivery of the service will be in accordance with principles of:

- delivering high standards
- delivering good customer service
- delivering value for money
- advocating management and staff development
- promoting equality and diversity
- advocating high standards of conduct and integrity

The AUKAC standards within the Code of Practice exceed those generally required by other organisations. e.g. scouting and Girlguiding, schools and youth groups etc. Centres should also ensure that their provision meets or exceeds the requirements under any rules or standards from these organisations as appropriate.

Membership

AUKAC is an open Association: any centre which is providing outdoor activity services may apply for full membership, whether it is in the private or public sector. The only requirements are that a centre can prove that they meet the criteria contained in the AUKAC Code of Practice in the event of an inspection, and that it pays membership fees as specified.

Who can become a member of AUKAC

Full membership:

Any centre, whether private, commercial, voluntary or state-run, whose main activity is providing adventure activities can apply. Acceptance for full membership is subject to the completion of a self certification that the centre meets 5 of the 7 standards (this may be subject to a routine verification inspection by a full member centre). Centres who make false claims to gain membership or fail to maintain standards may have their membership withdrawn.

Associate members

This is for organisations and bodies which do not currently meet the criteria for full membership but have considerable involvement or interest in outdoor activities. Associate members should working towards meeting the requirements of Full Membership within 2 years. Members should meet at least 5 of the 7 criteria set out below.

Criteria	Associate Member	Full Member
Turnover	up to £300k	Over £300k
Bed / Camper nights per annum	up to 15,000	Over 15,000
Size (Capacity)	up to 400	Over 400
Minimum residential accommodation	up to 30 beds	Over 30 beds
Contractual staff	To meet the standards set out in the Code of Practice	To meet the standards set out in the Code of Practice
Operating days (open 7 days a week)	Min 5 days	7 Days
Meets code of practice criteria	No	Yes
Fees	£50	£100
Voting	No	Yes
Eligible for board position	No	Yes

What are the advantages of full membership?

Full membership means that a centre has proved that it has achieved high standards in all areas covered by the AUKAC Code of Practice and can use the AUKAC logo as a Quality Mark.

Centres will be able to display the Customer Charter and information about AUKAC to show that it complies with standards and provides a level of quality.

Full member centres are listed at the AUKAC Web site (& map), which provides hypertext links to members' own home pages. Centres are listed in AUKAC publications, and up-to-date membership lists are mailed to key contacts on a regular basis.

How are standards ensured (Full membership only)?

Centre self-assessment guidelines based on the basis of its Code of Practice will be completed. These will enable centre managers to carry out an internal review of the various areas of their centre with their own staff. The process is invaluable in itself as a means of staff development and quality control. It should also point to areas which require further work if the centre is to submit itself to the AUKAC in order to become a full member of the association. The self assessment guidelines are encompassed in this document with a checklist included in Appendix 1.

To ensure standards it is proposed that an initial confirmation inspection is carried out by a full member centre inspection based on the AUKAC Code of Practice checklist. The aim of this initial inspection is to verify whether and to what extent members meet the criteria specified in the Code of Practice in all areas: in instructing, staff management, premises, advertising and meeting national legal requirements etc.

Inspectors are drawn from or nominated by AUKAC. They will have guidelines for carrying out the inspection.

Services available

Consultancy Assistance

Centres may wish to request consultancy assistance during or following self-assessment. AUKAC can provide an experienced member inspector to assist staff with the analysis of their self-assessment and to develop a plan of action.

Pre-certification visit

An AUKAC manager can visit a centre in order to carry out a pre-inspection visit using the AUKAC checklist. This will enable the centre to identify areas that may require attention. The report of the inspector concerned is, however, purely advisory.

The AUKAC Code of Practice

All full members have been admitted to membership of AUKAC on the basis of written assurances that they have been established and operate according to the national and relevant legislation on employment, accounting, advertising, hygiene, safety and insurance. (Commensurate with the Code of Practice)

Members of AUKAC endorse and uphold the Code of Practice below. The basic principles underlying this Code of Practice are:

- to promote and develop best practice, safety standards, quality and value
- to facilitate collective opportunities to promote centres
- to encourage and support employment initiatives
- to encourage and provide opportunities for CPD and training
- to promote health and wellbeing through access to centres and activities
- to provide services for the benefit of members and associated communities
- to encourage and support members of the ASGC
- respect for the legal constitution of AUKAC
- fair dealing with clients, students and staff
- truthful advertising and information to members of the public

The AUKAC Code of Practice has standards for:

- Documentation and information
- Administration and registration
- Customer service
- Activities
- HR systems and processes
- Recruitment, training and qualifications
- Operational management
- Health and safety

Centres are required to carry out routine periodic self assessment checks against the code and certify that they meet or exceed the standards required, where applicable, for the delivery of activities. Generic standards are included and members are expected to achieve or exceed these. These standards are consistent with NGB guidelines where applicable. AUKAC membership indicates to customers that members have a range of measures in place to provide centres operating best practice, safety, quality and value.

The detailed information and requirements within the different heading and appendices will vary from centre to centre. Full members undertake to use this information to inform and support the development their own Code of Practice.

Documentation & Information

Preamble

Members are committed to providing opportunities for outdoor activities of high quality and within a clearly organised framework. (Delivery mode and centre structure)

Members undertake not to discriminate in any way against customers, staff or volunteers on the grounds of race, religion, sex, disability, age or sexual orientation.

Members take all reasonable steps to ensure the welfare and safety of their customers while they are on centre premises. In addition, members make reasonable provision for customers with additional needs.

Members have a clearly specified procedure for dealing complaints. When necessary, cases are referred to the AUKAC complaints procedures.

Members have documented operating procedures for the services and programmes they offer. Where applicable these will be in the form of SOPs/templates.

Centres are required to fulfil their statutory obligations.

Documentation

Centres should have public and employer liability insurance cover together with any other specific insurance that may be required at their centre. Details and copies of current certificates should be displayed and available for inspection.

Document / Information	Evidence / Standard
H&S Policy	Displayed / available on web
Equality & Diversity Policy	Displayed / available on web
Environmental policy	Displayed / available on web
Accident book / record	Available and used
Accident reporting system	SOP / systems / Guest / staff handbook
Public Liability Insurance current and displayed	Displayed
Employer Liability Insurance current	Displayed
Complaints procedures	Documented
Mission Statement (if applicable)	Documented
I.T. Policies (Data, email, web etc)	Documented
Fire Equipment service record	Contract / Engineer report
Television License	Licences
Motor Vehicle Test Certificates & Insurances	Certificates
Performing Rights Society Licence (PRS)	Letter / invoice / licence
First Aid Certificates recorded	Copies of certificates
Food Safety / Hygiene Inspection rating	EHO certificate
Evidence of VAT status	Vat Number
Customer service charter	Displayed

The AUKAC Customer Charter

Member centres undertake to provide the following:

A high standard of activities which reflects the relevant NGB or industry standard.

To provide facilities and where appropriate residential accommodation to an acceptable standard and to ensure all members of staff are suitably experienced or qualified to undertake their role.

Member's advertising, promotional material and course information follow advertising standards, are factual and give a clear and truthful account of their facilities, services and activities and other activities.

All prices mentioned in advertising and other information specify clearly which services are included in the price and which are available at additional cost.

Members employ administrative staff and instructors who have appropriate training (or are appropriately trained or qualified), qualifications and experience according to norms for the work in question.

To provide fair terms and conditions of employment including salary, length of contract, working hours, holiday entitlement, sickness, maternity, paternity, family and compassionate leave, pension and severance pay where relevant and procedures for dealing with staff grievance and disciplinary issues

Members provide all staff with appropriate workspace and the facilities for them to carry out their duties effectively, as well as relevant opportunities for training and development within and outside working hours

Management & Administration

Centres should describe fairly and accurately the accommodation, facilities and amenities available and the activity programmes offered.

Centres should indicate clearly that in the interest of safety it may, on occasion, be unavoidable to cancel or modify advertised activities, due to adverse weather conditions or unavailability of staff.

Where there are pre-entry requirements for participants in particular activities the provider should ensure that these are clearly stated and agreed to.

Centres should inform groups or individuals, prior to their arrival, if any special rules apply and of any special clothing, equipment or bedding which should be brought by the participants commencing visit.

Centres should make clear to all prospective participants details of charges and any additional costs clearly stating whether VAT is included or not. Acknowledgement of bookings, detailing costs, should be in writing.

Document / Information	Evidence / Standard
Brochure and prices lists available	Available for inspection
Data recording and protection in place	Policy and controls
Operate a signing in / security process	SOP and records available
Centre brochures / advertising materials	Available for inspection
Supplementary publicity on different events / activities	Available for inspection
Booking forms, dates and fees	Available for inspection
Office hours and availability of staff	SOP / notices
Customer handbook, information, rules etc	Available for inspection
Map of centre showing key locations	Available for inspection
Details of activities	Available for inspection
Current insurance certificates	Public and employers together with any others
Payroll records	Available for inspection
Financial and legal documents to be specified.	

Customer Service

Centres should deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from participants.

Centres should have in place a documented system for collecting and acting on feedback.

Document / Information	Evidence / Standard
Customer feedback forms	Available for inspection
Customer feedback / complaint procedures	Displayed / available on web
Customer feedback analysis and targets	

Participants Welfare

At all times during the visit, responsibility for the supervision and welfare of participants under 18 years of age should be clearly defined and agreed in advance with the leader, teacher or parent.

When permanent sleeping accommodation is provided for under 18's, appropriate and responsible adults should reside on site during any period during the provision and provide supervision as required.

Centres should enquire whether potential participants have any special needs (e.g. dietary or medical treatment) or particular physical or psychological conditions (e.g. learning difficulties) and ensure that all such information is clearly communicated to all relevant staff, especially those leading activities.

Centres should have regard to the potential psychological as well as the physical effects upon participants in adventure activity programmes and take appropriate measures to safeguard their emotional as well as their physical welfare.

Activities

Centres should have appropriate documented operating procedures to ensure that activities are delivered to a high standard, safely:

Document / Information	Evidence / Standard
Activity risk assessments up to date and published	Published on website or available at centre
Equipment testing / inspection records	Training matrix / records
Equipment storage	SOPs completed
Operating procedures	SOPs completed
Activity session plans	Available
Training session plans	Available
Deployment systems and record	SOPs and systems
Activity observation records	Training matrix / records
Training records	Training matrix / records
Suitably qualified staff	Training matrix / records
School syllabus and guidelines (if necessary)	

Activity Equipment

There should be a secure store for all archery and air rifle/pistol equipment and any other potential hazardous items. Such equipment should be kept in the store at all times when it is not supervised by a member of staff.

Activity Management and Staffing

Centres should maintain written operating procedures / session plans for each activity programme they offer. Operating procedures should be appropriate to the site or range of sites used and the level at which the activities are undertaken. Operating procedures should define the competencies, qualifications, and/or experience required of staff undertaking different levels of responsibility within the programme.

Centres should ensure that the chain of responsibility for the management of each activity programme is clearly defined and that there is in place a well understood system of reporting and accountability. Staff identified as having any level of management responsibility for a particular programme should possess the competencies, qualifications and/or experience required for the discharge of this responsibility, as defined in the provider's operating procedures.

Centres operating procedures should be fully consistent with industry guidelines, where these have been established, and with National Governing Body Guidelines, where these are relevant to the safe conduct of the activity at the level undertaken.

Staff competencies should be confirmed by the possession of NGB qualifications and copies of certificates held on file, where appropriate. Any in-house assessments of staff competence in activities within the remit of a recognised NGB should be monitored by persons appropriately qualified with the NGB to undertake this role.

Periodic formal observations should be made of activity staff to ensure delivery standards are maintained. Where appropriate instructors should be given feedback and develop personal action plans to ensure standards are maintained.

Management should ensure that sufficient equipment is used in all activities and that it is safe, appropriate, correctly sized and fit for the purpose intended. Where applicable, equipment should meet the appropriate UIAA, BSI, BMIF, CEN or other relevant nationally accepted safety standards.

Equipment use and condition should be subjected to frequent check and the results recorded in an equipment log. Facilities and equipment should be checked to ensure it is safe prior to use.

HR systems and processes

Recruitment, training and qualifications

Document / Information	Evidence
Staff personal files up to date and secure	SOP and checks
Contracts available	Copies of contracts
Organogram easily available for new staff	Printed and available
Key job descriptions	Printed and available
Induction information available	Copies of programme and records
Staff lists, records of employment	Files checks
DBS Records maintained	SOP and records
Induction pack & checklist available	Information pack available
General Information File	Reception folder
Training manual	Manual available
Staff qualifications up to date	Records / matrix up to date
Staff training records	Records / matrix up to date
Staff handbook	Current version available
Recruitment, staffing and management	SOP
Staff induction / training / assessment	Records / matrix up to date
Sickness / Annual Leave record	Forms available
Self Certification Form	Forms available
Appraisal forms and procedures in place	Forms available
Request for Family Leave	Forms available
Holiday Booking Form	Forms available

It is essential that all senior employees have been interviewed face to face. Other employees should be interviewed where possible. Evidence should be available that at least two references have been taken up for all on-site staff.

All employees should be asked to declare criminal offences which are not covered by the 1974 Rehabilitation of Offenders Act (e.g. on their employment application form)

All UK staff in contact with children, or resident on site, should have their criminal history checked at enhanced level with the Disclosure and Barring Service (DBS) to ensure suitability to work with children. Wherever possible, similar police checks should be carried out on non-UK staff.

It is essential that there is someone aged 21 years or over in the management team who is on call on site. It is essential that activity sessions are led by a group instructor who is aged 18 years or over. In exceptional cases, though, 16 or 17 year olds can be employed as assistant instructors, provided they hold the full relevant NGB award and have been assessed as sufficiently mature and competent for the role by an authorised person and work under supervision. Where under-18s are engaged the organisation should ensure that risk assessments reflect the risk.

There should be at least one residential member of staff or supervising adult (e.g. party leader) of the same sex as participants sleeping in the close proximity of those participants.

Induction/Training/Competence

All staff should take part in an 'Induction Process' that conforms with the AUKAC Introductory Training Standards for Centre Staff.

Members should maintain a written record of the induction, training and monitoring of each member of staff. These records should be available on site, and in cases where staff are redeployed to other sites the records should be transferred at the same time as the staff member.

Centres should maintain a policy for the recruitment, training, assessment and management of staff. This policy should ensure that all staff with direct involvement in the supervision of participants possess appropriate personal qualities and communication skills, and are assigned to duties within their proven competence as defined by the Centre's operating procedures.

A full list of staff with qualifications and responsibilities should be maintained.

Centres should take all reasonable steps to check for relevant criminal history of all staff.

Operational management

Document / Information	Evidence
First aid procedures in place	SOP and records
Procedures for reporting maintenance problems	SOP and records
Fire test and drills completed regularly	Records
Vehicle service records up to date	Records
Minibuses, seatbelts, MOT and insurance	Certificates, records and checks
Driving licences	Copies on file
Fire safety notices	Relevant and informative
Accident and emergency notices	Relevant and informative
First Aid kits are fully equipped	Records and checks
Suitably qualified staff	Records and certificates
Activity guidelines (printouts available)	Materials detailing what activities consist of
Gas certificates	Available
Centre risk assessment up to date and published	Published and available
Electrical Inspections	5 yearly certificated
Centre signage	Relevant and informative

Vehicles

All vehicles used by Members for transporting participants on public highways should be in roadworthy condition and meet the requirements of the law. They should be taxed and insured, have a current MOT certificate, service record and maintenance log book. All other vehicles should be safe, fully maintained and fit for the purpose intended.

Vehicles should carry a fire extinguisher and correctly stocked first aid kit.

Where vehicles have more than 8 but fewer than 18 seats, including the driver, it is a legal requirement that a Passenger Carrying Vehicle (PCV) Operators Licence is held if the vehicle is being used 'for hire or reward'. For schools and charitable organisations, the requirement is for a Small Bus Permit.

The HSE recommends that where participants are being transported by vehicle, a particular risk assessment should be conducted. This should take account of participants supervision when, in particular, only one supervising adult is present as the driver of the vehicle.

Accommodation & facilities

All accommodation and buildings, fixtures, furnishings, fittings and decorations are required to be maintained in sound, clean condition and to be fit for the purpose intended. (Details of specific requirements for permanent, residential centres are detailed in Appendix 2)

Contracting in

Whenever an accredited provider buys in, or otherwise obtains services or facilities from another establishment or individual, all such sub-contractors should comply with the Code of Practice if the provider's accreditation is to remain valid.

Health and safety

Centres should encourage a culture which is conducive to safety. Also staff should display sensitivity to the needs and abilities (special needs) of all participants. Activities should be conducted with flexibility and discretion taking account of variables such as weather conditions and the needs of the participants.

Document / Information	Evidence
H&S Poster	Displayed and completed
Fire Instructions	Displayed are required
Location of First Aid Boxes	Map / list available
Fire Extinguishers	Map / list available and maintenance contract in place
Fire precautions - Testing & Servicing	Regular checks and records
Health & Safety	Compliance register (section on its own!)
Emergency Contact / Medical Information	Up to date lists / records
Accident Report Procedures	SOP and records
List of First Aiders	List and certificates on file
COSHH File	List of substances and controls
Health & Safety Handbook	Handbook
Security procedures in place	SOP and records

It is a legal requirement of the Health and Safety at Work Act 1974 (Section 2 (3)) that there is a written Company and Centre Safety Policy Statement for each site, with respect to the organisations and the arrangements for the time of enforcement to ensure safety. When drafting a safety policy the HSE recommends that it:

- States the organisations general policy on health safety
- Describes the organisation and arrangements for carrying out the policy;
- Brings the policy to the notice of all employees
- Revises the policy whenever appropriate, bringing each revision to their employee's attention.

It is a legal requirement for all employers to make an assessment of any risks to workers and any others who may be affected by their undertaking. For employers with five or more employees records should be kept of significant findings. Note that this applies to every aspect of members' operations, not just activities.

For every activity provided at their sites, members should make a risk assessment. From this risk assessment, members' local operating procedures should be produced for each activity.

Members should also conduct a risk assessment for informal activities that may take place, for example evening activities or day time filler activities between scheduled sessions.

Members should give due regard to the security of the sites they use.

An accident and incident log book system should be maintained. The accident log should show the following information: date, time, name of person injured or ill, general description of injury/illness, description of treatment (if administered), name of person evaluating or treating. The incident log should show the following information: date, time, description of near miss, action taken to prevent recurrence, name of person making log entry.

The reporting of Injuries, Disease and Dangerous Occurrences Regulations (1995) (RIDDOR) requires members to report accidents and ill health to their local authority's environmental health department or direct to the Incident Contact Centre. (See details at 15). Records of such incidence should be kept for three years after occurrence.

Centres should maintain written accident and emergency procedures, including written procedures for contacting next of kin. On-site written records should be kept available at all times containing details of emergency telephone numbers and addresses of participants (or guardians). All staff should be practiced and competent in accident/emergency procedures.

Centres should maintain and review on a regular basis an accident and 'near miss' log book or appropriate recording system. These should specify any illness/injuries incurred and the measures taken to avoid recurrences.

Centres should ensure that, whilst in their care, all individuals or groups have ready access to at least one responsible person with a current nationally recognised First Aid qualification. Where groups are unaccompanied, at least one member of each group should be trained in emergency procedures and carry appropriate equipment.

Fire Risk Assessments

Fire Risk Assessments - The Regulatory Reform (Fire Safety) Order 2005

Fire drills should be carried out before the first overnight stay and it is essential that a Fire Drill Log Book is kept.

All marked Fire Escapes should be accessible and there should be at least one Fire Exit in addition to the Main Entrance, unless otherwise directed by the Fire Officer.

There should be an adequate number of Fire Exits from all sleeping floors as directed by the Fire Officer and all Fire Exit signs should be clearly visible. All Fire Extinguishers, Alarms and Detectors should be regularly checked and proof of this provided.

First Aid

It is essential that site staff have full knowledge of how to contact the local doctor/hospital in an emergency.

There should be a correctly stocked First Aid Box on-site and with any group going off site, containing a checklist of contents appropriate to the activities concerned and replacement procedure for items used.

It is recommended that there is a First Aid Treatment Area with running mains water of suitable quality available.

Comprehensive accident and incident records should be taken at the time and retained.

Appropriate procedures should be in place to ensure that all accidents and incident reports made at the centre are reviewed by the centre management and H&S committee and that appropriate action is taken.

At all times, whether on or off-site, participants should have access to staff who have undertaken at least a first responder course.

Appendices

Appendix 1 Internal audit check for AUKAC Centres

Description	Y	N	N/R	In Prog	Comments
Documentation					
H&S Policy					
Equality & Diversity Policy					
Environmental policy					
Accident book / record					
Accident reporting system					
Public Liability Insurance current and displayed					
Employer Liability Insurance current					
Complaints procedures					
Mission Statement (if applicable)					
I.T. Policies (Data, email, web etc)					
Fire Equipment service record					
Television License					
Motor Vehicle Test Certificates & Insurances					
Performing Rights Society Licence (PRS)					
First Aid Certificates recorded					
Food Safety / Hygiene Inspection rating					
Evidence of VAT status					
Customer service charter					
Staff charter					
Information charter					
Management & Administration					
Brochure and prices lists available					
Data recording and protection in place					
Operate a signing in / security process					
Centre brochures / advertising materials					
Supplementary publicity on different events / activities					
Booking forms, dates and fees					
Office hours and availability of staff					
Customer handbook, information, rules etc					
Map of centre showing key locations					
Details of activities					
Current insurance certificates					
Payroll records					
Financial and legal documents to be specified.					
Customer Service					
Customer feedback forms					
Customer feedback / complaint procedures					
Activities					
Activity risk assessments up to date and published					
Equipment testing / inspection records					
Equipment store					
Operating procedures					
Activity session plans					
Training session plans					
Activity observation records					
Training records					
Suitably qualified staff					
School syllabus and guidelines (if necessary)					

H.R systems and processes					
Staff personal files up to date and secure					
Contracts available					
Organogram easily available for new staff					
Key job descriptions					
Induction information available					
Staff lists, copy contracts, records of employment					
DBS Records maintained					
Induction pack & checklist available					
General Information File					
Training manual					
Staff qualifications up to date					
Staff training records					
Staff handbook					
Recruitment, staffing and management					
Staff induction / training / assessment					
Sickness / Annual Leave record					
Self Certification Form					
Appraisal forms and procedures in place					
Request for Family Leave					
Holiday Booking Form					
Operational Management					
First aid procedures in place					
Procedures for reporting maintenance problems					
Fire test and drills completed regularly					
Vehicle service records up to date					
Minibuses, seatbelts, MOT and insurance					
Fire safety notices					
Accident and emergency notices					
First Aid kits are fully equipped					
Suitably qualified staff					
Activity guidelines (printouts available)					
Gas certificates					
Centre risk assessment up to date and published					
Electrical Inspections					
Safety and Security					
H&S Poster					
Fire Instructions					
Location of First Aid Boxes					
Fire Extinguishers					
Fire precautions - Testing & Servicing					
Health & Safety					
Emergency Contact / Medical Information					
Accident Report Procedures					
List of First Aiders					
COSHH File					
Health & Safety Handbook					
Security procedures in place					

Completed By:.....

Date:.....

Appendix 2 Example Accommodation Standards for Permanent Residential Centre's

It is recognised that not all establishments will provide residential and / or tented accommodation and that on many occasions activities will include periods of residence in outdoor areas, houses, lodges, huts, under canvas, etc.

Residential accommodation should meet the following requirements.

- adequate provision for the storage of clothes, rucksacks and other outdoor equipment.
- at least one wash basin (with H & C) for every 10 participants in close proximity to sleeping areas.
- accommodation should be adequately heated (unless otherwise advertised)
- sleeping areas to have at least one external window that opens providing ventilation
- at least one bath or shower (with H&C) for every 15 people and one WC for every 10 people in close proximity to sleeping areas
- bathroom windows to have opaque blinds or equivalent
- sleeping areas should be adequately lit
- provision for luggage storage
- provision for drying of clothes
- arrangements for safe keeping of valuables
- arrangements for sick/infirm participants
- at least 30" between the sides of each bed or set of bunks and adequate space to allow for reasonable access.

Tented accommodation (with bunks) should meet the following requirements.

- adequate provision for the storage of clothes, rucksacks and other outdoor equipment.
- access to washing facilities (with H & C).
- centre provision for luggage storage
- centre provision for drying of clothes
- centre arrangements for safe keeping of valuables
- centre arrangements for sick/infirm participants
- at least 30" between the sides of each bed or set of bunks and adequate space to allow for reasonable access.

Tented accommodation should meet the following requirements.

- adequate provision for the storage of clothes, rucksacks and other outdoor equipment.
- access to washing facilities (with H & C).
- centre provision for luggage storage
- centre provision for drying of clothes
- centre arrangements for safe keeping of valuables
- centre arrangements for sick/infirm participants

Where the word adequate or reasonable are used these will need to be considered in the context of the provision, customers and services offered.

Appendix 3 Example Activity Standard – Archery

Activity area:	Marked area outdoor or indoor.
Minimum Staffing Level:	1 instructor.
Staff/pupil ratio:	1:12 (1:3 when firing).
Staff Qualifications:	GNAS Leader award.
Maximum number of participants:	12
Role of accompanying adult:	To provide discipline and supervision of group in the safety area.
Equipment required:	
<ul style="list-style-type: none">• Activity:• Clothing:• Safety:• Ratio participants/equipment:	<p>Bow, arrows, bosses, target faces.</p> <p>Long sleeved top and trousers, no external jewellery or large rimmed hats, no flip flops or sandals.</p> <p>Arm bracer, waiting/shooting line marked.</p> <p>1:1 whilst firing on the first go.</p>
Variance:	
Adverse weather conditions. In the event of an incident/accident all participants should vacate the activity area.	

Appendix 4 Example Activity Structure – Archery

	Instructor tasks	Session notes
Pre-session	The bows and arrows are to be kept in a secure store away from the range; these should be collected before the session starts and set out as required.	Prior to the session beginning, the instructor should find out which group will be participating, the number in the group and ages. Reference should also be made to any special medical or behavioural needs information.
Start of Session	The instructor should meet the group at the range at the correct time and introduce themselves. They should take a head count to ensure everyone is present, and check that everyone is wearing appropriate clothing. Those who require inhalers should have them with them.	On arrival at the archery range, the instructor should carry out a visual safety check and equipment to include the bosses, stands, faces, quivers, bracers, bows and arrows. (Safety inspection)
Safety briefing	The safety brief should include the following: Appropriate clothing (arms and legs covered) Appropriate footwear in flat shoes or trainers. No sandals Large earrings and facial jewellery removed Long hair tied back or tucked into sweaters Waiting line and its importance Shooting line and its importance 'Stop' or 'Fast' commands Arrows should always point down the range Range discipline and etiquette Correct technique Equipment safety	On arrival at the archery range participants are taken through the safety rules relating to the range, and are introduced to the equipment they will be using. Correct technique is described and demonstrated
Delivery	The group is split into teams, one team per target. For each participant's first attempt they are given three arrows. They are talked through the first shot by the instructor; they shoot the second one under the supervision of the instructor and then shoot the third in their own time, if the instructor is confident of their ability to do so. The instructor should check that the range is clear before allowing any shooting.	The instructor (with participants) will collect all arrows from all targets in one visit to the target line. This will occur when all arrows have been fired and shooting stopped. No further shooting will take place until the instructor has returned safely behind the shooting line, and all arrows have been accounted for.
	Once all participants have had their initial three practice shots they will be given another set of three arrows which they can shoot at their own pace. The number of arrows will be increased slowly as the archers' technique improves. A less able group may not progress to higher numbers of arrows at each visit as quickly as a more able one.	The instructor can introduce a scoring system at any time. The central gold ring is worth 100 points, decreasing by 20 points for each subsequent coloured ring out to the edges of the target. The introduction of scoring is at the discretion of the instructor, if they think there is a possibility an individual may not achieve any score at all.
	As the session progresses, participants should be encouraged to evaluate their own performance and work towards improvement through concentration on technique. The instructor should be ever vigilant to assist an individual in this improvement by offering appropriate coaching. An archery session will typically end in some form of game.	This will be equally accessible to those of higher and lower ability. The introduction and type of games played at the end of the session is at the instructor's discretion. They may or may not follow the standard scoring system, and may be individual or team challenges.
End of Activity	At the end of the session the participants should be dismissed to prepare for their next activity. The instructor should report any problems to the (appropriate person), and ensure the equipment is returned to its secure store ready for the next instructor. Faulty or broken equipment should be removed from service. Further, all logs should be completed.	Bows require de-stringing at the end of the day.

Appendix 5 Relevant legislation

Whilst the list below is not intended to be exhaustive, centres will be expected to demonstrate compliance with the following areas of legislation where appropriate.

Planning permission
Fire Certification - Fire Officer Recommendations
Food Safety Hygiene
The Children Act 1989
Road Transport
EC Travel Package Directive

And the following Health and Safety Legislations:

Health and Safety at Work Act 1974
The Management of Health and Safety at Work Regulations 1992
The Health and Safety (First Aid) Regulations 1981
The Reporting of injuries, Diseases and Dangerous Occurrences Regulations 1985
The Electricity at Work Regulations 1989
The Health and Safety Information to Employees 1989
The Workplace (Health, Safety and Welfare) Regulations 1992
The Provision and Use of Work Equipment Regulations 1992
The Personal Protective Equipment at Work Regulations 1992
DDA, DSE etc

Northern Ireland: For information on the relevant Northern Ireland Legislation please contact the Sports Council for Northern Ireland or the Northern Ireland Tourist Board.