



Association of UK Activity Centres

An AUKAC membership gives you more than just credibility and recognition – it connects you to a community of professionals within the sector who are passionate about delivering quality and safety.

The AUKAC offers you an unrivalled range of benefits that can help you develop yourself, your career and your centre, so take a couple of minutes to find out how to get the most from joining.

Background

The Association of UK Activity Centres is a membership organisation for the not for profit, private and public sector activity 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 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.

Membership

AUKAC is an open Association: any centre which is providing outdoor activity services may apply for membership, whether it is in the private or public sector. To apply for membership, go to the website www.aukac.org.uk and fill in the application form and email to admin@aukac.org.uk.

Types of membership

There are currently two levels of membership

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 the standards (this may be subject to a routine verification inspection by a full member centre).

Full membership says more about the professional standing of your centre and the ability to deliver consistent standards. It also offers the opportunity to increase the marketability of your centre through the charter and collective marketing campaigns, such as advertisements, wide distribution of flyers and circulation of mailing lists etc.

Associate membership:

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. Full members should meet at least 5 of the 7 criteria set out below.

Type of membership and relevant criteria

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

We would encourage those centres that do not initially meet the criteria for full membership to join as associate members and work towards achieving standards for a higher membership level.

The membership levels and standards will be reviewed annually. This will take account of the range of centres joining and the benefits and services that can be provided for each level of membership.

Centres that can show they meet the standards audit requirements but not the full member criteria above can be considered for full membership subject to board approval.

What are the advantages of full membership?

Full membership means that a centre has provided evidence that it has achieved high standards in all areas covered by the AUKAC Code of Practice.

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.
- can opt to be actively promoted in AUKAC publications and adverts.
- have centre details circulated to key contacts on a regular basis.

What is the cost?

Membership is payable annually

- Full member centres £100
- Associate member centres £25



Member Services & Benefits

Offering a wide range of practical professional resources, AUKAC membership will not only enhance your centre, but help ensure that your service and standards take your professional practice to the next level and beyond.

Access professional networks

The AUKAC gives you plenty of networking opportunities, visits to other centres, contact and support with other managers, face-to-face and national events.

Technical, legal, Safety and HR support

Your AUKAC membership provides you with a wealth of free support from members within the association on a range of topics.

Web support

You can download a range of templates and good practice guides together with audit and assessment checklists from the members section of the website.

Mentoring

If you need additional support we can offer the help of a mentor. We can offer personalised guidance on a range of both business and personal topics. Such as, business performance and development, career and skill development or specific issues

Training

We are able to offer a range of training opportunities for managers and staff.

Newsletters

Regular updates on current issues, HR, Safety, and opportunities.

AUKAC Extras

'AUKAC extras' is an opportunity to be involved in collective marketing campaigns and discounted purchasing which can improve sales and save costs.

How are standards ensured (Full membership only)

Centre self-assessment guidelines based on the 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.

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 processes. 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. scout and girl guiding, 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.

The AUKAC 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 AUKAC
- 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
- H.R systems and processes
- Recruitment, training and qualifications
- Operational management

Centres are required to carry out a 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.