



Dell Quay Sailing Club Limited (DQSC) – RYA Recognised Training Centre (RTC) Operating Procedure

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Annexes and External References

Annex A - Operating Area Plan

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Annex F – DQSC Junior Sailing Training Session Booking Conditions

Other Relevant Documentation

DQSC RYA Recognised Training Centre (RTC) Purpose and Policy

External References

DQSC Health and Safety Policy (See DQSC Website)

DQSC Risk Management and Risk Register (See DQSC Website)

DQSC Incident Policy (See DQSC Website)

Safety on the Water Policy (See DQSC Website)

DQSC Safeguarding Policy (See DQSC Website)

RYA WebSite References

RYA Kill Cord Direction (Avoiding Propeller Strikes) ([See RYA Website](#))

RYA Propeller Guard Direction (See [RYA Website](#))

RYA Instructor Code of Conduct

RYA Coach Code of Ethics and Conduct



Dell Quay Sailing Club Limited – Training Centre (RYA Recognised) Operating Procedures

1. DQSC RTC Key Personnel

Role	Name
DQSC RTC Principal	Mr Andy Morley
DQSC RTC Chief Instructor Sailing	Mrs Sarah Eggleton
DQSC RTC Chief Instructor Power	Mr Graham Causer

2. Safety

- a) **Safety at the DQSC RTC is paramount.** All persons instructing or being trained at the DQSC RTC must do all they can to reduce the inherent risks associated with water sports. DQSC provides an overarching Risk Management Policy and Central Risk Register.
- b) **Risk Assessments.** The completion of risk assessments by the Principal/Senior Instructor in no way exonerates Instructors from their ongoing responsibility for group safety.
 - a. To ensure that risks are suitably mitigated or the course suspended/cancelled the Principal or Senior Instructor are to conduct a Risk Assessments at the start of each day.
 - b. Instructors have a duty to perform an ongoing dynamic risk assessment and take all appropriate steps in consultation with the Principal/Senior Instructor to mitigate risks that may occur during instruction as far as practically possible
 - c. See Annex C for Risk Assessment Forms.
- c) **Weather Conditions that Present Specific Hazards.**



- i) **Thunder and Lightning.** In the event of two claps of thunder being heard or lighting flashes being seen in the general vicinity of afloat training within a ten-minute period all afloat training must be suspended immediately. If training is taking place within the Dinghy Training Area all boats must be returned to the club using the most appropriate method. If training is taking place outside of the Dinghy Training Area, then boats should be sailed to the nearest beach and crews removed to a suitable safe haven away from the water. Training may recommence after a period of 45 minutes has elapsed since the last thunderclap heard/lighting seen.

- ii) **Rain, Snow, Wind and Sunshine.** Adequate clothing for the prevailing (and forecast) conditions shall always be worn by students and instructors. Even in summer, a windproof top over a wet suit may be necessary. Wellingtons must not be worn.

d) Water Quality at Dell Quay or in Chichester Harbour.

- i) The water quality at Dell Quay is monitored by the environmental health department at Chichester District Council, and the results are available on their web site and also the Harbour Conservancy Website (<https://www.conservancy.co.uk/page/water-quality>).

- ii) As the water quality may vary and will not always meet EU Bathing Water Quality Standards, DQSC RTC advice to Instructors and Students is that:
 - Full immersion is not recommended.
 - Cuts, open wounds and abrasions should be covered with a waterproof dressing.
 - Maintain good personal hygiene – wash hands before eating and shower after sailing.
 - Food or drink on small boats should be carried in a sealed container to prevent it being splashed.

- iii) If we know discharging is happening, we'll tell people as soon as we can, and if we find out it's happened, we'll tell people after the event.

e) Lifejackets/Buoyancy Aids, Kill Cords and Propeller Guards



i) An approved buoyancy aid (CE Newton 50) shall be worn by all instructors and students when afloat and on pontoons. Buoyancy aids of an approved standard (BS EN 393:1994) meet requirements.

(1) An approved Lifejacket of at least 100 Newtons may be worn in place of a buoyance aid on Power Level 2 courses only.

(2) Buoyancy aids for all children shall be checked for fitting by the responsible instructor at the start of the course.

(3) Adult DQSC members will take responsibility for their own buoyancy aids.

ii) **Kill Cords.** Kill Cords must always be correctly worn when helming club power boats See the RYA Kill cord policy see External References.

iii) **Propeller Guards.** Propeller Guards are not fitted to DQSC power boats.

f) Personal Safety.

i) Safeguarding. See the DQSC Safeguarding Policy.

(1) Instructors are to complete a self-certification or a CRB Check as required by the DQSC Safeguarding Policy (See External References).

ii) First Aid Equipment, Accidents and Accident Reporting

(1) Each Safety Boat is equipped with a First Aid Kit

(2) First Aid Kit on shore is found on the end of the cupboard containing chairs and tables in the main club room.

(3) The First Aid Kits need to be checked prior to each course.

(4) If any items are used, they need to be documented in the accident log and communicated to the Sailing Committee (Sailing Secretary) for replacement.



iii) **Accidents.** When accidents occur afloat the person needs to be treated quickly and should be landed at an appropriate place. If serious the procedures in the DQSC Incident Policy should be used. See External References

iv) **Accident/Near Miss Reporting.**

(1) All accidents, requiring first aid treatment should be brought to the attention of the Principal and Senior Instructor on duty and reported in the DQSC Accident and Incident Book, located on the end of the cupboard containing chairs and tables in the main club room.

(2) **Near Miss.** All near Misses must be brought to the attention of the Principal and Senior Instructor on duty and recorded in the DQSC Accident and Incident Book.

(3) The General Committee will arrange the investigation of any incidents. The investigation will make recommendations to the General and Sailing Committees from reviews and investigations conducted post a RTC incident. DQSC General Committee as part of its review of the Accident and Incident Book will coordinate any further in-depth investigation with a view to mitigating the risk and reducing the risk of re-occurrence across DQSC.

(4) The Senior Instructor is to ensure that the Principal or in the absence of the Principal, the Chief Instructor is aware of the outline details of the accident as soon as practically possible.

3. DQSC RTC Operating Area

a) DQSC RTC Training Area generally is divided into two separate areas (See Annex A):

Dinghy Training Area. In the vicinity of Dell Quay (From Fishbourne shore to Chichester Lake (a line between Lake and Birdham Buoys). For the Day Sailing course, the group may proceed beyond the Dinghy Training Area.

and



Power Boat Courses. From Fishbourne shore to East Head.

- b) At least 24 hours before the commencement of the course the RTC Principal must obtain permission in writing, from the Chichester Harbour Master authority, to conduct a planning speed manoeuvres within Chichester Harbour.
- c) Instructors are required to familiarise themselves with the chart and physical operating area paying particular attention to hazards such as moored boats, racing marks/buoys, channel markers, channels and shallow water areas/spits and the channel to Chichester Marina lock.

4. DQSC RTC Qualifications

a) Instructor Qualifications

- i) Instructors are to attend annual site-specific training including operating procedures updates. Failure to attend the annual site specific training will mean the Instructor is unable to instruct at DQSC RTC until this training has been given.
- ii) Qualification Required to Teach RYA Recognised Courses

Instructors Qualification	Qualified to Teach
Powerboat Instructor RYA First Aid Qualification	Power Boat Levels 1 and 2.
Powerboat Instructor with Safety Boat & Coastal Endorsement RYA First Aid Qualification	Power Boat Levels 1 and 2. Safety Boat Coastal.
Dinghy Instructor RYA First Aid Qualification	National Sailing Scheme Levels 1,2 and 3. Seamanship Skills Module. Day Sailing Module Sailing with Spinnakers Module Youth Sailing Scheme Stages 1 to 4.
Dinghy Instructor with Racing Endorsement, Level 2 Race Coach or above	Start Racing Module



RYA First Aid Qualification	
Senior Instructor RYA First Aid Qualification	National Sailing Scheme Levels 1,2 and 3. Seamanship Skills Module. Day Sailing Module Sailing with Spinnakers Module Assistant Instructor Course Youth Sailing Scheme Stages 1 to 4.

- b) **External Training Organisations.** Courses supplied and delivered by external training organisations ie VHF Radio and first aid are responsible for assuring that their instructors have the requisite qualifications.

5. DQSC RTC Courses.

- a) Members wishing to enrol on a club RYA course are required to complete the online application form including the medical declaration which is available on the training pages of the club website.
- b) It should be noted that the club will only provide RYA courses (sailing) to club members aged 8 years and over.
- c) The club will generally only provide powerboat training to those over 16, however applications will be considered for a Power Level 2 course from members aged 15 years and over if the applicant is working towards becoming an RYA Dinghy Instructor, or members aged 14 years and over wishing to complete Power Level 2 as a skill as part of the Duke of Edinburgh Award Scheme.

6. DQSC RTC Instruction and Course Administration

- a) **Instructional Standards.** The highest standards of instruction and professionalism are expected at all times. Instructors are expected to adhere to the RYA Code of Ethics and Conduct for Instructors, Trainers and Coaches. Instructors are expected to adhere to the following guidelines when taking part in RYA training at DQSC:
- A lifejacket or buoyancy aid must be worn when afloat
 - No Smoking in the presence of students



- No swearing in front of students
- No eating (includes gum) during instruction
- Remove any jewellery that might get caught
- Sunglasses are considered Personal Protective Equipment (should be worn when required)
- Drinking alcohol “on duty” is not allowed. Excessive drinking overnight is likely to affect your performance the following day and the Club’s safety policy which states that no one is allowed on the water under the influence of alcohol will be strictly administered. Anyone identified as being under the influence of banned substances will be immediately barred from instructing.

7. Briefings

- a) Daily briefings are to be conducted in accordance with Appendix F.
- b) **Course Debriefs & Feedback.**
 - i) **Student Not Reaching the Course Required Standard.** Any student not achieving the required standard at the end of the course is to receive a personal debrief from the course instructor and the Principal or Chief Instructor is to be present during the debrief. If the participant is aged under 18 years, the student is to be given and encouraged to take the option to have their parent/guardian present. The debrief is to include a detailed explanation of the areas where the required standard was not reached and the remedial actions required before a certificate can be issued.
 - ii) **Successful Completion of Course**
 - (1) Students reaching the required course standard will have their logbooks duly endorsed by the course instructor. The course instructor will also enter details of hours under instruction etc in the Personal Log pages of the student’s logbook.
 - (2) For Power Level 2 courses only the Principal /Chief Instructor are to ensure that the passport photograph supplied by the student is a good resemblance of the student. If the photograph is not a good resemblance the Principal or



Chief Instructor is to insist on a replacement photograph which is a good resemblance of the student. Once the Principal/Chief Instructor is satisfied that the photograph is a good resemblance of the student they are to attach it to the completed photo-card certificate and seal the same using the plastic cover provided. The student's details and certificate number are to be entered into the RYA online database and the certificate marked as issued before the certificate is handed to the student.

(3) For all other courses the Principal/Chief Instructor will complete the appropriate certificate and sign and stamp the certificate using the centre stamp and hand the same to the student before they leave the course.

iii) **Participant Feedback Form** (Annex D). A student feedback form will be requested from each student at the completion of the course. The feedback form will be described at the start of the course so that participants are aware of the parameters that they will be required to comment on.

c) **Complaints**

- i) In the event that a student (or in the case of junior member their parent) are unhappy with any aspect of the training/assessment they have received, the student/parent should in the first instance should be invited to discuss their concern with the Senior Instructor, Principal or in the absence of the Principal the Chief Instructor for the relevant discipline. The Senior Instructor/Chief Instructor/Principal should invite the student/parent to join them in a suitably private location such as the office within the sail loft where the matter can be discussed in private.
- ii) The Principal/Chief Instructor should listen attentively to the concerns of the student/parent and ask sufficient questions of the student/parent to ensure that they have a comprehensive understanding of the concern being raised. The Principal/Chief Instructor should also invite the student/parent to indicate how they would like the matter resolving.
- iii) It may be necessary for the Principal/Chief Instructor to undertake their own enquiries including speaking with the course instructor in order that the Principal/Chief Instructor can appraise themselves of all the facts.



- iv) While every effort should be made to resolve the matter to the student/parent's satisfaction it is acknowledged that this is not always possible. This is particularly so when the concern relates to the student/parent not being satisfied with the outcome of an assessment following the completion of the course.
- v) The Principal/Chief Instructor should keep detailed notes regarding the concern raised by the student/parent and their preferred method of resolution. In addition, the Principal/Chief Instructor will keep detailed notes of any enquires conducted and any decision/resolution reached. If it is not possible to reach a decision/resolution immediately then the student/parent should be advised when they can expect to receive a decision and how the decision will be communicated. Any decision/resolution reached should be recorded in the notes.
- vi) If the student/parent is still unhappy with the outcome following the intervention of the Senior Instructor/ Chief Instructor /Principal/ they should be advised that they can raise their concern with the Rear Commodore Sailing.
- vii) The Rear Commodore Sailing who may seek advice/input from the Commodore will appraise themselves with the circumstances leading to the concern being raised, the enquiries conducted by the Principal/Chief Instructor and decision reached by the Principal/Chief Instructor. The Rear Commodore Sailing will communicate with the student/parent to seek a thorough understanding of the continued concerns of the student/parent. The Rear Commodore Sailing/Commodore will consider all the facts and if possible, attempt to resolve the concern while remaining mindful of paragraph iv above and advise the student/parent of their decision/proposed resolution and advise the Principal accordingly. The Commodore/Rear Commodore should not as part of the resolution indicate that a particular course certificate will be issued without first discussing and agreeing with the Principal of the DQSC RTC that the standards have been achieved so that a Certificate may be awarded, as only Principals are authorised by the RYA to issue course certificates.
- viii) If following intervention by the Rear Commodore Sailing/Commodore if the student/parent are still unhappy with the proposed resolution then they should be



invited to put their concerns in writing and send the same to the Royal Yachting Association at the following address:

RYA House, Ensign Way, Hamble, Southampton, Hampshire, SO31 4YA United Kingdom

- ix) The Principal and all centre staff will fully cooperate in an open and transparent manner with any enquiry conducted by the RYA or their appointed representative.

8) DQSC RTC Boats and Equipment

- a) DQSC provides the boats and equipment for the DQSC RTC to use.
- b) The following 10 point check list is to be found on the safety boat grey equipment cupboard in the black shed:-

10 Point Safety Boat Check List

1. Competent, appropriately dressed Helm
 2. Competent, appropriately dressed Crew
 3. Safety Boat emergency Bag containing:-
 - a) First Aid Kit
 - b) Wire cutters
 - c) Throw rope
 4. Paddles
 5. Radio – carry out radio check before leaving
 6. Anchor + Warp
 7. Adequate Fuel
 8. Tow Line of 8 metres and Boat Line
 9. Kill cord and spare kill cord
 10. Fire Extinguisher
- c) DQSC provides the DQSC RTC with dinghies for instructional purposes. Where private dinghies are used for RYA Recognised training courses they must be checked using the Private Dinghy Check Sheet at Annex E.
- d) Notes to Instructors regarding use of boats.
- All craft are to be checked by instructors prior to going afloat.
 - All craft must carry the necessary equipment as per Guidance Notes
 - All powerboats have their kill cords checked prior to and during sessions.



- **Maintenance:** All defects should be brought to the attention of the Senior Instructor/Principal and reported using the DQSC Electronic Defect Reporting system on the website so that the appropriate remedial action can be taken.