

Definition of Responsibility and Code of Conduct For Visiting Staff

The responsibility for the safety of those using The Ackers is clearly defined at all times.

This is especially important when the responsibility is divided between, for example, a school or youth club and The Ackers.

The purpose of this document is to highlight what is expected of visiting staff so that everyone involved is absolutely clear about their responsibility.

Definitions

Throughout this document the term “*visiting staff*” refers to the adult(s) who is/are accompanying the young people. Most frequently the visiting staff are teachers or leaders of a school or youth group etc.

The term “*young people*” refers to the children/pupils/young persons/minors who are taking part in activities under the supervision and instruction of an Ackers staff member.

Communication & Responsibilities

Although under common law, the visiting staff accompanying the party have ultimate responsibility, acting in “*loco parentis*”, quite regularly the responsibility for the safety of the young people undertaking specific activities may be temporarily delegated to a member of The Ackers staff. This is especially the case when young people participate in activities where there is, or is perceived to be, an element of danger involved. Throughout the rest of a visit the responsibility will be with the visiting staff member.

It is essential that at all times each member of the visiting staff and The Ackers Instructor know exactly which pupils they are responsible for and the extent of that responsibility.

Each young person should also know which member of staff is responsible for them or their group. The visiting staff member in liaison with The Ackers staff member will give the young people this information.

At the beginning and end of each session there should be a clear transfer of responsibility between the staff, and the young people should be made aware of this.

Additionally, at the beginning of each session the young people should be made aware of rendezvous procedures at the end of the session (usually the meeting place being the ski centre.) This will also be the case should anyone become lost, for example, during orienteering sessions or moving between activities.

On occasions visiting staff may want to take part in an activity alongside the young people and under the instruction of a member of The Ackers staff. In such

circumstances the young people should be informed by the visiting staff that The Ackers Instructor is in charge of the session. The visiting staff should not normally seek to influence or overrule the Instructor in matters relating to the safe conduct of the session. However, in the unlikely event of the young persons' safety appearing to become in question then the visiting staff member will have the right to withdraw pupils from the activity at the first appropriate opportunity and inform the instructor of his/her actions. Such incidents must be reported to the party leader and The Ackers Manager/Duty Manager.

Whilst participating, the visiting staff member may be asked to take a responsible role within an activity (eg to control a safety rope during a climbing session.) In accepting such a role, it must be understood by the visiting staff member that the Instructor retains overall responsibility for the young people.

Parental Consent & Special Needs

In most cases a Notification of Departmental Visit form or other parental consent form will have been completed in advance for each young person. Amongst other things, it should identify any special needs the young person may have and this information should be relayed to the Instructor if appropriate. Additionally, the form must contain emergency procedures and telephone numbers for contacting parents/guardians. The collection of this information is the responsibility of the visiting staff member. It is also their responsibility to communicate to The Ackers Instructor any issues which are of concern and which could affect the safe conduct of the activity sessions.

Activity Ground Rules

It is The Ackers Instructor's responsibility to set the ground rules for the activity session in line with Ackers Operating Procedures and Guidelines. The visiting staff member still retains a responsibility (whether or not they take part in the activities) for the group. They are expected to help and support The Ackers Instructor throughout the session and to ensure the ground rules are adhered to.

Risk Assessments.

The Ackers carry out a comprehensive risk assessment programme that covers the site, the equipment and the activity. Each assessment is specific to the Ackers and may not be suitable for the requirements of groups etc. With this in mind the Ackers, under normal circumstances will not supply copies of risk assessments. However we will supply a covering letter and copy of the *Adventurous Activity Licensing Authority* licence.

Disciplinary Issues

On occasions a *disciplinary issue* may arise with one or more of the young people. The Ackers Instructor in liaison with the visiting staff member may decide to withdraw the culprit(s) from the session and continue with the rest of the group. In this case, it is the visiting staff's responsibility to supervise the excluded young person/people until the end of the activity session.

Inadequate or Unsuitable Clothing

Similarly sometimes young people arrive to take part in activities with inadequate or unsuitable clothing/equipment. In this case The Ackers Instructor will be responsible for deciding if they can take part in the session. If there needs to be any exclusions it is for the visiting staff member to supervise and be responsible for the young people concerned.

Late Arrivals

Occasionally groups arrive at The Ackers late for their activity. When this is the case the Instructor and not the visiting staff has the responsibility to decide whether or not there is sufficient time to run the session.

No refunds will be given where for safety, inability for clients to meet conditions or other reasons an Instructor in charge believes the cancellation of a session is in the interests of all concerned.

Emergency Action Plan

The Ackers has an Emergency Action Plan. This is a clear step by step procedure which is adopted by Ackers staff on those very rare occasions when things go wrong or when they appear to be going wrong. This plan is not applicable to everyday minor incidents and is only implemented for serious incidents or accidents eg those involving life threatening situations. A copy of the plan is available on request.

Incapacity of an Instructor

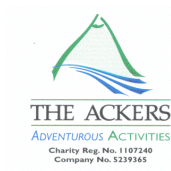
In the unlikely event of The Ackers Instructor becoming incapacitated during a session (eg through illness or accident) the visiting staff will immediately take responsibility for the welfare of the young people. If the activity is taking place at The Ackers site the group should report to the ski lodge where other Ackers staff will be available to give assistance to both the group and to the Instructor. Off site activities will have a Team leader through whom specific arrangements will be made.

We hope that you have an enjoyable and stimulating experience at The Ackers and return again in the future.

We welcome all comments and suggestions. If you do have a cause for complaint or concern then please do not hesitate to contact myself or the Duty Manager or fill in one of our customer care questionnaires publicly available. As part of our quality system we also appreciate your encouraging comments and suggestions for change that will help us serve you better in the future.

Dave Bateman
Activities Manager

AAALA Registration No L6097/R0662



Visiting Staff Code of Conduct

This document has been produced by The Ackers in order that there is no misunderstanding between the role of the visiting staff member and The Ackers. It confirms who, when, and where the responsibility for the user lies throughout the duration of the visit.

It is important that all staff involved in your visit are aware of and have read and understood the document prior to the slip being returned.

Please could you sign the slip below and return it to The Ackers.

Many thanks.

D Bateman

Dave Bateman
Activities Manager

**Ackers Adventure, The Ackers Base Camp, Golden Hillock Road,
Sparkbrook, Birmingham B11 2PY
Tel: 0121-772 5111 Fax: 0121-766 7870
Email: info@ackers-adventure.co.uk Web: www.ackers-adventure.co.uk**

-----TEAR & RETURN-----

Ihave received a copy of the following documents:

- Visiting Staff Code of Conduct
- Terms & Conditions of Booking
- Payment & Cancellation or Transference Terms & Conditions
- Clothing Requirements

On behalf of and I will ensure that all appropriate staff have read the document before visiting The Ackers.

Address.....

.....Post Code.....

Tel:.....Fax:.....

Email:.....

Sign:.....

Print:..... Date:.....