

GUIDELINES FOR VISITING STAFF



These guidelines have been created to give our customers an overview of what is expected of members of staff who attend an Outward Bound® course with their students. Due to the nature of our courses, it is important that all visiting staff are as prepared as possible prior to their arrival.

We may have one or a number of courses running concurrently during your visit. Each course has its own programme, bedrooms and its own staff. Visiting staff are provided with separate bedrooms and shower facilities to courses participants. We aim to provide a supportive community that is conducive to personal and social development. Some of the residential facilities are shared.

We encourage all staff, visitors and participants to consider the needs of others who may have a different programme. The community code applies to all courses and can be accessed online at www.obtrust-precourse.info/community-code.pdf

THE CENTRE AND STAFF TEAM

Our centres are managed by a **Head of Centre**. The daily operation of the programme is the responsibility of a Duty Manager, who will make themselves known to you on arrival or at an early stage of your course.

A **Course Director**, who oversees the running of all of the courses throughout the week, will be your key point of communication. Your Course Director should be your first point of contact if you have any suggestions, concerns or require more information.

Group Instructors work with the group. They are responsible for delivering the programme, meeting course objectives and for the welfare and personal development needs of participants in their groups.

Duty Instructional staff start their duty period at 5:00pm each evening and work through until 9:00am the next morning. They assist the general running of the centre during this time and are available to help course participants and visiting staff.

YOUR ROLE AND RESPONSIBILITIES

Whilst instructors will take responsibility for safe practice during activities, visiting staff are asked to:

- Assist in supervising their group at all times.
- Designate at least one member of staff to be the main point of contact for each course.
- Work with Outward Bound staff in matters of discipline concerning course participants.
- Adhere to the Community Code.
- Join in with activities where possible.
- Attend and contribute to review sessions run by Outward Bound instructors.
- Chase up course participants who are poor time-keepers.
- Ensure course participants do not visit each other's dormitories during non-activity periods.
- Encourage course participants to keep areas in and around the centre tidy.
- Manage and control course participants' medication.
- Assist in the case of sickness or injury.

DON'T FORGET...

Outward Bound courses can be tiring – take time out if needed. Just keep the Group Instructor informed.

Instructors are responsible for both course members and your safety. Please listen and follow the safety briefs.

Please remember that you are an important role model for participants on all courses in the centre.

Assist the instructor by discussing your involvement in the activity and any concerns you may have.

You're welcome to use the staff facilities to make drinks, read the paper or relax at appropriate times.

If you have any problems or concerns, please speak to the Group Instructor, Course Director, Duty Manager or Head of Centre.

AND FINALLY

Should you wish to discuss any of this information, please contact the centre before arriving for your course. You may find the safety information on our website helpful:

www.outwardbound.org.uk

This includes our safety policy, copies of Centre AALA licences and insurance details.

We look forward to welcoming you and working in partnership with you to provide a successful and memorable course.

THE COMMUNITY CODE

We strive to live with a minimum number of house rules at The Outward Bound Trust, but are quite happy to incorporate your own rules relating to discipline and 'do's and don'ts'. It is therefore important that any rules you would like us to incorporate into our 'Community Code' are passed on prior to, or immediately upon, arrival at the centre. The centre has a simple set of rules to ensure that groups can operate effectively and in harmony. Failure to keep to these rules may result in disciplinary action being taken.

They are:

- The laws of the UK apply*
- Respect other people's right to personal security and freedom from intimidation from others. In particular no bullying or anti-social behaviour*
- The Outward Bound Trust's Safety Rules and Instructions must be followed*
- Use of any illegal substances or solvents is not allowed*
- No sex or exclusive behaviour (see separate section)*
- Respect the centre and other people's property and possessions. No vandalism*
- Course participants are not allowed to carry knives or weapons or have them in their possession*
- Smoking is banned or restricted (see our smoking policy)
- Participants may not leave the site unless on a programmed activity or with the specific knowledge of The Outward Bound Trust staff
- Participants are not allowed in other people's bedrooms, showers or drying rooms
- Course participants are not allowed to have their own supplies of alcohol (see below)
- Mobile phones are not to be used during activities unless approved by an instructor
- Personal stereos, iPods and radios must remain in dormitories or preferably be handed in for security.

Please note: (*) indicates situations that could result in immediate dismissal from the course.

SEX AND EXCLUSIVE BEHAVIOUR

We have a duty of care to ensure that no sexual behaviour is permitted. Due to the intense nature of a residential course we ask that any couples do not exhibit exclusive behaviour. This is to ensure that they take an active role within their team. To do otherwise would negate the very purpose of them being on an Outward Bound course.

ALCOHOL

Alcohol can cause serious disruption to the smooth running of the centre as well as pose a significant risk to safety. Alcohol is not permitted in the centre for any participant under 18 and for older participants only by agreement from the Head of Centre or Duty Manager. Visiting staff may only bring alcohol to the centre with the permission of the Head of Centre or Duty Manager and for a specific occasion. If this is so, visiting staff must act in a sensible and adult manner. Any participants found to be adversely affected by alcohol will be removed from the course for safety reasons and disciplinary procedures will be implemented.

SMOKING POLICY

The Outward Bound Trust actively discourages smoking and those under 16 are not allowed to smoke on an Outward Bound course. If you are over 16 and must smoke your instructor will direct you to a designated smoking area, this is the only permitted smoking area. There is no smoking on activities, including expeditions.

Course participants who break these rules will be dealt with in our normal disciplinary process. Any participants found to be smoking in The Outward Bound Trust buildings may be immediately required to leave the course as this causes major safety issues.

Staff that smoke may only do so in a designated outdoor area, out of sight of participants. This applies to all Trust staff, visiting staff (teachers, youth workers etc), contractors, coach drivers and visitors.

PARTICIPANT DISCIPLINE

The Group Instructor, Duty Instructor or Visiting Staff will deal with most disciplinary measures. In more serious cases it is important that the Instructor, Visiting Staff and (if appropriate), the Duty Manager or other Senior member of staff discuss the issues and make appropriate judgements. In cases where the centre rules have been breached or a participant is persistently acting in a disruptive manner, the following procedure and steps are followed:

1. Participant is firstly given a formal verbal warning by either the Course Director, Duty Manager or Head of Centre. This is only recorded within The Outward Bound Trust.
2. The next stage is that participants are given a formal final written warning by either the Course Director, Duty Manager or Head of Centre. A copy of this warning will be forwarded to the participant's sponsor, employer or parent, who will normally be informed at that time.
3. The final stage is that the participant is withdrawn from the course. The participant's sponsor, employer or parent is informed by telephone and letter that they are to be returned home. The Outward Bound Trust does not take responsibility for the participant once they have left the centre.

In the case of any illegal or suspected illegal activity the police will be called. It is vital that home contact details are supplied to allow this procedure to work effectively.