



# Quality and Safety Management System

Version 1

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## Updates

Changes to this QSMS are given a letter and year description to identify the sequence in which they were released, e.g. 'A/2016' would be the first change in 2016.

The changes will be added to any hard or digital copies of the QSMS and the changed or inserted text also highlighted in a colour on the page to ensure the change is easily noted. Changes may have a future date when they come into force.

At the end of the year, changes will be fully incorporated into the QSMS and the colours removed.

Changes will need to be read by relevant staff, as decided by the Directors.

The table below allows simple verification of which changes have been incorporated.

Example: A correction with reference 'J/2016' with a date of coming into force of 2/11/2016 would be recorded as shown below.

| Record of Change      |                                     |        |                                       |
|-----------------------|-------------------------------------|--------|---------------------------------------|
| Reference             | Date coming into force              | Colour | Notified to:                          |
| <i>Example J/2016</i> | <i>2<sup>nd</sup> November 2016</i> |        | <i>All Sail-Master-Training staff</i> |
|                       |                                     |        |                                       |
|                       |                                     |        |                                       |
|                       |                                     |        |                                       |
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|                       |                                     |        |                                       |

## Introduction

This is the quality and safety management system for Sail-Master-Training. This document sets out the company's working practices and quality control. To ensure safe working practices and effective control of quality to our staff and customers, it is a requirement that the owners, instructors and staff read and fully understand these procedures.

### Scope

This document sets out the over arching principles of operational and health & safety procedures plus the level of quality we expect to give to our customers. Annexes give specific detail for particular discipline procedures, forms and supplementary information.

### Company profile

Sail-Master-Training is a French registered Company and Maritime training Centre based in Ceyreste, Southern France. We offer a range of practical training out of Vigo & La Corogne, Northern Spain, including Start Sailing 'taster weekend' to Yachtmaster Offshore. We also have a variety of shore-based opportunities including as well as all theory navigation courses from Essential Navigation to Yachtmaster Off-shore.

### Authorisations

Sail-Master-Training is authorised by the Royal Yachting Association (RYA) to run specific training. The RYA externally assess and verify Sail-Master-Training by inspection of the premises, facilities, vessels and operational procedures. These inspections are carried out initially, annually and by periodic spot inspection and audit.

Standards that the RYA require are complimentary and where necessary, additional to those required by the local, national or international regulation.

In drafting this document; reference, guidance and best practice has been sought from the following documents and authorities:

## References

ISO 9001:2006/2015

International Safety Management Code

International Maritime Organisation (IMO) SOLAS V

UK Maritime and Coastguard Agency (MCA) Code for Small Commercial Vessels; (MGN 280)

Royal Yachting Association (RYA) Recognition Guidance; RGN Version 2 (as amended)

RYA Syllabus and Instructor handbooks; G158 – G27

International Regulations for the Prevention of Collisions at Sea (IRPCS)

International Ship and Port Facility Security Code

MARPOL 73/78; Annex V

The Equal Pay Act 1970

The Human Rights Act 1988

The Civil Partnership Act 2004

The Gender Recognition Act 2004

The Rehabilitation of Offenders Act 1974

The Equality Act 2010

The Asylum & Immigration Act 1996

Regulation (EU) 2016/679 – General Data Protection Regulations (GDPR)

RYA Training Guidance TG27-18 - Changes to the Recognition Guidance Notes in relation to data protection

RYA Training Guidance TG14-15 - Guidance for Major Incident Procedures

Directive 2009/18/EC of the European Parliament and of the Council of 23 April 2009 establishing the fundamental principles governing the investigation of accidents in the maritime transport sector ...

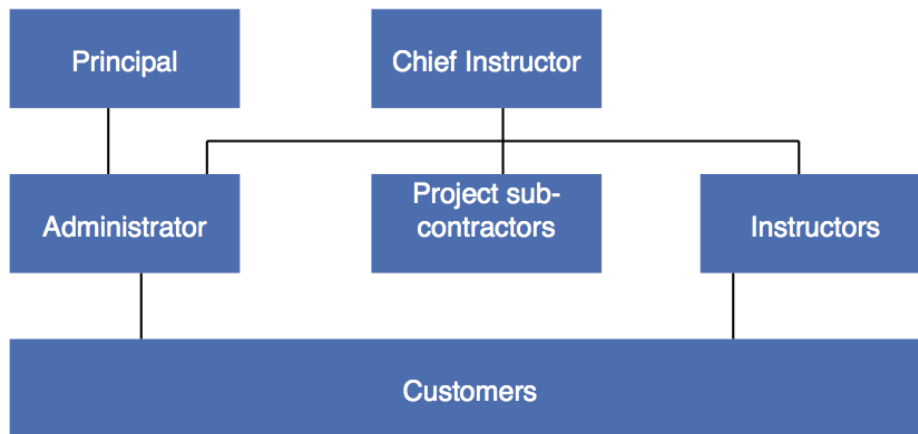
IMO Resolution MSC.255(84) Casualty Investigation Code

Décret No. 2010-1577 du 16 décembre 2010 portant publication de la résolution MSC.255(84) relative à l'adoption du code de normes internationales et pratiques recommandées applicables à une enquête de sécurité sur un accident de mer ou un incident de mer (code pour les enquêtes sur les accidents) (ensemble une annexe), adoptée le 16 mai 2008(1)

## Note:

1. To save repetition; RYA G158 – G27 should be used with this document.
2. All references in this document to Sail-Master-Training are valid for, and apply equally to, Voile-Eco-Guides.

## Organisation and Responsibility



### Director, Principal and Chief Instructor

The Director and Principal, Nicholas Joubert accepts overall and final responsibility for safety, training and charter activities of Sail-Master-Training afloat or ashore. He is also responsible for the management of the office, office staff, finance and the course booking and evaluation forms.

As Chief Instructor, Nicholas Joubert accepts responsibility for the Quality and Safety Management System. The Chief Instructor's role includes the day-to-day training and safety activities. He will manage safety inspections, first aid box checks, accidents and incident investigation, monitoring and maintenance of vessels and classrooms, and overall quality control. He oversees training course design, evaluation and assessment and accreditation. He is responsible for the hiring, development and internal evaluation of the teaching staff. **He is responsible as the Lead Internal Quality Assessor for the company.**

### Instructors

Instructors are responsible to ensure the vessel or venue is equipped correctly on the day and for the direct safe running of training exercises. The Instructor has responsibility for the safety and navigation of the vessel and crew, and ensuring that the crew are sufficiently briefed. In the classroom, they are responsible for the safety, comfort and mustering. Their main role is to instruct the students in an engaging and informative way and to conduct regular assessments to check student learning.

### Administrator

As Administrator, Nicholas Joubert is responsible for the day-to-day office duties, processing bookings, customer liaison, record keeping and instructor programming. The Administrator is responsible for the secure storage and update of paper and electronic data, conforming to the data protection act. They ensure that paperwork is sent out and returned by customers in a timely fashion and that customers are given the correct information. The administrator also takes responsibility for course resources being prepared and correct information being given to instructors.

### All staff and subcontractors

All concerned have a responsibility to themselves and others by complying with this Quality and Safety Management System to achieve a wholesome environment.

## **Policies**

### **Health & Safety Policy**

Our intention is to create a safety ethos surrounding the training centre and its staff. Going afloat is all about assessing risk. Whilst it is impossible to fully eliminate risk, it can be assessed and where necessary, steps taken to minimise its effects or actions taken to inform others about its presence. Risk assessments are used to identify, classify and initiate how the risk will be managed. Procedures are then put in place to manage the risk.

No unnecessary risk should be taken that may endanger the lives of the student, instructor, staff or others. The prevailing conditions of, age, declared medical condition and experience of the individuals will influence this decision.

### **Insurance**

Sail-Master-Training carries insurances to fulfil its legal obligations.

We recommend that instructional staff and skippers take out personal liability insurance.

### **Management of risk**

The Principal/Chief Instructor will carry out a risk assessment annually or more often if circumstances change or dictate.

The risk assessment will follow these steps:

Identify the hazards and assess the chances of a hazardous event occurring.

Assess the severity or consequences, and if the risk and severity is too great, take action to; remove the risk, or if not possible, reduce the risk to as low a level as reasonably practicable.

Risk will be managed by:

Ensuring facilities and vessels conform to relevant standards are safe to use and maintained.

Using trained staff, which are informed about the risk through documentation and briefing.

The Principal / Chief Instructor and staff informing students of the risks associated with the activity.

Using the guidance laid down in these operational documents and by best practice.

Changes to the risk assessment or operational procedures will be notified to the staff in writing. Risk Assessments are found in **Annex 8**.

Instructors and staff should feel free to seek guidance from the Principal/Chief Instructor, if faced with a problem they are unsure of handling.

## Quality Policy

Sail-Master-Training recognise that the disciplines of quality, health and safety and environmental management are an integral part of its management function. We view these as a primary responsibility and a key to good business practice.

Sail-Master-Training places particular emphasis on quality management and control by:

Responding promptly and accurately to customer enquiries;

A constant pursuit of quality and reliability in the services it offers;

Striving to meet and if possible, exceed a customers needs;

Ensuring employees are appropriately trained;

Regular Internal evaluation and assessment of our training delivery and assessment.

We strive for continuous improvement in our quality management activities and our business is conducted according to the following principles:

Complying with all relevant laws, regulation and best practice;

Conducting periodic review of the QSMS and at least an annual check;

Communicating quality objectives throughout the company;

Reviewing and reflection on our procedures to make changes where necessary.



## **Equality and Diversity Policy**

Sail-Master-Training is an equal opportunity business taking into account the diversity within our workforce, customers and learners.

We believe that everyone should be treated equally, regardless of their religion, beliefs, age, gender, race, disability or sexual orientation.

### **Commitment to Equality & Diversity**

The Equality & Diversity Policy requires commitment from everyone within the Company. Our Principal/Chief Instructor, Nicholas Joubert is responsible for the implementation and effective operation of this policy. Copies can be obtained upon request.

This policy and the legislation it represents will be taken into account during the design and development of all our manuals and literature.

### **Our Responsibilities**

As an employer we ensure that we have a workplace where staff feel valued, respected and included. Harassment, exclusion and bullying will not be tolerated on any level. All staff should feel comfortable at work and always be treated with dignity and respect.

We will ensure that fair standards of employment practice and proper records of employment decisions are maintained.

We will treat all our business partners, customers and learners with respect, courtesy and consideration at all times.

### **Employees' Responsibilities**

Employees must comply with this Policy and the spirit in which it is written.

Employees must treat all colleagues and customers with courtesy, respect and consideration.

If employees believe that any form of discrimination is taking place within the workplace, we expect them to report this to the directors immediately.

### **Employee Training and Promotion**

Whilst all training and employment opportunities will be offered strictly on merit, we will encourage underrepresented groups to apply for these opportunities within our company.

### **Objectives of the Policy**

No job applicant, employee or customer will receive less favourable treatment or be subjected to any form of discrimination.

All employees and customers will be given the help they need to attain their full potential wherever that is possible.

We secure the best employees for our needs by accessing all sections of the community.

We achieve an ability-based workforce that is in line with the working population mix.

### **Feedback and Complaints**

We will deal with any complaints of discrimination quickly, compassionately and in a constructive manner. It will follow our documented complaints procedure, **See Annex 4**.

## **Training Policy**

### **Instructors and staff**

Through recruitment and training we aim to use instructors who make learning safe and enjoyable. We use instructors who are appropriately trained and have the relevant qualifications to deliver the courses for which they are employed.

New staff will undertake a briefing or in-house training with the Chief Instructor or experienced instructor to ensure they are aware of the day-to-day operations.

Relevant training centre staff will undergo an 'induction-briefing' by the Principal or Chief Instructor. It will cover how the particular operation works and any peculiarities of the vessels, equipment, area or amenities depending on their role. There is a classroom manual in place to support this process.

Courses are routinely monitored by our Chief Instructor and updated following feedback and changes to guidance/regulations. Course lesson plans are kept centrally and are checked for compliance with changes in regulations by the Chief Instructor/qualified staff. Sessions are evaluated and this assessment feeds into the planning for the next session.

National regulations and guidance are reviewed as soon as it is available and its impact upon our courses assessed. Courses are adapted to reflect any changes and this is monitored by the Chief Instructor. Changes to courses will be transmitted to the relevant instructors.

The Principal / Chief instructor monitors standards by meeting the students, consulting customer evaluation forms, or reviewing course assessment and instructor assessment. Complaints will be dealt with promptly using the guidance in **Annex 4**.

Instructor guidance for the conduct of RYA Practical courses is found in the next section, 'operational procedures' and in **Annex 1**.

### **Students/learners**

Our intention is to train students to the best of their ability in the time given. The Instructors instructional time will be equally shared.

On all but one day courses, the instructor will conduct regular debriefs to ensure that everyone is kept up to date with their progress and to manage expectations. Regular student feedback should allow training, safety or interpersonal issues to be managed.

## **Assessment Policy**

RYA training is conducted in accordance with the relevant RYA Course Logbook and the guidance given the RYA Instructor Handbooks.

The assessment criteria for courses are clearly stated on the lesson plans. The instructors are advised to use formative assessment techniques to ensure the students progress is on track before any summative assessment.

## Resource Management

### Staff - Skippers and Instructional

Only staff who carry appropriate in date certification to legally operate vessels or run/assist the specific course will be employed. When required, they will also hold relevant and in date Instructor endorsement or permission to run the particular course. Up to date records of certification will be kept on file.

### Alcohol and Drugs

Vessels - Staff will not operate or be in charge of the vessel if they could contravene the Alcohol limits set out by the STCW convention (blood alcohol limit of 0.05% (0.5mg/ml) as amended). This limit is the same as the Spanish drink-driving limit on the road.

Alcohol will not be consumed until the vessel is tied up for the day, then only in moderation.

Students considered unfit to sail due to Alcohol or drugs, will be politely asked to leave the vessel.

On-shore - Staff will not be over prescribed legal limits for alcohol consumption whilst teaching or working. Students will be in a fit state to learn and not cause danger to themselves or others.

Drugs are not allowed at any time and students and staff will be suspended from taking part of any activity. Prescription medication is exempted so long as it is safe to take whilst working.

### Social media

Social media is a powerful tool that can be used for and against the company. Instructors will not post any disparaging remarks about the company on Social Media. Any posts should be upbeat and to the point and not misinterpreted.

### Classrooms and shoreside facilities.

Classrooms and shoreside facilities will be checked by the Chief Instructor/Principal/Administrator to ensure they are safe and of a standard for general use. A Classroom safety briefing will be conducted before the start of the course. See **Annex 7**. Dynamic safety briefings will be given at the Instructors discretion.

### Vessels

The vessels used by Sail-Master-Training are equipped, surveyed, maintained and manned in accordance with the commercial vessel requirements prescribed by **French and Spanish law, Affaires Maritime exemptions** and the law of the operating country. Additionally, vessels used for RYA training will be equipped to the additional requirements laid down by RYA Training.

Before the start of any practical course or charter, the vessels safety equipment will be checked using the checklists in **Annex 1**. When conducting tuition on board a client's vessel, checks will be made by the client/instructor as to the suitability.

### Vessel maintenance

Maintenance issues on chartered boats will be reported to the Principal and the charter company. Maintenance on vessels will be recorded in the vessel defects book and reported to the CI or Principal.

## Customer Management

### Student and Instructor vulnerability

The Principal will make every effort to ensure that students have not been allocated to courses that they do not have the experience or skill to undertake in safety. Where pre-course requirements are enforced, evidence will be gained from the students to prove their suitability and eligibility for the course. The booking form asks for previous experience and this along with an initial assessment on the first day, can establish the student's prior knowledge and their strengths and weaknesses.

To ensure students are fit for the intended course, before they arrive all students are required to fill out a health declaration. Whilst the health declaration may not stop a student attending, it will highlight to the centre any particular procedures required. This information will be passed by the Principal to the individual instructor responsible for the student.

The booking form will establish whether a student can swim. Those that cannot swim will be required to wear a lifejacket (150 Newton performance level) when on deck and underway (relaxed in the wheelhouse or below).

Emergency contact information will be held for contacting the next of kin of instructors, students and charterers. This will be gained from booking forms and instructor records.

### Safeguarding

Sail-Master-Training does not teach children under 16 years. People between the age of 16 and 18 will be allowed on a course when accompanied by a parent, guardian, employer, responsible adult **or with their written consent**. See guidance in **Annex 6**.

### Accidents, incidents and near miss

However safe an organization, accidents, incidents and near miss can happen. If they occur, the Principal / Chief Instructor will manage the situation, ensure relevant information is recorded and pass on lessons learned to reduce the likelihood of its reoccurrence. These events will be recorded on the Sail-Master-Training Accident Reporting form using the sheet detailed in **Annex 2**.

Depending on circumstance and severity, accidents on-board French flagged commercial vessels may need to be reported to BEAmer (<http://www.bea-mer.developpement-durable.gouv.fr/contact-us-r54.html>. ) and RYA (<https://www.rya.org.uk/knowledge-advice/safety-mangement/Pages/accident-and-incident-reporting-form.aspx>.)

Additionally, if the accident occurs in Spanish waters, reports should be made to CIAIM (<https://www.fomento.gob.es/organos-colegiados/ciaim>.)

For a list of reportable accidents see **Annex 2**.

A first aid kit is located on every boat and in every classroom or with the instructor. The position of first aid kit will be identified to students during the safety brief.

RYA instructors are qualified basic first aiders and will endeavour to administer first aid until professional help arrives.

# Quality Assurance Policy

## External Quality Assurance

External quality assurance is undertaken by the RYA in accordance with their guidelines. There is an annual RYA centre inspection. Our customers conduct daily Quality Assurance when they use our services.

Sail-Master-Training keeps course session plans, completed evaluation forms, completed course test papers and student details for the purpose of such inspections and audits. This information is used to help review our course quality and learner outcomes and change where necessary. This information is kept centrally under secure conditions that *conform to the Data Protection Act and RYA requirements*.

## Internal Quality Assurance

To promote good practice, new instructors are inducted by the Chief Instructor. Support and Continual Professional Development is given/advised by Sail-Master-Training for planning or delivering sessions, assessments, resource management or conforming to relevant regulations and guidance and any health and safety points.

Instructors have the relevant qualifications and/or teaching experience necessary to deliver the courses they are teaching. A central record of Instructor qualifications and CPD is kept to ensure Instructors have the necessary and in date qualifications.

The Chief Instructor monitors all instructors on at least an annual basis, delivering, teaching/training and assessment of all course provision using an Instructor development/observation form. Findings from the observation are shared with the instructor and an action plan or CPD set as necessary. **See Annex 10.**

The Chief Instructor reviews changes to regulations and guidance. This information is passed to other staff and instructors as necessary.

Customer evaluation forms are monitored after every course and any points raised are considered and action taken as necessary. This includes a section specifically about the quality of instruction.

In the case of any alleged malpractice or maladministration, the issues will be investigated by the Chief Instructor / Principal, and appropriate actions decided upon based on the results of the investigation.

## Data Protection

Customer data is kept in hard and electronic copies for 7 years. After this time it is deleted and hard copies shredded. Electronic copies are kept in secure cloud storage with a provider that conforms to GDPR.

In addition to the information on the booking forms, records of which courses customers have attended, what date they have been completed and course feedback sheets are also kept.

Where the customers need to access pre reading for resources, these materials are made available on a secure password controlled part of the website. Passwords are changed every 3 months.

Course related documentation is kept centrally on secure online storage and can only be accessed by the Principal / Chief Instructor and administration staff. This documentation is circulated to relevant parties as necessary and is copyright to Sail-Master-Training.

Company documentation e.g. accounts is kept on secure online storage and access is controlled by the Principal.

Sail-Master-Training shares required information with external bodies as necessary, in strict adherence to policy guidelines set down with these governing bodies.

### **Records**

Records will be kept of:

Booking forms

Students' certificates and correspondence/feedback

Student evidence of eligibility

Instructor qualifications and competencies

Instructor training

Instructor evaluation

Accidents, incidents and near misses

Maintenance logs and service schedules for engines, vessels and safety equipment

Certification of vessels

Confirmation 'sign-off' sheet to ensure instructors and staff have read this document

## Non-conformity policy

A non-conformity (also known as a defect) refers to a failure to comply with a requirement. A problem has occurred and needs to be addressed.

A requirement is a standard, mode of operation, expectation, or obligation, stated or implied by ourselves, our customers and/or other regulatory bodies.

Whenever Sail-Master-Training fails to meet a requirement, a non-conformity occurs, and the appropriate action is to be taken by all parties concerned, non-conformities are addressed with the non-conformance report form. **See Annex 11**

There are many types of requirements, some of these include:

| Requirement | Example of types of practices      |
|-------------|------------------------------------|
| Quality     | A regulatory body                  |
| Customer    | A service delivered to a customer  |
| Product     | Training & delivery of training    |
| Management  | Internal procedures of the company |
| Legal       | Health & Safety                    |

### Identification

A non-conformance could be identified through customer complaints, internal or external audits/ inspections or simply during Sail-Master-Training's normal working activities.

### Classification

Non-conformities are classified as either Major or Minor.

#### Major non-conformities

A failure to fulfil one or more requirements that raises doubt about the capability of the safe practices or affect personal safety. Major non-conformities are to be dealt with immediately.

#### Minor non-conformities

A failure in a requirement of our practice, which does not impact on the capability to achieve the expected outcomes. Minor non-conformities may continue to happen but will be reviewed within 3 months of the date of the non-conformance report form being completed.

### Action

Non-conformities will be discussed at the Sail-Master-Training's monthly meeting.

### Corrective action procedure

This includes the following steps to be taken:

1. Review and document the problem using the non-conformance report form. (**Annex 11**)
2. Contain or temporarily fix the problem. e.g. stop the incorrect procedure for later investigation.
3. Investigate the cause of the problem: the non-conformance report form will guide you through this process.

**Information that is required for a non- conformance process (Annex 11)**

- a) How did it happen?
- b) Why did it happen?
- c) Could it happen again?
- d) Propose an appropriate solution that will prevent the problem happening again.
- e) This will often mean a change to the process.
- f) You need to report on what actions were actually taken.
- g) After an appropriate period of time, you will need to assess whether the actions taken were successful in preventing recurrence.
- h) Document the evidence to support your decision.
- i) Once you are satisfied the problem is not recurring, you can close the issue.

You may find opportunities for corrective actions through:

- a) Conducting a workplace inspections.
- b) Testing, inspecting, and monitoring of procedures and equipment.
- c) Consulting with staff & instructors.
- d) Customer feedback.
- e) Reviewing the risk assessment.

**Documentation**

The documentation for a corrective action provides evidence that the problem was recognised, corrected and proper controls installed to make sure that it does not happen again.

**Stopping the reoccurrence of the non-conformation**

The process may call for procedures to be changed and staff informed by a formal communication.



## Operational procedures

The following procedures are the overarching principles applying to all operations. Specific requirements for the safe operation of the vessels and courses are stated in: **Annex 1 – Yachting**

### Vessels and equipment

The material state of the vessels and their equipment are governed by the Affaires Maritime, the Royal Yachting Association and national country law. Instructors are to be aware of these documents as they are the framework within which the centre operates.

Specific vessel equipment as detailed in **Annex 1** will be checked before the course starts.

### Overarching requirements afloat

Appropriate personal floatation devices (PFD's) are carried on all vessels. 150N Lifejackets will be serviced to the manufacturer's recommendation. A safety brief will be given appropriate to the vessel.

### SOLAS V

All vessels require a passage plan. This will take the form of consulting stream, weather information and having a chart ready to consult. Yachts should log their plan in the ships log-book and keep navigational records.

### Environmental protection (MARPOL)

All boats have suitable receptacles for collecting waste for proper disposal on shore. No material must be discarded in to the sea. Care must be taken to prevent spillage when refuelling.

### Consideration to other users

Boats may create disruptive wash even at low speed, whatever the speed limit. Staff will ensure the vessel is slow enough to minimise wash when around susceptible areas and other users.

### Refuelling (petrol)

No smoking is permitted. If possible, students should be removed from the immediate area.

### Classrooms and equipment

Classrooms and the equipment required to run the course will be checked before the course. A safety brief will be given at the start of the course. **Annex 7.**

## **Instructor guidance for all courses**

### **Staff conduct**

Staff will dress smart /casual for all courses. They will be aware of their own personal hygiene and if male staff, be shaven when meeting the crew at the beginning of the week of a practical course and try to keep a clean image throughout the week.

### **Course guidance**

Considerable information about the syllabus, teaching method and course content are available in the course information folder or in the relevant logbooks. Sail-Master-Training follows this good practice. Operationally, please ensure that you also follow the guidelines below.

### **Course start guidelines**

Arrive in good time before the course start. Arrive smart, you are the professional face of the company.

Check:

Vessels - are fuelled and all safety and teaching items are onboard.

Classroom – is clean, mess room stocked, all teaching resources laid out in order and ready.

Review the course members' details relevant for the course such as swimmers, medical or dietary considerations and that the course is the correct one for them. Check the booking forms and enrolment sheet.

Meet the students, introduce yourself and get the kettle on or offer refreshment. Try to spend a little time breaking the ice. Double check their medical details have not changed.

Give a safety brief as soon as possible. See relevant **Annex 1 & 7**.

Your course plan is defined; by the syllabus, the students and the particular course you are running.

Check students understand what is being taught and debrief regularly and constructively.

Any concerns about the student's ability on the course should be brought up with them early and the Chief Instructor / Principal notified.

### **Course finish guidelines**

De-brief the students and ensure they are aware of their progress and any action plans required to complete certification. Offer evaluation forms to students and collect them afterwards. Ask the Chief Instructor to issue certification to the successful students.

Often courses undertaken by students are the initial building blocks leading to higher qualifications. At the end of a course students should be offered guidance as to what they can do next to progress, Information booklets will be available in the classroom to assist with the guidance

All defects and maintenance issues should be recorded and reported to the Chief Instructor / Principal at the earliest time. Tidy up and ensure all deficiencies are logged. Leave safety equipment in a way that it can easily be checked and will stay dry and remain fresh.

# Annex 1

## Procedures for RYA Yachting

Yachts used for training will comply with the requirements of the flag state and RYA Training Vessel Checklist.

## Safety briefing checklist - Yachts

Before the commencement of any voyage the Instructor should ensure that all persons on board are briefed, as a minimum, on the stowage and use of personal safety equipment such as;

## Personal buoyancy and harnesses – TPA's - Emergency procedures - Personal safety

When training, in addition to the requirements above, the Instructor will brief all onboard regarding:

**Procedures for the recovery of a person from the sea and LSA equipment**

**Location and use of pyrotechnics**

**Procedures and operation of radios carried**

**Location of navigation and other light switches**

**Location and use of fire fighting equipment**

**Method of starting, stopping and controlling the main engine and anchor windlass**

**Method of navigating to a port of refuge**

**Location of first aid kits**

**Use of Gas and cooker procedures**

**Liferaft launching and abandonment**

## Notes:

### Personal buoyancy/harnesses

Lif jackets of 150N or greater, will be worn at all times by non swimmers, those not confident in the water or those that the company regards as at higher risk due to their age, size, and medical condition or for any other safety reason. In light weather, during the day the instructor can use their judgement as to the use of lifejackets. At all other times, and in dinghies, they should be worn.

Harnesses will be used; in heavy weather such as if a reef is required, at night and at the skippers' discretion.

**Going aloft:** Students are allowed if; the vessel is in harbour, two halyards fitted - running to separate winches, nobody underneath, tools tied on, lifejacket worn.

### Personal safety

Brief and or demonstrate, to ensure students are aware for their own safety:  
Beware boom and sheets during manoeuvres.  
Hold on, 1 hand for the boat and 1 for yourself.  
Communicate your intentions before manoeuvres.  
Keep a lookout.  
Going forward use the high side of the deck.  
Safe use of winches and clutches.  
Stepping ashore with lines.

**VHF/GPS:** Give students the knowledge to gain a GPS derived position and send it over the VHF. A Mayday prompt card on the vessel will help with this.



# RYA Training Checklist: Cruising

Ref: TCC

All vessels used for RYA training must comply with these requirements plus the equipment requirements or Code of Practice of their flag state and/or country of operation.

|                  |  |                  |  |
|------------------|--|------------------|--|
| RTC name         |  |                  |  |
| Name of boat     |  | Inspection date  |  |
| Boat type        |  | No. of persons   |  |
| Inspection place |  | Inspector's name |  |

References in the left hand column refer to the Notes section of this form or to the RYA Recognition Guidance Notes

Suffix (S) = Sail vessels only; Suffix (M) = Motor vessels only

| Ref         | Item   | Check |
|-------------|--|-------|
| <b>DECK</b> |  |       |
| TCC7        | <b>A</b> Bower and kedge anchor (visual check) <ul style="list-style-type: none"> <li>Weight</li> <li>Chain size</li> <li>Warp size</li> <li>At least 10 metres of chain</li> <li>Anchor secure</li> </ul>   |       |
|             | <b>B</b> Guardrails, fittings and lashings<br>Height 600 mm min  |       |
|             | <b>C</b> Jackstays <ul style="list-style-type: none"> <li>If webbing, is stitching sound?</li> <li>Fitted on exposed deck areas (M)</li> </ul>   |       |
|             | <b>D</b> Harness attachment (S) <ul style="list-style-type: none"> <li>Near companionway</li> <li>Both sides</li> </ul>  |       |
|             | <b>E</b> Companionway - washboards secure (S)  |       |
| TCC2        | <b>F</b> Hatches <ul style="list-style-type: none"> <li>Appropriate signage</li> <li>Non-skid</li> <li>Secure and weathertight</li> </ul>  |       |
| TCC15       | <b>G</b> Man overboard equipment <ul style="list-style-type: none"> <li>Life buoy with vessel name x 2</li> <li>Drogue on each belt</li> <li>Light on each belt</li> <li>Dan buoy attached to a belt (S)</li> <li>Buoyant line(s) 18m min</li> </ul> |       |
|             | <b>H</b> Gas locker(s) <ul style="list-style-type: none"> <li>Ventilated outboard</li> <li>Cylinders secure</li> </ul>   |       |
|             | <b>I</b> Petrol (if carried) <ul style="list-style-type: none"> <li>Only on upper deck</li> <li>Container marked</li> </ul>  |       |
| TCC2        | <b>J</b> Portlights and other windows <ul style="list-style-type: none"> <li>Efficient closing</li> <li>Weathertight</li> </ul>  |       |
| TCC6        | <b>K</b> Liferaft <ul style="list-style-type: none"> <li>Capacity - sufficient?</li> <li>SOLAS B or approved ISAF part II or ISO 9650 Part 1 or RORC</li> <li>In date?</li> <li>SOLAS "B" Grab bag</li> </ul>  |       |

| Ref   | Item  | Check |
|-------|---|-------|
|       | <ul style="list-style-type: none"> <li>Thermal Protective Aids for each person</li> <li>Stowed on deck (GRP only)</li> <li>Hydrostatic release if on deck</li> <li>Valise - dedicated locker accessible to the deck</li> </ul>  |       |
|       | <b>L</b> Positive catches on lockers  |       |
|       | <b>M</b> Radar reflector type (BS 7380 or ISO 8729) See also MGN 349 or superseding M-notice  |       |
|       | <b>N</b> Towing warp. Kedge warp can be used as towing line   |       |
|       | <b>O</b> Bilge pumps (Strum box fitted).<br>1 x on deck – 1 x below deck  |       |
|       | <b>P</b> 2 x buckets with lanyards  |       |
|       | <b>Q</b> Emergency steering (wheel only)  |       |
|       | <b>R</b> Spare water (2 litres per person)  |       |
|       | <b>S</b> Boarding ladder or net - lowest step 600mm below waterline   |       |
|       | <b>T</b> Fenders and warps  |       |
|       | <b>U</b> Shore power lead in satisfactory condition   |       |
| TCC1  | <b>V</b> Engine compartment (only diesel engines permitted) <ul style="list-style-type: none"> <li>Engine compartment clean</li> <li>Fuel cut off outside engine space</li> <li>Seacocks functioning</li> <li>Seacocks piping fire resistant</li> <li>Oil drip tray or containment</li> <li>Bilge alarm fitted (M)</li> </ul> |       |
|       | <b>W</b> Engine spares, filters, impellor, tool kit   |       |
|       | <b>X</b> Batteries and electrics <ul style="list-style-type: none"> <li>Independent engine battery or hand start</li> <li>Batteries secure and ventilated</li> </ul>  |       |
| TCC11 | <b>Y</b> Galley <ul style="list-style-type: none"> <li>Food hygiene guidelines on board</li> <li>Food storage and preparation areas hygienic</li> <li>Cooking and eating utensils clean</li> <li>Cooker gimbals lockable (S)</li> <li>Remote gas tap</li> <li>Flame failure on all burners</li> </ul>                         |       |

| Ref      | Item  | Check |
|----------|---|-------|
| TCC10    | <ul style="list-style-type: none"> <li>• Fire blanket for galley</li> <li>• Gas pipe (visual check)</li> <li>• Gas emergency action card</li> <li>• Functioning gas detector /alarm</li> <li>• Cook's strap (S)</li> <li>• Curtains not in range of burners</li> <li>• Suitable fresh water supply</li> </ul>                     |       |
| MSN 1768 | <b>Z First Aid</b> <ul style="list-style-type: none"> <li>• First Aid book latest edition (RYA First Aid book or First Aid Manual (St John's, Red Cross or St Andrew's))</li> <li>• First Aid Kit (Cat C)</li> </ul>  |       |
|          | <b>AA FIRE EXTINGUISHERS</b> (A/B rated under the UK system or equivalent standard) <ul style="list-style-type: none"> <li>• 13A/113B in any communal area</li> <li>• Engine space extinguisher</li> <li>• 5A/34B min at entrance to each accommodation space</li> <li>• Servicing annually /discharge test every 5yrs</li> </ul> |       |
|          | <b>SAFETY EQUIPMENT</b>   |       |
|          | <b>A Flares</b>   |       |
|          | <b>B 6 pin point red</b>  |       |
| TCC4     | <b>C 4 red parachute / 406 EPIRB</b>  |       |
|          | <b>D 2 buoyant or handheld smoke</b>  |       |
|          | <b>E Harness for each crew (S)</b>  |       |
|          | <b>F 2 Harnesses (M)</b>  |       |
| TCC5     | <b>G Lifejackets</b> <ul style="list-style-type: none"> <li>• Sufficient numbers for all on board (plus 10% or 2 if inflatable type)</li> <li>• Whistle</li> <li>• Currently serviced</li> <li>• Light</li> <li>• Reflective tape</li> </ul>  |       |
|          | <b>H TPA for each person</b>  |       |
|          | <b>I Extra ball for vessels over 12m</b>  |       |
|          | <b>J Efficient fog sound signal</b>   |       |
|          | <b>K Searchlight with Morse capability</b>  |       |
|          | <b>L Identification from air</b>  |       |
|          | <b>BELOW DECK</b>   |       |
|          | <b>A Emergency torch in each cabin</b>  |       |
|          | <b>B Ventilation</b>  |       |
|          | <b>C 2 exits from accommodation? If No is smoke detector fitted?</b>  |       |
|          | <b>D Personal gear stowage – clean?</b>   |       |
|          | <b>E Stowage lockers fastened securely</b>  |       |
|          | <b>F Suitable berths for use at sea</b>   |       |
|          | <b>G Seacocks operable</b>  |       |
|          | <b>H Soft wood bungs for seacocks</b>   |       |
|          | <b>I Heads clean and hygienic</b>   |       |
| TCC14    | <b>INSTRUMENTATION AND PUBLICATIONS</b>   |       |
| TCC3     | <b>A Chartplotter or GPS</b>  |       |
| TCC3     | <b>B Radar</b>  |       |
|          | <b>C Navigation lights working</b>  |       |
|          | <b>D Compass light</b>  |       |
|          | <b>E Fixed 25w VHF Radio</b>  |       |

| Ref   | Item  | Check |
|-------|---|-------|
|       | <b>F Handheld VHF radio</b>   |       |
|       | <b>G Emergency VHF aerial</b>   |       |
|       | <b>H Radio capable of receiving weather reports or NAVTEX</b>   |       |
|       | <b>I Radio emergency procedure card</b>   |       |
|       | <b>J Hand bearing compass</b>   |       |
|       | <b>K Up to date deviation card</b>  |       |
|       | <b>L Echo sounder</b>   |       |
|       | <b>M Log</b>  |       |
|       | <b>N Barometer</b>  |       |
|       | <b>O Anemometer</b>   |       |
|       | <b>P Adequate chart coverage, in date?</b>  |       |
|       | <b>Q Adequate chart table</b>   |       |
|       | <b>R Almanac or sailing directions</b>  |       |
| TCC8  | <b>S Training manual</b>  |       |
| TCC9  | <b>T Maintenance manual</b>   |       |
|       | <b>U SOLAS No. 1 x 1 or No 2 x 2 Cards</b>  |       |
|       | <b>V TEACHING RESOURCES</b> <ul style="list-style-type: none"> <li>• RYA Logbooks available</li> <li>• Relevant course notes available (CCPCN, DSPCN, DSN, YSN)</li> </ul>  |       |
|       | <b>SAILING VESSELS ONLY</b>   |       |
|       | <b>A Deck fittings:</b><br>Genoa track, halyard and reef jammers, jib fairleads, turning blocks, jib sheets, main sheet, blocks and jammer, winches and winch handles   |       |
|       | <b>B Mast:</b><br>Boom, bottlescrews, chainplates, deck glands, forestay, halyards, kicker, reefing gear, standing rigging, turning blocks and sleeves  |       |
| TCC13 | <b>C Spinnaker pole:</b> <ul style="list-style-type: none"> <li>• Fittings</li> <li>• Sufficient lines to triangulate pole</li> <li>• Adequate means of rigging boom preventer</li> </ul>   |       |
| TCC13 | <b>D Maintenance and spares:</b><br>Bosun's bag and sail repair kit   |       |
|       | <b>E Dinghy</b>   |       |
|       | <b>F Sails – the following were inspected:</b><br>Is their condition satisfactory? <ul style="list-style-type: none"> <li>• Genoa's</li> <li>• Jibs</li> <li>• Mainsail</li> <li>• Roller reefing gear and lines</li> <li>• Reefing pennants</li> </ul> |       |
| TCC12 | <b>G Stormsails</b> <ul style="list-style-type: none"> <li>• Trisail or main reefed by at least 40%</li> <li>• Storm jib</li> </ul>   |       |
|       | <b>H Wire cutters sized for standing rigging</b>  |       |
|       | <b>I Motor sailing cone</b>   |       |
|       | <b>MOTOR VESSELS ONLY</b>   |       |
| TCC3  | <b>A Electronics: Radar and plotting sheets</b>   |       |
|       | <b>B Systems: Trim tabs, power trim, bow thrusters</b>  |       |
|       | <b>C Engine: Engine gauges, oil pressure, water temperature, engine log</b>   |       |

## Annex 2

### Accidents, incidents and near misses

Accidents, incidents and near misses can happen. When they occur, the Principal / Chief Instructor will manage the situation, ensure the relevant information is recorded and pass on lessons learned to reduce the likelihood of its reoccurrence. The instructor will normally be first on the scene so will need to deal and record the essential information in the first instance.

Events will be recorded in the Accident reporting book, which is located in the in the settee berth. The Principal will report serious accidents to the BEAmer, CIAIM and RYA.

### MAIB, BEAmer & CIAIM Requirements

#### Vessels

The definitions below are derived from a commercial merchant vessel requirement and therefore judgement will need applying as to what is reportable and what is not. For instance a RIB may ground every time she is launched or recovered or if slow shallow water work is being carried out.

#### Accident

This is defined as any accident or occurrence affecting the safety of a vessel including when a vessel:

Is in collision – Grounds - Is damaged – Malfunctions or breaks down (vessel is made inoperable);  
Suffers flooding - A defective hull/structural failure - Causes serious harm to the environment.

#### Incident

Means any incident on a vessel which affects, or could affect, the safety of other vessels which affects or is likely to affect:

The manoeuvrability or seaworthiness - propulsion system - steering gear - electrical generation system - navigation equipment - communications system.

#### People

**Accident-** Major and serious injuries are classified as follows:

- |               |   |
|---------------|---|
| Major:        | Any fracture, other than to the fingers, thumbs or toes - Any loss of a limb or part of a limb - Dislocation of the shoulder, hip, knee or spine - Loss of sight              |
| Other injury: | Leading to hypothermia or unconsciousness - Requiring resuscitation - Requiring admittance to hospital or similar for more than 24 hours.                                     |
| Serious:      | A serious injury means any injury, other than a major injury, to a person which results in incapacity for more than three consecutive days excluding the day of the accident. |
| Other:        | Other injury, as per the "Serious Injury", which results in incapacity for up to 3 days.  |

#### Incident

All injuries that do not lead to incapacitation, e.g. minor cuts and abrasions.

### Near misses (vessels and people)

The idea of a near-miss report is to learn from hazardous situations and allow our Training Centre and its operating procedures to evolve and run a progressively safer system.

## Health and Safety Executive – shore side accidents and incidents – Riddor guidance

### Deaths and injuries

If someone died or injured because of a work-related accident this may have to be reported.

### Types of reportable injury

Deaths

Major injuries

Over-seven-day injuries

### People not at work

Where a member of the public or person who is not at work has died, or Injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital.

### Reportable major injuries are:

fracture, other than to fingers, thumbs and toes;  
amputation;  
dislocation of the shoulder, hip, knee or spine;  
loss of sight (temporary or permanent);  
chemical or hot metal burn to the eye or any penetrating injury to the eye;  
injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;  
any other injury leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours;  
unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;  
acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;  
acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.


### Over-seven-day injuries

You have to report injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days). The report must be made within 15 days of the accident.

### Over-three-day injuries

**You must still keep a record** of the accident if the worker has been incapacitated **for more than three consecutive days**. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

### Occupational diseases

Employers and the self-employed must **report listed occupational diseases**  when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions **and** the sufferer has been doing the work activities listed.

### Dangerous occurrences

Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of those that are reportable:

collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;  
explosion, collapse or bursting of any closed vessel or associated pipe work;  
plant or equipment coming into contact with overhead power lines;  
electrical short circuit or overload causing fire or explosion;  
malfunction of breathing apparatus while in use or during testing immediately before use;  
collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;  
the fall of walls or buildings.





## **Annex 3**

### **Dealing with a major accident/incident**

These notes give guidelines in the aftermath of a major accident.

Our first priority is the safety of students and instructors, but we will also have to deal with the authorities and media.

#### **Incident Co-ordinator**

An Incident Co-ordinator will have overall control and responsibility and will co-opt other members as necessary to deal with the incident such as securing the incident area, rendering first aid, preventing further injury or damage and taking appropriate photographs. The Incident Co-ordinator will ensure that the Principal / Chief Instructor is informed of the incident as soon as possible.

#### **Incident Control Room**

Where possible ensure that an incident control room is set up on a suitable part of the site where there are functioning mobile and landline telephones, radio communications and access to the internet and email available.

#### **In the Immediate Aftermath**

Get a statement from competent witnesses as well as recording their names and contact details

Remove the key witnesses to a place you can talk to them away from onlookers

Explain that statements are being taken to obtain an accurate account of the incident as these may be required for insurance or other purposes.

Notes need to be taken and agreed by the witnesses

#### **Securing Evidence**

Photograph the incident location, boats, equipment etc.

Keep and secure any relevant equipment e.g. clothing, lifejackets, logbooks etc.

Secure any boats and equipment.

#### **Emergency Services**

In the event of Emergency Services becoming involved, they will take control of the incident response and be responsible for situations relevant to them e.g. Police (fatalities), Coastguard (marine rescue), Fire and Rescue Service (Fire/rescue incidents), and Ambulance (Casualty treatment.). In the event of a major multi-agency incident, a Lead Agency will be appointed, usually the Police, to ensure a co-ordinated response.

#### **Site organisation**

If necessary restrict entrance or exit to and from the site

Identify a separate gathering area for relatives of any injured persons

Arrange for a supply of hot/cold drinks and or food

Keep media away from gathering area for relatives

If possible, have a separate briefing area for the media where they can be addressed by the training centre representative.

### **Dealing with Relatives or Aggrieved Parties**

It is important to be sympathetic with these people, without admitting liability. Remain calm and say that every effort is being made to mitigate the effects and that the appropriate authorities, with whom you are co-operating, are investigating the incident.

### **Fatalities**

If there has been a fatality, the Police will inform the next of kin. Similarly with injured people, when a criminal offence or traffic collision occurs. Do not publicise the name/s of the casualty/ies until you know this has been formally carried out by the Police, even if the press appear to know who it is.

### **Dealing with the Press**

If contacted by the press or other media representative, the initial response is to acknowledge that an incident has occurred and that the centre will issue a press statement as soon as possible.

Direct statements and interviews are to be avoided unless authorised.

Produce a written statement that you can give to the media. Such as;

*Sail-Master-Training regrets to announce the death of a crew member who fell overboard at night.*

*When...*

*Where ...*

*Our deepest sympathy to the relatives etc. A full statement will be issued at 2pm tomorrow (give yourself time to collate the information).*

Don't hold a media briefing. Decide who will speak to the media or consider a written statement.

Don't allow well meaning but ill informed staff to make public comments.

Keep a record of whom you have spoken to, who has contacted you etc.

### **Notifications**

Inform RYA Training (+44 23 8060 4180) who can assist with your statement to the press.

If it is a UK flagged boat or if there are UK personnel are onboard you must inform the UK Marine Accident Investigation Branch (MAIB) by the quickest means possible (+44 (0)23 80 232527).

If it involves work-related fatal or major injury you must inform the BEAmer & CIAIM. **See Annex 2**

### **Closure**

The primary phase of the incident is closed when any injured parties have been moved from the locations and all property damage has been secured so that it no longer presents a danger.

A meeting should be held with all those involved in the handling of the incident and any experts who may be required (legal, insurance, structural etc).

This meeting should finalise all records of the event and determine any follow up action that may be required.

A record should be made of lessons learnt and a plan developed for implementing ways to improve procedures and the major incident response system.

# TRIGGERS FOR REPORTING ACCIDENTS AND INCIDENTS VERSION 8

## An accident or incident has occurred

Accident: an unexpected event resulting in death or injury to a person.  
Incident: an unexpected event that is hazardous in nature and has the potential to harm a person or property. (Hazardous incident reporting is useful for assessing the effectiveness of control measures).

## MANDATORY RYA REPORTING TRIGGERS

The RYA requires that an accident or incident must be reported to the relevant department if it involves:

- An RYA organised event
- RYA training, coaching and performance activities
- Recognised Training Centre

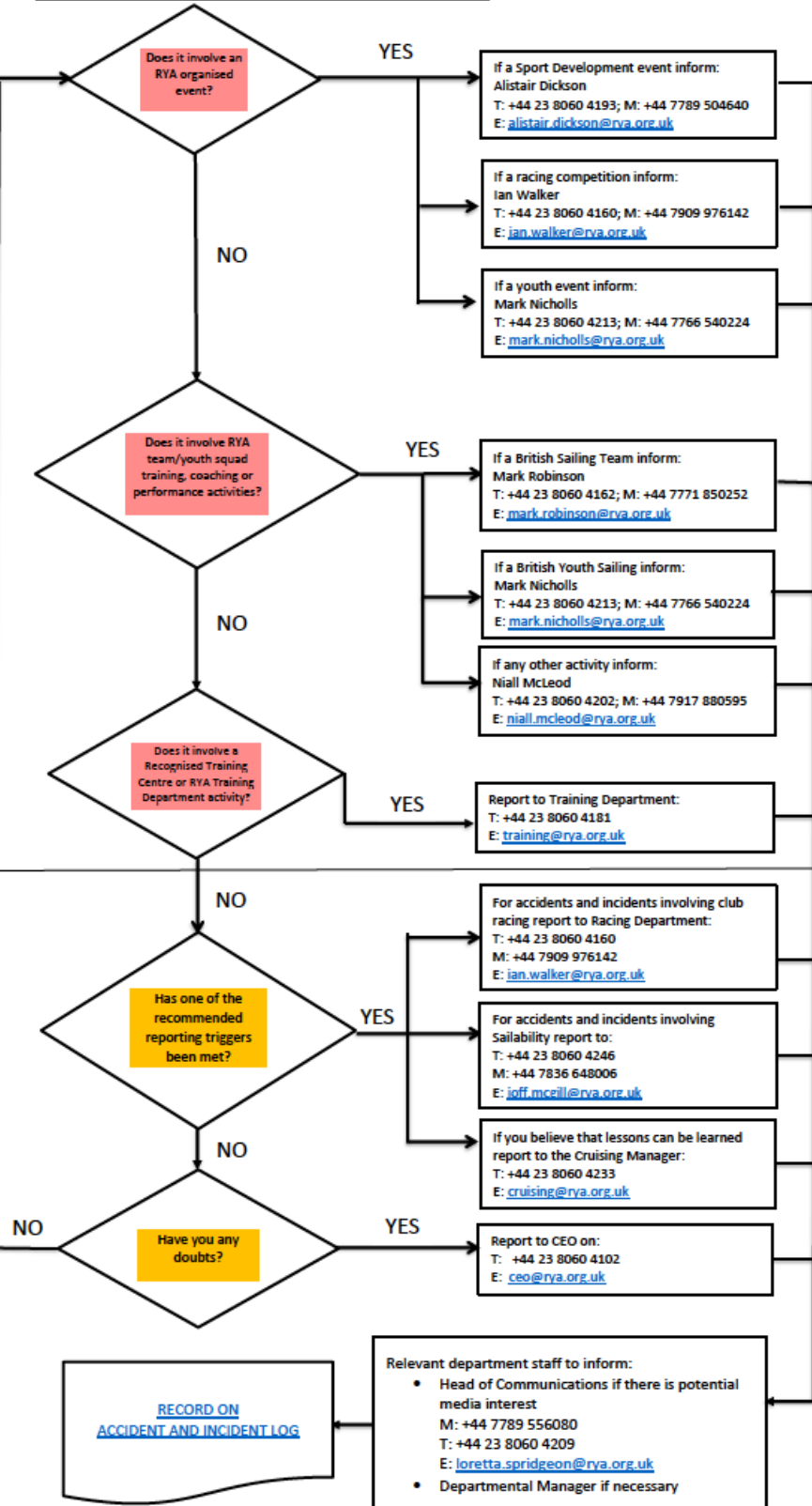
RYA organised events are controlled by Officials who will be conversant with the RYA Safety Management System. They should use their judgement on what and when to report.

RTC Principals should refer to RGN1, section 3 for advice on reporting to the Training Department.

## RECOMMENDED REPORTING TRIGGERS

If an accident or incident happens elsewhere and involves any of the following then the RYA wishes to be informed:

- Fatality
- Hospitalisation required
- Statutory reporting to MAIB
- If useful lessons can be learned
- If in doubt



Feedback of lessons learned This might include:

- Amending rules
- Amending RYA policies and procedures
- Further (re) training for staff and volunteers
- Articles in RYA Magazines and newsletters
- Reporting outcomes to the Sport and Recreational Alliance, Sport England, UK Sport, BOA, RYA regions and home countries
- Case study at conferences
- Emailing of any urgent findings to those concerned
- Proposals for amending ISO standards
- Communication to the wider boating public through SAN/yachting press

## **Annex 4**

### **Course feedback and complaints procedure**

By continual discussion and debriefing we hope to work out any issues that a student may have before they become a problem. If the Instructor thinks there is a problem, he should contact the Chief Instructor for guidance.

Feedback is taken seriously and is looked upon positively as a way to improve. Feedback forms will be offered to students when they finish a course and reviewed afterwards. Feedback forms will be kept on file for 12 months after the course.

The Principal / Chief Instructor will make every effort to resolve any complaints as quickly as possible.

If the complaint requires investigation, the complainant should submit their complaint in writing. Sail-Master-Training will acknowledge receipt of the complaint by return, or if this is not possible, at the earliest possible time informing them that Sail-Master-Training will investigate the complaint and when they should expect to receive a response.

To investigate, the instructor and other course students will be contacted to get a balanced view. The response to the complainant will be polite and objective, offering any appropriate compensation if deemed necessary.

If a candidate wishes to make a complaint or appeal against or about a course assessment, the candidate's first point of contact is the Assessor. Full details of the appeal should be provided to the Assessor who will advise the candidate of the outcome within 10 working days.

If the candidate is dissatisfied with the decision of the Assessor, he or she may appeal in writing to Sail-Master-Training Principal / Chief Instructor within 10 days of receiving the decision.

The letter of appeal should contain full details of the assessment, when where, involving whom etc, the nature of the complaint or appeal, copies of any supporting documentation relating to the assessment outcome, action, plans, reports etc. and copies of any previous correspondence regarding the complaint. The Principal / Chief Instructor will review the appeal and inform the candidate of their decision within 10 working days.

Should the candidate still be dissatisfied with the decision, he or she may appeal in writing to the relevant external body within 10 days of receiving the decision.



## Customer feedback

Please take a moment to fill in our evaluation questionnaire to help us improve our service.

|                   |  |
|-------------------|--|
| Date              |  |
| Course undertaken |  |
| Your name         |  |
| Instructor name   |  |

|                      |           |   |   |   |      |
|----------------------|-----------|---|---|---|------|
| <b>Pre-course:</b>   | Excellent |   |   |   | Poor |
|                      | 5         | 4 | 3 | 2 | 1    |
| Information          |           |   |   |   |      |
| Joining instructions |           |   |   |   |      |
| Overall              |           |   |   |   |      |
| Comments:            |           |   |   |   |      |

|                        |           |   |   |   |      |
|------------------------|-----------|---|---|---|------|
| <b>Your instructor</b> | Excellent |   |   |   | Poor |
|                        | 5         | 4 | 3 | 2 | 1    |
| Training style         |           |   |   |   |      |
| Approachable           |           |   |   |   |      |
| Knowledge              |           |   |   |   |      |
| Overall                |           |   |   |   |      |
| Comments:              |           |   |   |   |      |

|                   |           |   |   |   |      |
|-------------------|-----------|---|---|---|------|
| <b>Facilities</b> | Excellent |   |   |   | Poor |
|                   | 5         | 4 | 3 | 2 | 1    |
| Vessel/Classroom  |           |   |   |   |      |
| Food              |           |   |   |   |      |
| Overall           |           |   |   |   |      |
| Comments:         |           |   |   |   |      |

|                  |           |   |   |   |      |
|------------------|-----------|---|---|---|------|
| <b>Equipment</b> | Excellent |   |   |   | Poor |
|                  | 5         | 4 | 3 | 2 | 1    |
| Appearance       |           |   |   |   |      |
| Condition        |           |   |   |   |      |
| Suitability      |           |   |   |   |      |
| Overall          |           |   |   |   |      |
| Comments:        |           |   |   |   |      |

**Where did you find us?** eg: Internet Search – Google, Recommendation, Work sent me - etc

|  |
|--|
|  |
|--|

## Annex 5

### Safeguarding

#### Protection of young persons, vulnerable adults and staff

Sail-Master-Training does not teach children under 16 years old. People between the age of 16 and 18 will be allowed on a course when accompanied by a parent, guardian, employer, responsible adult **or with their written consent**. See guidance in **Annex 6**.

When working with young people, plan the work to minimise situations where adults are working unobserved, where they could take advantage of their position of trust or allegations could be made by a young person that are hard to disprove.

Good practice protects everyone – young persons, volunteers and staff.

Avoid spending any significant time working with young persons in isolation.

Do not take young people alone in a car, however short the journey.

Do not take young people to your home as part of your organisation's activity.

Where any of these are unavoidable, ensure that they only occur with the full knowledge and consent of someone in charge of the organisation or the parents.

If a young person is having difficulty with a wetsuit/ buoyancy aid, ask them to ask a friend to help.

If you do have to help, make sure you are in full view of others, preferably another adult

#### **Never:**

Engage in rough, physical or sexually provocative games.

Allow or engage in inappropriate touching of any form.

Allow children to use inappropriate language unchallenged.

Use inappropriate language yourself when with young persons.

Make sexually suggestive comments to young persons, even in fun.

Fail to respond to an allegation made by a young person; always act.

Do things of a personal nature that a young person can do for themselves.

## Annex 6

### Emergency / Contact numbers

| Who   | How   |
|---|---|
| Sail-Master-Training                            | +33.610.525.701   |
| Nicholas Joubert (Principal / Chief Instructor) | +33.610.525.701   |
| Instructor 1                                    |   |
| Instructor 2                                    |   |
| Instructor 3                                    |   |
| Coastguard                                      | 112 / 900 202 20 / VHF Ch 16  |
| Police  | 112 / 091 / 092   |
| Health Emergencies                              | 112 / 061   |
| Fire Fighters                                   | 112 / 080   |
| Doctor – on - call                              | CCMM +33 534 393 333  |
|   |   |
| Port Administration - Vigo                      | +34 986 268 021   |
| Port Administration – A Coruña                  | +34 981 219 621   |
| Baiona Yacht Club                               |   |
|   |   |
| Fuel Dock                                       |   |
| Radio Taxi                                      |   |
|   |   |
| RYA Training                                    | +44 (0) 23 8060 4180<br><a href="https://www.rya.org.uk/knowledge-advice/safety-mangement/Pages/accident-and-incident-reporting-form.aspx">https://www.rya.org.uk/knowledge-advice/safety-mangement/Pages/accident-and-incident-reporting-form.aspx</a> |
| UK Marine Accident Investigation Branch         | +44 (0) 23 80 232527<br><a href="mailto:iso@maib.gov.uk">iso@maib.gov.uk</a>  |
| BEAmer  | +33 (0) 1 40 81 38 24<br><a href="mailto:bea-mer@developpement-durable.gouv.fr">bea-mer@developpement-durable.gouv.fr</a>   |
| CIAIM   | +34 91 597 7141 / +34 91 597 7724<br><a href="mailto:ciaim@fomento.es">ciaim@fomento.es</a>   |
|   |   |
|   |   |
|   |   |
|   |   |

## **Annex 7**

### **Safety Brief – Generic Classroom**

**Before the commencement of any shore based course, the following safety brief will be conducted.**

Roll Call – all present?

Check medical details and NoK

Fire and muster points

Fire Alarm sounds like...

Fire Exits are located....

Muster points are located...

Dangers around the centre

Toilets are located...

Tea and Coffee

Mobile phones

Departure time issues

Questions



## **Annex 8**

### **Risk Assessments**

The risk assessment process followed these steps:

Identify the hazards and assess the chances of a hazardous event occurring.

Assess the severity or consequences, and if the risk and severity is too great, take action to; remove the risk, or if not possible, reduce the risk to as low a level as reasonably practicable.

The risk assessments will then form the basis of our Standard and Emergency Operating Procedures.

### **Contents**

Fire onboard

Collision

Flooding

Grounding

Man overboard

Hypothermia

Gas escape

Going aloft

Boom

Dismasting

Working on deck

Headsail sheets

Rope injuries

Foot injuries

Sea sickness

MOB at anchor or harbour

Companionway ladders

Galley stove

Galley fire

Galley utensils

Falling in interior spaces

Hazardous products

Use of tools

Ladders ashore

Scaffold around yacht - refit

Fire classroom

| Hazard        | Consequence   | Severity | Likelihood   | Control measure   | Action   |
|---------------|---|----------|--------------|---|--|
| Fire onboard  | Loss of vessel  | High     | Low          | <ul style="list-style-type: none"> <li>Equip and maintain fire fighting equipment to Code or RYA standards</li> <li>Procedures for Fire and Abandon ship</li> </ul>   | <ul style="list-style-type: none"> <li>Fire fighting equipment to be inspected and maintained by checklist and service engineer</li> <li>Safety brief to include fire safety and evacuation</li> </ul>   |
| Collision     | Loss of vessel  | High     | Low - Medium | <ul style="list-style-type: none"> <li>Adequate watch keeping whilst at sea</li> <li>Early action when risk is identified</li> <li>Procedures for abandon ship</li> <li>Procedures for when to call Skipper if risk of collision is identified</li> </ul>   | <ul style="list-style-type: none"> <li>Efficient look out to be kept at all times.</li> <li>Early avoiding action to be taken</li> <li>Ensure extra vigilance during sail hoists &amp; drops</li> <li>Conduct regular abandon ship drills</li> </ul>                               |
| Flooding      | Loss of vessel  | High     | Low          | <ul style="list-style-type: none"> <li>Maintenance of skin fittings</li> <li>Sufficient bilge pumping systems</li> <li>Monitoring of bilge levels</li> <li>Procedures for flooding &amp; abandon ship</li> </ul>  | <ul style="list-style-type: none"> <li>Regular inspection of skin fittings and systems</li> <li>Regular check of bilge pumping systems</li> <li>Regular checking of bilge levels</li> <li>Skin fitting location identified</li> <li>Conduct regular abandon ship drills</li> </ul> |
| Grounding     | Loss of vessel  | High     | Low          | <ul style="list-style-type: none"> <li>Navigational awareness</li> <li>Use of echo sounder</li> </ul>   | <ul style="list-style-type: none"> <li>Maintain regular position fixing.</li> <li>Maintain effective look-out</li> </ul>   |
| Man overboard | Casualty lost overboard.<br>Risk of death by drowning or Hypothermia. | High     | Low          | <ul style="list-style-type: none"> <li>Lifejackets and harness lines to be worn when told by skipper</li> <li>Staff to enforce lifejacket rules</li> </ul>  | <ul style="list-style-type: none"> <li>Safety brief on lifejackets and harness lines</li> <li>Regular MOB training and drills</li> </ul>   |
| Hypothermia   | Risk of death   | Medium   | Low - Medium | <ul style="list-style-type: none"> <li>All to be properly dressed for weather</li> <li>Waterproofs available for all on board</li> <li>Joining instructions to indicate clothing to bring on voyage</li> <li>Staff to hold First Aid Certificate</li> </ul> | <ul style="list-style-type: none"> <li>Staff to check that guests are correctly dressed</li> <li>Staff to be alert for first signs of hypothermia</li> <li>Those showing signs of hypothermia to be sent below for warming/treatment and supervised</li> </ul>                     |
| Gas escape    | Explosion   | High     | Low          | <ul style="list-style-type: none"> <li>Gas safety procedures to be followed</li> <li>Galley stove not to be left unattended when lit</li> </ul>   | <ul style="list-style-type: none"> <li>Briefing and induction to crew on gas safety</li> <li>Annual inspection of gas installation by Gas engineer</li> </ul>  |
| Going aloft   | Injury - death  | High     | Low          | <ul style="list-style-type: none"> <li>Use correct equipment and procedures when going aloft</li> <li>Supervision from deck</li> </ul>  | <ul style="list-style-type: none"> <li>Enforce procedures for working aloft</li> <li>Permission required from Skipper</li> </ul>   |

| Hazard                      | Consequence  | Severity | Likelihood | Control measure  | Action  |
|-----------------------------|--|----------|------------|--|---|
| Control of boom             | Injury from being struck by boom or boom dismasting vessel | High     | Medium     | <ul style="list-style-type: none"> <li>Use of boom guys when necessary</li> <li>Supervision of guests when sailing</li> </ul>  | <ul style="list-style-type: none"> <li>Staff to organise guys when required</li> <li>Supervision of helm when sailing up/downwind</li> <li>Safety brief to cover danger of boom.</li> </ul>   |
| Dismasting                  | Injury – death – MOB.<br><br>Holing or loss of vessel      | High     | Low        | <ul style="list-style-type: none"> <li>Reef and shorten sail early</li> <li>Carry effective rig cutters</li> <li>Check rig regularly</li> </ul>  | <ul style="list-style-type: none"> <li>Train crew in location and use of rig cutters</li> <li>Rig check schedule in accordance with code</li> </ul>   |
| Working on deck             | Injury from being washed off feet when on deck             | Medium   | Medium     | <ul style="list-style-type: none"> <li>Bear away if conditions are hazardous</li> <li>Use of harness lines and jackstays when necessary</li> <li>Manage crew working on deck</li> <li>Anticipation of conditions and setting appropriate sail plan in advance</li> </ul> | <ul style="list-style-type: none"> <li>Deck work on high side</li> <li>Effective helmsman whilst crew are working on deck</li> <li>Effective briefing of task before starting work</li> <li>Setting sail plan appropriate to conditions – reef early</li> <li>Induction brief to cover harness use</li> </ul> |
| Headsail sheets             | Injury from flogging sheets and clew                       | High     | Medium     | <ul style="list-style-type: none"> <li>Sheets to be controlled to reduce flogging during sail hoists</li> <li>Crew to be clear of clew during manoeuvres</li> </ul>  | <ul style="list-style-type: none"> <li>Induction on winch use, sheeting and making fast</li> <li>Staff to check guests are not in hazardous position</li> <li>Safety brief to cover sheets and blocks</li> </ul>  |
| Rope Injuries               | Rope Burns   | Low      | Medium     | <ul style="list-style-type: none"> <li>Correct use of cleats, capstans and winches</li> </ul>  | <ul style="list-style-type: none"> <li>Training in correct use of making off and easing</li> <li>Halyards and sheets prepared for use</li> </ul>  |
| Foot Injuries               | Injury to feet from deck fittings                          | Medium   | Low        | <ul style="list-style-type: none"> <li>All personnel to wear footwear when on deck, below and sailing</li> <li>Joining instructions to note footwear</li> </ul>  | <ul style="list-style-type: none"> <li>Wearing of footwear when sailing to be enforced by staff</li> </ul>  |
| Seasickness                 | Dehydration<br><br>Shock                                   | Medium   | High       | <ul style="list-style-type: none"> <li>Those seasick to be cared for and if required treated for dehydration</li> <li>Medication if directed</li> </ul>  | <ul style="list-style-type: none"> <li>Staff to monitor guests for seasickness and give appropriate care</li> <li>Skipper to administer medication if qualified</li> <li>Drinks before leaving and regularly on voyage</li> </ul>   |
| MOB at Anchor or in Harbour | Drowning<br>Hypothermia                                    | High     | Low        | <ul style="list-style-type: none"> <li>Staff member on deck when guests swimming</li> <li>Staff to know when guests/crew returning after shore leave</li> </ul>  | <ul style="list-style-type: none"> <li>Safety brief to include life-rings and MOB</li> </ul>  |
| Companionway ladders        | Falling  | High     | Low        | <ul style="list-style-type: none"> <li>Correct use of ladders.</li> </ul>  | <ul style="list-style-type: none"> <li>Briefing of guests</li> </ul>  |
| Galley stove                | Burns<br><br>Scalds  | Medium   | Low        | <ul style="list-style-type: none"> <li>Care when using galley stove</li> <li>Protective clothing when at sea</li> <li>Adequate supervision</li> </ul>  | <ul style="list-style-type: none"> <li>Briefing for guests using stove</li> </ul>   |

| Hazard                       | Consequence             | Severity | Likelihood   | Control measure   | Action   |
|------------------------------|-------------------------|----------|--------------|---|--|
| Galley fire                  | Burns<br>Loss of vessel | High     | Low          | <ul style="list-style-type: none"> <li>Galley stove not to be left unattended when lit</li> </ul>   | <ul style="list-style-type: none"> <li>Briefing of fire procedures and blanket</li> <li>Supervision of galley stove whilst lit</li> </ul>                              |
| Galley utensils              | Cuts                    | Low      | Low          | <ul style="list-style-type: none"> <li>Care when using sharp utensils</li> </ul>  | <ul style="list-style-type: none"> <li>Effective stowage of sharp utensils and knives before setting to sea</li> </ul>   |
| Falling in interior spaces   | Injury                  | Medium   | Low          | <ul style="list-style-type: none"> <li>Handholds and proximity of surfaces</li> </ul>   | <ul style="list-style-type: none"> <li>Briefing to guests on moving around at sea</li> </ul>   |
| Using hazardous products     | Injury                  | Medium   | Medium       | <ul style="list-style-type: none"> <li>Equip vessel with Personal Protective Equipment (PPE)</li> <li>First Mate to oversee use of hazardous products</li> <li>Identify hazardous products</li> </ul>                             | <ul style="list-style-type: none"> <li>Ensure crew know to use PPE when appropriate</li> <li>Brief crew to be vigilant for warnings on products</li> </ul>             |
| Use of tools and power tools | Injury                  | Medium   | Low - Medium | <ul style="list-style-type: none"> <li>Equip vessel with Personal Protective Equipment (PPE)</li> <li>First Mate to oversee or brief on use of tools and power tools</li> <li>Ensure power tools are not used by water</li> </ul> | <ul style="list-style-type: none"> <li>Ensure crew know to use PPE when appropriate</li> <li>Brief crew to be sensible with tools</li> </ul>                           |
| Ladders when vessel ashore   | Injury<br>Death         | High     | Low          | <ul style="list-style-type: none"> <li>Ensure ladder secured at base and to boat</li> <li>Use line system to carry heavy items on-board from below</li> </ul>   | <ul style="list-style-type: none"> <li>Skipper to ensure ladders are secured</li> <li>Skipper to brief crew on line system for loading heavy items and bags</li> </ul> |
| Working on scaffold          | Injury<br>Death         | High     | Low          | <ul style="list-style-type: none"> <li>Ensure scaffold is close to boat and any gaps between the boat and scaffold are small.</li> </ul>  | <ul style="list-style-type: none"> <li>Skipper to check scaffold once it has been erected</li> </ul>   |
| Fire classroom               | Death Injury            | High     | Low          | <ul style="list-style-type: none"> <li>Equip classroom with fire extinguishers</li> <li>Check fire exits clear</li> <li>Identify Muster point</li> <li>Establish brief for students</li> </ul>                                    | <ul style="list-style-type: none"> <li>Brief students on fire bell and muster point</li> <li>Affix signs on muster point and fire extinguishers</li> </ul>             |

Signed by Nicholas Joubert...*N. Joubert*...Principal / Chief Instructor at Sail-Master-Training on:

Revision date: ..20/08/2019.

## Annex 9

### Shore contact procedure

When the vessel is training, a shore contact will be available with relevant voyage information so there is a continual line of communication.

The Shore contact will undergo briefing by the Principal so that they are conversant with the ways that the vessel(s) can be tracked.

The shore contact will be provided with the following documentation:

Full crew list and notifications of changes to crew

Next of Kin/emergency contact and medical details

Vessel MMSI number and call sign

In the event of the vessel being overdue by 24 hours or by a prearranged time, the following procedure will be followed.

The Shore contact will endeavour to make contact or establish the position of the vessel by:

Contacting the Skipper

Contacting the Crew

Contacting the Coastguard

#### AIS Tracking

In the event of the vessel being overdue by 24 hours or by a prearranged time, the following procedure will be followed.

The Shore contact will endeavour to make contact or establish the vessels position by the methods shown above or by AIS (Automatic Identification System) Via the internet.

<http://www.marinetraffic.com/en/ais/index/ships/range>

**If the vessel is un-contactable but through investigation (AIS), is underway and steering a straight course, then the position of the boat will be noted and monitored regularly until contact is made.**

#### Details for Coastguard

**If the vessel is un-contactable and when tracked, looks as though she is sailing erratically or has stopped, there could be a possible problem especially if she should be sailing faster in the conditions.**

**The Coastguard should be notified with the following information.**

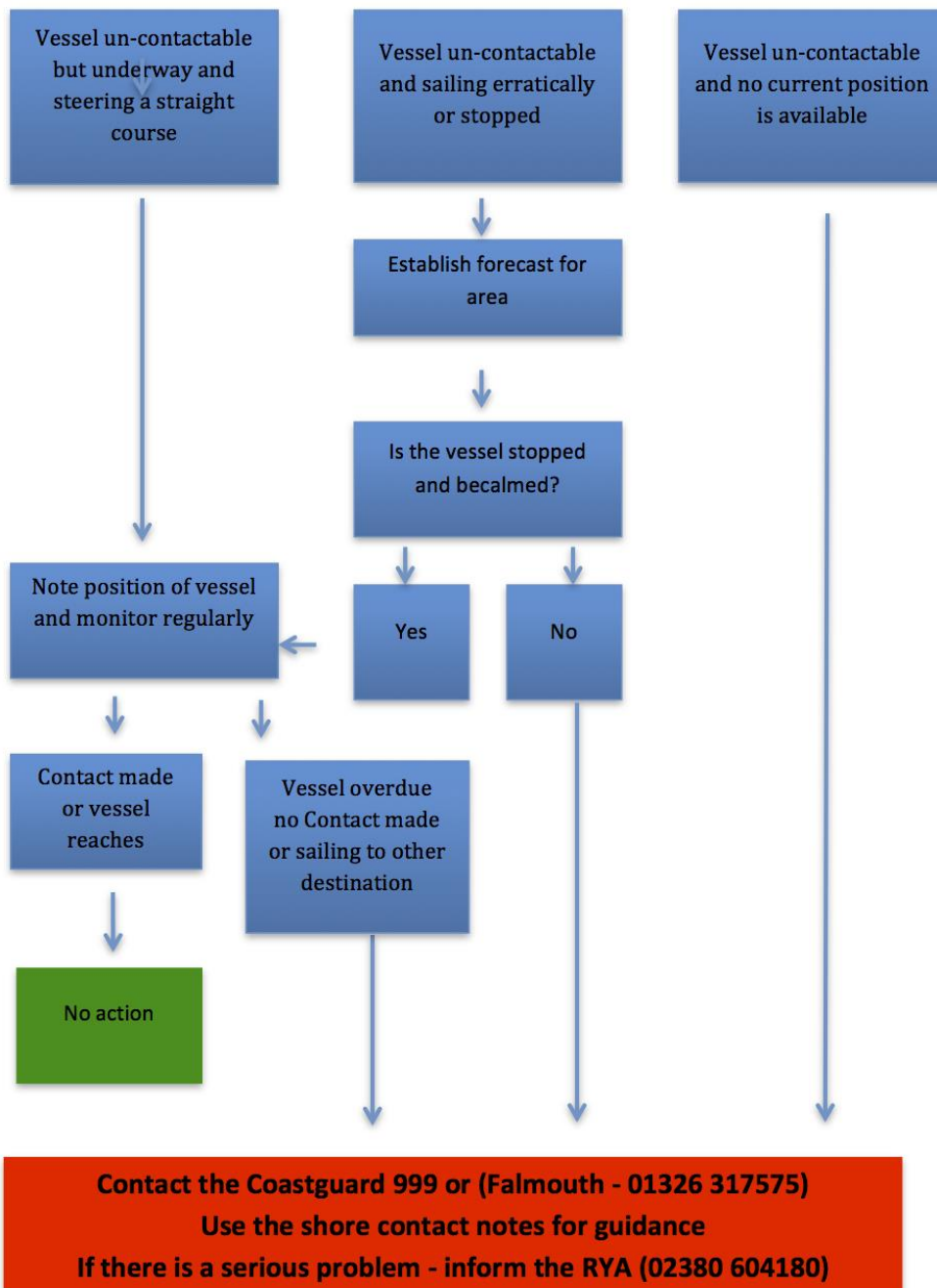
The vessel with ..... number of persons onboard has failed to meet a scheduled report, her last position was Port .....or Latitude ..... and Longitude ..... She is un-contactable and seems stopped or slow in the water.

**If the vessel is un-contactable and no current position is available.**

The vessel..... with .... number of persons onboard has failed to meet a scheduled report, her last position was Latitude ..... and Longitude ..... or Port and she was bound for .....Port. The last time of contact was..... and she is failing to show up.

It should be stressed that lack of contact could just be an electrical problem, that is being rectified or needs sorting out when back onshore. The boat has short-range VHF radios which can be used to communicate when near other vessels or land.

**Shore contact reference**  
**Vessel un-contactable or not reported in**





## Annex 10

### Sail-Master-Training Instructor development record

|                    |                  |                             |
|--------------------|------------------|-----------------------------|
| <b>Instructor:</b> | <b>Observer:</b> | <b>Centre: Sail-Master-</b> |
| <b>Topic:</b>      | <b>Date:</b>     | <b>Training</b>             |
| <b>Notes:</b>      |                  |                             |

| PROGRESS TOWARDS THE STANDARDS: AREAS OF STRENGTH AND AREAS FOR DEVELOPMENT  |  |
|--|--|
| <b>Professional attributes</b>   |  |
| Teaching relationships with students: <ul style="list-style-type: none"> <li>• have high expectations</li> <li>• model positive attitudes and behaviour</li> </ul>   |  |
| <b>Professional knowledge and understanding</b>  |  |
| Subject knowledge and related pedagogy <ul style="list-style-type: none"> <li>• RYA Syllabi</li> </ul>   |  |
| <b>Professional skills</b>   |  |
| <b>Planning</b> <ul style="list-style-type: none"> <li>• Progression/effective learning sequences (within/between lessons)</li> <li>• Opportunities for pupils to develop</li> </ul> <b>Teaching</b> <ul style="list-style-type: none"> <li>• Range of strategies and resources: taking account of diversity; promoting inclusion of students:</li> <li>• Building on prior knowledge</li> <li>• Matching language to learners: effective explanations, questioning, discussion.</li> <li>• Managing whole class/group/individual learning; modifying teaching to suit class size</li> </ul> <b>Assessing, monitoring and feedback</b> <ul style="list-style-type: none"> <li>• Effective range of strategies</li> <li>• Giving constructive feedback</li> <li>• Supporting pupils' self-reflection</li> </ul> <b>Learning environment</b> <ul style="list-style-type: none"> <li>• Purposeful and safe (safety brief)</li> <li>• Clear framework for behaviour</li> </ul> <b>Feedback</b> |  |

| POINTS FOR DISCUSSION AND REFLECTION WITH REGARD TO: |  |
|--|--|
| <b>Planning and expectations</b>                     |  |
| <b>Teaching</b>                                      |  |
| <b>Pupils' learning</b>                              |  |



## Annex 11

### Non-conformance form

|   |                |                    |                          |              |  |
|---|----------------|--------------------|--------------------------|--------------|--|
| NCR No: office to complete                    |                | Date:              |                          | Reported by: |  |
| Description of non conformance:               |                |                    |                          |              |  |
| Classification of NC                          | Major          | Minor              | Delete as required       |              |  |
| Action time                                   | Immediate      | Within 3 Months    |                          |              |  |
| Trigger for NC being raised                   | Normal working | Customer complaint | Audit internal external  | Audit number |  |
| Correct procedure/standard reference          |                |                    |                          |              |  |
| Remedial action                               |                |                    |                          |              |  |
| Actioned by:                                  |                |                    | To be completed by date: |              |  |
| Action to prevent reoccurrence                |                |                    |                          |              |  |
| Actioned by:                                  |                |                    | Completed date:          |              |  |
| Corrective action completed                   |                |                    |                          |              |  |
| Information promulgated stopping reoccurrence |                |                    |                          | Date:        |  |
| Actioned by:                                  |                |                    | Signed                   |              |  |



|                  |  |        |  |
|------------------|--|--------|--|
| S-M-T Principal: |  | Signed |  |
|------------------|--|--------|--|

## Non conformity form completion guide

This form is to be completed by the person triggering the non conformity

|   |  |
|---|--|
| NCR No  | Will be completed by the admin office                                      |
| Date  | Date of the actual NC  |
| Reported by   | Person filling out form  |
| Classification of NC  | Major or Minor   |
| Trigger for NC being raised   | What actual event/defect/training generated the NC                         |
| Audit number  | Input if due to an audit   |
| Correct procedure/reference   | What is the correct reference/standard for the NC<br>(e.g. mgn280 pg/para) |
| Trigger for NC being raised   | During normal work, customer complaint, audit – with<br>audit number       |
| Remedial action   | Any remedial action, for user and office to complete                       |
| Action to prevent<br>reoccurrence   | Any actions that are taken/used to prevent re occurrence                   |
| <b>All other info below corrective action complete will be filled out by the admin office</b> |  |

Once the form has been completed please hand it to the admin office.



The undersigned confirm they have read and understood the contents of the Sail-Master-Training / Voile-Eco-Guides Safety Management System.

[illegible]