

# INFORMATION FOR PARENTS AND GROUP LEADERS



## OPERATING LICENSES AND RECOGNITION HELD BY UKSA

As a major provider of Watersports activities, UKSA hold the following Licences and Certificates of Registration, and is accredited to run the following courses;

### **Adventure Activities Licensing Authority No: L2316/RO296**

Specified Activities: Kayaking; Open (Canadian) Canoeing; Paddle Surfing; Sailing; Windsurfing; Improvised Rafting; Dragon Boats.

### **Royal Yachting Association (RYA)**

- // Windsurfing Levels: Junior 1,2,3, Levels 1,2,3
- // Dinghy Levels Stage 1-4 Youth and Level 1&2 Adult
- // Keelboat
- // Powerboat Levels 1,2, Safety Boat and Advanced
- // RYA First Aid and Sea Survival Course
- // Dinghy / Windsurfing Instructor Course
- // Day Skipper Coastal Skipper/Yachtmaster, Offshore, Yachtmaster Ocean
- // Sail Cruising Levels, Competent Crew, Day Skipper, Coastal Skipper

### **British Canoe Union (BCU) approved courses**

- // Kayaking on moderate inland / tidal waters; Kayaking, Sea Kayaking, Moderate Surf
- // Canoeing Sheltered Tidal Waters

### **British Surfing Association (BSA) approved courses**

- // Surfing Courses; BSA Surf Awards Scheme; BSA Young Athlete Scheme

**UKSA is a member of the International Sailing Schools Association.**

## **TRAVEL INFORMATION**

### **Southampton to Cowes (Red Funnel Ferry Service)**

This service is ideal for schools / groups that wish to bring their own minibuses to the Island.

Other schools / groups who may wish to use this service are groups that travel down to Southampton by train. The station is very close to the terminal, and Red Funnel provides their own free bus to transport you to the terminal. Enquire at the station for its departure point.

This service runs every hour until late evening. Crossings take about 55 minutes. We will arrange to meet foot passengers from the East Cowes Terminal and where possible bring them to UKSA by minibus or launch alternatively during peak times students may have take the short (10 mins) walk to UKSA.

If you wish to travel with Red Funnel, then we will make the booking on your behalf. All you then have to do is print off your eTicket and take with you for check in at the terminal in Southampton.

NOTE: This is the main Southampton – Cowes route to the Island and becomes very busy during the holiday seasons. Therefore vehicles need to be booked well in advance.

For more information about Red Funnel visit their website at [www.redfunnel.co.uk](http://www.redfunnel.co.uk)

### **Gunwarf, Portsmouth to the UKSA (Solent & Wightline Cruises)**

This service is a private charter service called “The Jenny Boat” which we use for 80% of our school / group bookings. It is booked solely for UKSA visiting groups; it also has the added bonus of bringing your group straight to UKSA marina. A member of our staff will meet you on arrival. The skipper of the boat will give you a commentary en route, which is an interesting addition.

This service can be booked for any departure time and is not bound by a set timetable. There is, however, a minimum number of 25 passengers required to travel on the crossing, so please think of this when deciding on which route to travel.

For more information about Solent and Wightline Cruises visit their website where you will also find pictures of the Jenny Boat [www.solentcruises.co.uk](http://www.solentcruises.co.uk)

## **GUIDANCE FOR GROUP LEADERS**

The following notes are intended as clarification and guidance for Group Leaders, of the expectations of UKSA.

### **Meetings**

To enable you to be as fully informed of all activities that are taking place during your stay, you are invited to attend the following meetings:

- // Group Leaders Meeting, time to be advised on your arrival
- // Student Welcome: time to be advised on your arrival
- // Daily Group Leaders Enquiries/Briefings 0845 hrs and 1700hrs in the Operations Office

These are optional meetings where you can ask for information or provide us with feedback on the days activities.

Before your departure there will be a feedback session where we can also look at our diary for the following year. This will take place on the last evening or last day at a mutually convenient time for the Group Leaders and Senior Staff. All comments and suggestions are most welcome.

### **Supervising your Group**

It is our intention to see that you thoroughly enjoy and benefit from your stay at UKSA. Whilst the staff take responsibility for organising your students for the majority of their stay, it is considered appropriate that you take an active part in the supervision of your group.

### **Care of the Academy**

Please assist UKSA staff in encouraging an acceptable standard of behaviour from your group. In particular paintwork, furnishing and doors in the public areas and dormitory blocks should not be misused or mistreated. Can I remind you that non-accidental damage must be paid for.

### **Unsupervised times during the day**

- // From 16.30 hrs (or the end of the “water” day) until 18.30 hrs (the start of evening activities);
- // From 21.00 hrs (or the end of evening activities) for the night, until 09.00 (or the start of morning activities)

During these times there is no ‘direct’ supervision of visiting group members by UKSA staff. If you require assistance during these times please contact the evening manager or duty instructor directly, or by asking staff at reception, shop or the bar.

### **Group Accommodation**

The rooms are cleaned each day. Group members can greatly assist the cleaning staff if they keep their rooms reasonably tidy and clutter-free. The cleaners will inform Operations if the rooms are not up to a standard that allows them to clean. Group members will, if necessary, be asked to tidy their rooms before they go on the water.

## Group Leaders Accommodation

We have a limited number of twin rooms in each block. It may be necessary to occasionally room a member of the accompanying staff in a different block, or ask you if you would share a room with a teacher / group leader of another party. Also, we may have to use one of our 8-berth dormitories for several staff, depending on the staff split. We will, of course, always make sure that each group has appropriate adequate supervision.

## Evening Duty Staff

There is a number of staff on duty in the evenings. The evening manager / duty instructor will introduce themselves to you each night. They are on call at any time during the evening up until 10.00pm; a duty instructor sleeps onsite and is always on call should they be needed. If you or your group has any problems, the evening manager or the duty instructor is the first person to contact.

## Drying Rooms

There are adequate drying rooms available for group members to use. For the drying rooms to work efficiently, allowing clothing to dry, it is essential that group members:

- // Rinse wetsuits with fresh water each evening, before hanging them up; Hang the wetsuits and other clothing on the hangers and in your allocated cage provided
- // Please help us to ensure that the cages are left tidy each night
- // Ensure that your group members take ONLY THEIR OWN EQUIPMENT each day – not someone else's by mistake. Your trolley will be named
- // Keep the doors closed, to ensure that the rooms work efficiently. – Only group leaders are to access the drying rooms

The instructors will direct your party members in the use of the drying room and will help individuals to hang their wet kit up. Please help them by supervising your group members when they are hanging up wetsuits and other equipment. Please check that equipment and clothing is not left in the changing rooms or showers.

## Security

Please advise your group of the risk of theft. Valuable items can be left in reception where they will be locked in the UKSA safe. All accommodation blocks have key codes which are changed every time new group arrives.

## Injury / Illness

Please ensure that each group member's UKSA Medical Form is handed in to watersports. Whenever possible, we would like this information to be sent 8 weeks before your groups' arrival date, so that any relevant information can be actioned. In the unlikely event of an injury requiring hospital treatment, it is our policy that a group leader should accompany the injured group member to the hospital. Should a group leader not be immediately available, the group member will be taken to hospital with an instructor and the group leader will follow as soon as possible thereafter.

## Sunburn

The pupil's kit list advises pupils to bring sun cream and sun block, together with an after-sun cream. It is recommended that you direct the group members to bring a higher factor sun cream than they usually use. UKSA also have sun cream point's onsite which can be used when necessary. It is strongly recommend that group leaders put a suitable sunburn treatment in their medical kits.

## Water Activities

Programmes will be agreed with you prior to the start of the course. Should a group member subsequently wish to swap groups, please speak to the IC to see that we can facilitate before changing.

## Evening Activities

It is expected that Group Leaders will want to take an active part in the control and supervision of the evening activities for their group. Programmes will be agreed with you prior to your course starting.

## UKSA Safety Policy

The UKSA considers that the safety and well-being of its visitors is the single most important responsibility of its operation. The strict working practices adopted by UKSA are a product of the combined experience of the management team and the rules and guidelines of the appropriate national governing authorities. These include the Royal Yachting Association, who legislate for Sailing, Windsurfing, Powerboating and Yachting, and the British Canoe Union (BCU), who legislate for canoeing and kayaking. UKSA is inspected annually by representatives of these governing bodies and thus we attain their continued recognition as a teaching establishment. Additionally, we are a fully licensed centre, in accordance with the Activity Centres (Young Persons' Safety)" Act, 1995, and we are annually inspected by the Adventure Activities Licensing Authority.

## Safety

A 'tier' system of safety monitoring has been adopted at UKSA. This allows a 'fail-safe' mechanism to operate at each level of possible un-planned occurrence, by considering the 'what if?' situation, however improbable it is considered to be. We ensure:

1. The training and continued supervision of high-calibre, experienced instructors. Each instructor is qualified to a nationally recognised level and, in addition is a qualified first aider. Instruction staff attend a staff training course in which they are introduced to our procedures and safety systems. Instructors are individually supervised on a regular basis and are expected to improve their personal skill levels during the season
2. The team of instructors operates within a framework of strict safety rules
3. The fleet of dinghies, windsurfers and canoes/kayaks have been selected for their suitability, are well equipped and well maintained
4. Our location offers a wide selection of clearly defined, sheltered, quiet safe areas of operation, all within a short distance of the Academy
5. Safety cover for all groups is provided by a fleet of purpose-built and carefully maintained safety craft. Each safety vessel is equipped with a safety pack which includes a first-aid pack and flares

The instructor in charge of each group is in constant contact with UKSA and when necessary the Port Authority and HM Coastguard by VHF radio.

## Operational Procedures Afloat

Activities afloat are programmed well in advance, allowing the Watersports Manager to plan carefully the most suitable craft and instructors for each visiting group. The instructors are then able to prepare in full for each groups requirements.

There is a staff meeting each day at 0830 hrs, which all instructors attend. This meeting is attended by the Watersports Manager and the Instructor in Charge (IC) for the day who controls the daily activities of the visiting groups. (Decisions may not be altered without the express permission of the Watersports Manager. The activities on the water are monitored by senior staff on an hourly, or 'need to know' basis).

## Instructor Ratios

All activities under the control of UKSA adhere to the following for all water activities:

Instructor to student ratio:

1:6 Sailing and Windsurfing – RYA Instructor

1:8 Kayak Groups – BCU Kayak Coach

On land activities instructor to student ratio:

1:15

## Instructor Ratios

For reasons of safety, a minimum of two instructors are always in attendance with a group. Students are provided with, and must wear, appropriate protective and safety equipment at all times. These items include wetsuits, buoyancy aids, spray tops and protective helmets. A safety craft is always in attendance when a student is in - or on - the water, except when a kayak group is operating in a controlled and confined environment.

## Evening Activity Ratios

Activities ashore, including the evening entertainments programme are supervised by UKSA staff and Group Leaders. The ratio of staff to students depends upon the nature of the activity, age and ability of the students.

**FOR SAFETY REASONS, A MINIMUM OF TWO STAFF ARE ALWAYS IN ATTENDANCE**

## Supervision at other times

At all times when students are resident at the UKSA a responsible member of staff is on the premises and available to assist and advise Group Leaders. A member of senior management is contactable at all times by telephone. There is an evening manager and a duty seasonal instructor available on site every night.

## Group Leaders Responsibility

UKSA staff are always in attendance on site in a supervisory capacity, it is considered appropriate that group leaders will be responsible for their group at the following time:

// From 16.30 until 18.30 each evening

// At the end of the evening entertainment programme until 09.00 the following morning

It is our policy to ensure that group leaders are aware of all activities that their students are pursuing and that they should accompany their groups as they see fit.

Each year, UKSA introduces some 50,000 (day persons) safely to watersports. With a full commitment to safety, the financial support of The Lister Charitable Trust and a team of experienced and committed instructors, we have a safety record of which to be proud.

If you have any specific questions regarding our safety policies or operating procedures, please do not hesitate to contact us and speak to the Watersports Manager or, if you prefer, visit UKSA at any time. If you want to get a flavour of UKSA and its work, ring and book a place on one of the many Free Teacher's Preview Weekends that run throughout the year.

**PLEASE NOTE: WE CAN PROVIDE A COPY OF OUR 'STANDARD OPERATING PROCEDURES' DOCUMENT UPON REQUEST, IF YOU NEED TO SUBMIT A COPY TO YOUR LOCAL AUTHORITY.**

## **INFORMATION FOR PARENTS**

The following notes have been prepared to help your children get the most out of their visit to UKSA. If you need any further information, please contact their group leader.

### **Terms and Conditions**

UKSA has clear T&Cs to ensure we can operate a sustainable and efficient business.

### **Cancellations**

*If I cancel will I get a refund?*

UKSA operates a cancellation policy that allows a % of refund depending on how much notice you give us. Your group will also have a cancellation allowance which allows a 10% reduction without any charge up to 8 weeks before the start of the event.

### **Insurance**

*Is my child insured?*

UKSA has public liability insurance that would cover your child if they injured a third party. However our insurance does not cover any personal liability such as luggage, injury and cancellation, we strongly recommend you take personal insurance prior to your visit or speak to your group leader about a group policy which may have been taken.

### **Code of Conduct**

*What happens if my child damages equipment or misbehaves?*

As a large residential centre behaviour is important and if necessary we will ask students to leave if they break our code of conduct (available on our website). This includes deliberate damaging equipment, taking illegal substances, bullying, drinking under 18 or general abuse to staff members.

### **Medical Information**

*Why is the medical form so long and is it important?*

Students are likely to find themselves in remote locations and therefore the leaders must know the medical details should an issue occur. We also share this information with medical services i.e. ambulance teams in the unlikely event of an accident. Failure to inform us of a medical condition could lead to the cancellation of your visit without refund.

### **Early Bird Booking Discount**

*Is the payment schedule important?*

Yes, your group is likely to be on our 'Early Booking Incentive' which offers a discount for early payment. If your group misses this deadline an additional fee may be charged.

### **Safety First**

Our commitment to safety is 100%. Thanks to the sponsorship of The Lister Trust, we are able to guarantee top quality equipment and instruction. All our craft are maintained by professionals and we are proud to boast the most qualified instructional team in the country.

Your child will have been given a kit list by their party leader. On their arrival, your child will be provided with a wetsuit, spray top and buoyancy aid. Their instructor will show them how to wear their kit correctly, and each day starts with a kit check. When necessary, safety helmets will be issued for activities.

As an activity centre, we are regularly vetted by the Health and Safety Executive and UKSA activities come under the Adventurous Activities Licensing Regulations. Your child's group leader has details of all the relevant regulatory documents. Our watersports staff are all trained in First Aid and undergo a full in-service training programme at the start of each season.

May we remind you that your child must be water confident. If this is not the case, please let us and your group leader know.

### Medical and Special Dietary Information

You should have been given a medical form for your child. Please fill it in fully, to ensure that we are made aware of any medical condition that your child has, and the medication or alternative treatment that they receive. Any medicines that your child has to take should be packed in a clearly labelled plastic box and given to the party leader for safe-keeping. Medicines can be kept in our safe, which is in Reception.

If your child suffers from asthma, they will be used to carrying an inhaler with them, but we would ask that you supply a spare inhaler which, in case of loss, can be carried by your child's instructor during the water activities. Please, again, ensure that it is clearly marked.

The centre has access to a local general practice, and the main Accident and Emergency department is located in Newport, four miles from the centre.

### Food

We make sure that our visitors are well-fed, particularly because they will be very active during the week. We offer a full breakfast, packed lunch and a hot dinner. There are vegetarian options for all meals, and we are happy to cater for any special dietary needs if we know in advance what is wanted. Our Head of Catering will be happy to discuss this with you if necessary.

Any other sensitive issues concerning your child should be discussed with your group leader prior to departure.

### Luggage

Please note that, although accommodation is spacious, storage facilities are not limitless and we would urge you to encourage your child to keep their luggage to a minimum. The kit list is really all they need to bring; this also helps them not to leave too much behind!

### Clothing

Please clearly label all items of your children's clothing and equipment, including shoes, towels and outdoor coats. We would also recommend that, with younger children, they help with the packing of their cases, so that there is an increased chance of them recognising their own clothes!

### Valuables

Personal valuables, money and items such as cameras can be deposited in our reception safe during the day or night or, with their agreement, left with the party leader. However, as one of the main aims of your child's trip to UKSA is to experience different activities from the usual, we encourage visitors not to bring electronic games, personal stereos etc... We generally find that they'll be busy enough without them!

#### *How much to bring?*

A regular question and a difficult one to answer. There is a shop where they can buy soft drinks, sweets and snacks, as well as postcards and souvenirs. In our experience, most party leaders recommend around £10-£15 per person, which should be sufficient. Discuss this with your child's party leader.

## Phone Calls

Another important feature of a course here is to develop a degree of independence. There is a pay phone in the centre for visitors' use. Your child will be very busy, but if you wish them to ring you, please mention this to your party leader. We have found, however, that feelings of homesickness can arise after a call home. Many children have mobile phones but we would discourage them from bringing them to UKSA, because it is one more item to get lost, or damaged (sea water is very unforgiving to the ordinary mobile) or, less likely, stolen.

## Accommodation

Another question children always want to know is with whom they are sharing! They will typically be sharing an eight berth room and the sharing arrangement is usually organised by the group leaders, rather than by us (although some group leaders have been known to tell their children that we arrange it, in order to avoid the endless debates on the subject)!

Please note that while staff will endeavour to help find lost property, UKSA cannot accept responsibility for the loss or damage of visitors' personal belongings.

## Kit List

UKSA will provide you with the technical clothing that you need which may include Oil Skins, wetsuits and personal buoyancy or life jacket depending on activity, we suggest you bring the following:

On the Water:

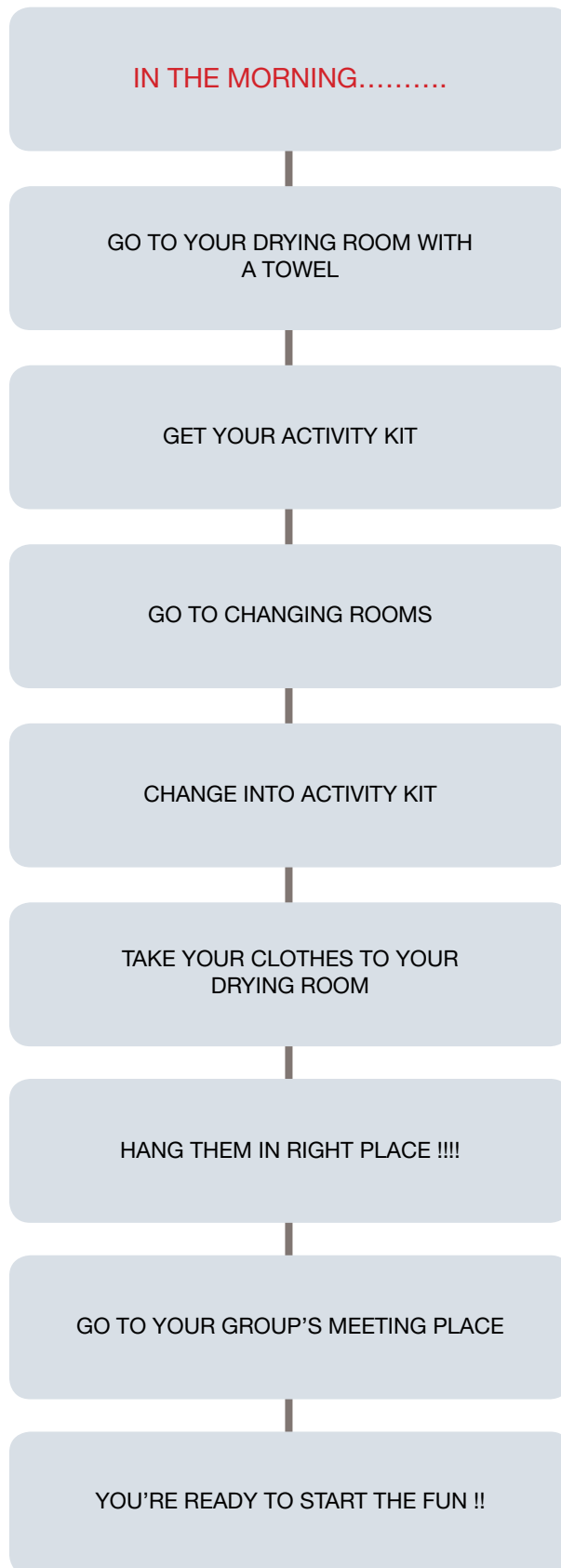
- // 2 Swimming costumes (One for the pool and one for the water activities)
- // T shirts / Rash vests to wear under the wetsuit (Rash vests are more comfortable) If bringing T-shirts, bring 3-4 in case they don't dry overnight
- // Woollen hat and gloves for warmth. For activities such as Surfing and Windsurfing, when you may be out of the water for quite long times, a fleece or warm sweatshirt is recommended for wearing over your wetsuit. A sun hat or cap for protection on hot days
- // OLD trainers or wet-suit boots / deck shoes if you have them. These will get wet. Bare feet are not permitted during any water activity
- // Sun cream/sun block and after-sun cream. Sunglasses (on a strap if possible)
- // RYA or BCU Log books if you already have them. (They can be purchased at our shop at the start of your course)
- // If you have your own Oilskins and / or Wetsuit, spray top and buoyancy aid, you are welcome to bring them. Please ensure that they are clearly marked with a name

## Off the Water

- // Casual clothes for evening activities/entertainments
- // 2 Towels, and toiletries, including shampoo. (A hairdryer if you need one)
- // A large plastic bag/bin liner for taking home wet kit
- // A pen and small notebook is useful if you are taking RYA/BCU Level Courses

**NOTE: The Academy cannot accept responsibility for loss or theft of any item.**

## GETTING ON AND OFF THE WATER



## AT THE END OF THE DAYS ACTIVITIES

WHEN EVERYTHING IS PUT AWAY.....

GET DRY KIT FROM DRYING ROOM. HANG UP  
BUOYANCY AID AND SPRAY TOP

TAKE YOUR DRY CLOTHES TO CHANGING ROOM

SHOWER AND CHANGE

TAKE YOUR ACTIVITY KIT BACK TO YOUR  
DRYING ROOM. REMEMBER !!! RINSE IT IN  
FRESH WATER

HANG IT UP INSIDE OUT

SHUT THE DRYING ROOM DOOR

TIME TO EAT AND CHILL OUT !!!!!