

APPENDIX 1-A – JOB DESCRIPTION FOR NATIONAL TRAINING MANAGER**Profile:**

Broad based knowledge of sailing and sailboats in all forms

- Direct experience of training and educational techniques and concepts;
- Extensive sailing experience and competence;
- Teaching and presentation skills;
- Ability to communicate well be written and spoken word;
- Sound judgement and common sense;
- Leadership;
- Negotiation at a national level;
- Coaching and training qualifications and experience – must be able to “train the trainers”;
- Managerial experience to include training;
- Organizing, budget management.

Duties:

1. Establish and manage the NLSP;
2. Deliver programme for establishment of Accredited *Training Centres* to agreed annual targets;
3. Advise on approved training equipment;
4. Recruit and train *Instructors* (all levels);
5. Establish communication with other relevant MNA training providers to ensure that the NLSP maintains high standards and best practice levels;
6. Look for funding opportunities to develop NLSP;
7. Report on activities as required;
8. Plan annual budget for NLSP and related activities.

APPENDIX 1-B – THE ROLE OF THE PRINCIPAL

The *Principal* should be a qualified and experienced Instructor, ideally an *Instructor Trainer*. The *Principal* will be responsible for:

- Ensuring that all the *Training Centre* Accreditation requirements are met on a rolling daily basis;
- The Safety and Quality of all tuition at the *Training Centre*;
- The safety of *Participants* involved in training activity;
- Ensuring that all established safety requirements are monitored on a day to day basis;
- The *Centre Operating Procedure Manual* and ensuring that all training activities comply with this;
- All aspects of training and management of the *Training Centre* staff;
- All training activities at the *Training Centre* are supervised by a person holding an appropriate and minimum valid qualification;
- Ensuring that student/ instructor ratios are observed;
- All training equipment is properly maintained and fit for purpose;
- Ensuring that power boats are only used by suitably qualified and experienced people.

APPENDIX 2-A – CENTRE OPERATING PROCEDURE MANUAL

Note 1: Good operating procedures should record normal operating routines in simple, moderate language, and never set an aspirational standard which cannot be met. Long operating procedures tend to be ignored. Operating procedures should not interfere with the details of tuition or tell *Instructors* what to do once afloat beyond an essential operating framework and emergency actions: the outdoor environment is constantly changing and instructors should be trained to decide the detail for themselves.

Note 2: This is an illustrative example for an operating procedure for training in a hypothetical tidal harbour area in a medium sized club. **IT IS FOR GUIDANCE ONLY.** Each Operating Manual should be drafted to conform with the operation that it relates to. e.g. a beach master is only normally required with large/multiple groups afloat.

Generic Club Operating Procedure for Training

Aim

To promote enjoyment, competence, safety awareness and skill in dinghy sailing.

Training Safety statement

All training activities will be undertaken only after suitable standards are put in place to reduce the risks to acceptable levels (eg trained instructors running training in seaworthy boats with appropriate safety cover)

The Yacht Club organize training according to the local guidance notes for events in the harbour. Operating procedures are detailed below.

General Safety Information

IF DEALING WITH A SERIOUS ACCIDENT, SEE SECTION ON ACCIDENTS AND INJURIES. THE MAIN FIRST AID KIT IS IN THE SAILING OFFICE. ALL INSTRUCTORS HAVE FIRST AID TRAINING.

General

- Before a student takes part in any training activities an entry form must have been completed on his or her behalf by a parent or guardian.
- All junior students must tally in and out by wearing their allotted numbered wrist band from the board by the changing rooms as they go on the water, and returning the band to the board as soon as possible when they come ashore.
- All students must wear appropriate footwear and warm clothing i.e. drysuit or wetsuit plus wind proof outer clothing, an effective buoyancy aid, correctly fastened at all times, a hat and sailing gloves.
- All students should be water-confident.
- Students may not go on the water until given permission by their *Instructor* or the *Beach Master*.
- *Instructors* check on coming ashore to confirm that all members of their group (adults and students) have returned.

Roles and Responsibilities

The Organizing Authority for training is the Sailing Committee, who delegates day-to-day responsibility as follows:

Position	Name
Training Chairman	H. Potter
Training <i>Principal</i>	Tim Id
Chief Powerboat Instructor	I. Petrolhead
Chief Sailing Instructor	Ivor Clue

The Club holds an insurance policy that indemnifies members of the training team from public liability claims arising from club training, and requires all boat owners to have third party legal liability insurance cover to a minimum limit of x (this will vary according to country).

Principal

- The *Principal* is in overall charge of training activities and is responsible to the MNA and the Club Training Committee for ensuring that all groups afloat are properly resourced and led by appropriately qualified staff. Activities afloat are delegated to the duty Chief Instructor(s) (CIs) who supervise the training programmes.
- Through the Training Committee the *Principal* will manage the administration, finance, instructor/ coach qualifications and training, maintenance, and purchasing activities in support of dinghy training activities.
- It is the responsibility of the *Principal* to maintain up-to-date records of *Instructor* qualifications and to arrange updates as necessary.

Chief Instructor

- The duty Chief Instructor (CI) has overall responsibility for the session and should manage all activities that take place during the training sessions in accordance with club guidelines.
- The duty CI should brief each *Instructor*/coach before training sessions to discuss lesson plans, weather conditions and other safety considerations.
- The duty CI may postpone training because of adverse weather conditions or lack of safety cover
- The duty CI must check that all persons, craft and equipment are accounted for at the end of each session.

Instructor

- *Instructors* must be familiar with the procedures detailed in this document.
- *Instructors* should discuss their plans for sessions with the duty CI. *Instructors* intending to take their group outside the normal working area (see map on page x) must seek permission. The duty CI and *Beach Master* must be told where the group are going and when they will return.
- *Instructors* should check for any existing medical conditions suffered by their students as indicated on the training entry forms. If appropriate they should consult the student or their parent about the condition.
- *Instructors* should brief the drivers of their allotted safety boat(s) and helpers as to what preparations are necessary for the sessions and what assistance is required.
- *Instructors* should check that boats are rigged properly before going on the water.
- *Instructors* should ensure that their group's safety boat is manned and standing by before requesting the *Beach Master* to allow their group to launch.
- *Instructors* should watch out for any student becoming too cold or unwell or distressed and should send them ashore with safety cover if this can be arranged.
- *Instructors* should report any damage to Club boats or missing equipment to the CI.

- *Instructors* should notify the CI or *Principal* as far as possible in advance if they will be unavailable for a training session.

Beach Master

- It is the responsibility of the *Beach Master* to ensure that no student dinghies launch until cleared by the duty CI and until the safety boat for their group is standing by.
- The *Beach Master* should carry out radio checks with all safety boats and must remain in radio contact when on duty.
- The *Beach Master* or an appointed helper must ensure that all tally bands have been returned to the tally board at the end of each session and that radios are back in the off

Safety Cover

Each group under tuition will have its own allocated safety boat or boats, which will go afloat before the group and ashore after. The following working ratios will be adhered to as a minimum:

Up to 6 dinghies*	1 safety boat
6 to 15 dinghies	2 safety boats
more than 15 dinghies	3 safety boats

* Dinghies single-person or crewed

- When providing recreational sailing which does not include any tuition, at least one safety boat must be allocated to each group, with each safety boat providing cover for no more than 15 dinghies.
1. Safety boats shall be driven only by persons trained by the club during sailing courses.
 2. Safety boats should normally be manned by at least two persons.
 3. All safety boat crews must wear appropriately fitted buoyancy aids.
 4. Safety boats must be equipped with:
 - Kill cord (mandatory on planing boats) - THIS MUST BE USED AT ALL TIMES;
 - Safety bag containing first aid kit, knife, spare kill cord, pencil and paper;
 - VHF radio (if available);
 - Towline;
 - Anchor and chain/warp;
 - Paddles or oars;
 - Plastic marker tape for tying to abandoned boats to indicate crew have been rescued.
 - It is the responsibility of the driver to check before casting off that the safety boat has the correct equipment and sufficient fuel and that everything is in working order. In particular the radio should be checked by communicating with the *Beach Master*.
 - Appropriate safety cover must be maintained from start of session until all dinghies have been safely returned to shore.
 - If weather conditions become extreme the priority is to bring people to safety, leaving boats unattended if necessary. Where possible abandoned boats should be marked with plastic marker tape to indicate that the crew have been rescued.
 - Boats that are unable to continue because of gear failure or injury or illness to the crew may be towed back to shore. If necessary, boats may be abandoned (with coloured ties) to await recovery later.
 - Safety boats should provide safety surveillance and support, listening for calls for assistance on channel n and watching their area or flotilla. They will check that any incident is being dealt with and call for assistance if an incident collection of incidents is beyond their capability.
 - Breakages and missing equipment must be notified to the CI as soon as possible.

Working Areas

The Sail Training and Racing Groups operate within the shaded area shown below.

[Insert Map of operating area here]

The following areas are out of bounds:

[Insert List or further map or annotation to map above]

These areas may be entered only if deemed necessary by the group *Instructor* for safety reasons.

Sailing Tuition

- Each group will be under the supervision of a qualified Dinghy *Instructor* or *Assistant Instructor*. There may be unqualified helpers assisting an *Instructor* who should be experienced and competent as assessed by the *Principal* or CI.
- The following student : *Instructor* ratios are to be adhered to:

Type of craft	Student : Instructor ratio
Crewed dinghy with instructor onboard	3:1
Crewed dinghy	Maximum 9:1 (e.g. 3 Mirrors with 3 students in each, or 4 Mirrors with 2 students in each)
Single-person dinghies	6:1

Communication Afloat

Communication for training management will be VHF Radio Channel 'n'. All training and safety boats will be equipped with fixed or hand sets capable of at least channel n and y. Shore radio will be with the *Beach Master*. VHF Channels and key telephone numbers are as follows:

All Instructors, beach master, office	Channel n
Coastguard	Channel y tel: 123456

Child protection policy:

The Yacht Club supports the MNA *Child Protection Policy*

Accidents and Injuries

What to do in the event of a minor accident:

- The injured person should be brought ashore and first aid administered if required.
- The main First Aid kit is kept in the [Sailing Office]. Safety boats carry smaller first aid kits.
- The Senior Instructor, *Principal* and *Beach Master* hold a full list of people with First Aid training. This is also displayed on [xxxx], along with the names and groups of all students and contact numbers for their parents.
- The *Chief Instructor* or *Principal* must be informed about any accident, however minor it seems, and details must be entered in the accident report book kept in the [Sailing Office] as soon as possible by the person who dealt with the accident.
- Any emergency incidents should take precedence over other communications and activities.
- Any serious incident or developing safety problem is to be promptly reported to the CI and *Beach Master*.
- The CI will assess the situation and if necessary call for outside assistance.

What to do in the event of a serious accident:

- **Remain calm.**
- If a person is injured on the water and an ambulance is required, the *Instructor* or safety boat driver should radio ashore and ask the *Beach Master* to call [insert emergency services number]. Another safety boat should be called if the *Beach Master* cannot be raised.
- The *Beach Master* or person delegated to call the ambulance should give details of the injury if known and tell the ambulance how to get to [the club]. The *Beach Master* should inform the duty CI once the ambulance has been called.
- If the student is a child the office should then attempt to contact the student's parents or next of kin.
- The injured person should be brought ashore by safety boat if possible for speed.
- The *Instructor* should stay on the water with the rest of the group unless s/he judges that the seriousness of the injury requires him/her to accompany the injured person ashore in the safety boat. In this case s/he may leave the group under supervision and with safety cover.
- Medical attention must be sought for any person who has been submerged in the water for any length of time.
- If the injured person is taken to hospital he should be accompanied by a parent or adult known to that person.
- Everyone should be aware that the *Instructor*, the first aider and the other members of the group may be suffering from shock and may also require attention.
- All serious accidents must be reported in full. The *Principal* or CI should prepare the appropriate forms to be completed by the *Instructor*, members of the group and other witnesses, before they leave the [Club].
- Following a serious safety problem it may be wise to abandon training for the day
- Any media communication should be channelled through one, designated, senior officer of the [club] in possession of all the known facts and after due consideration.

What to do if a person is missing:

- Inform the CI and agree plan of action. Inform parents or next of kin and *Principal* as soon as practical.
- CI to call [relevant body], the coastguard and police if any person is not accounted for.
- Determine where and when person last seen. Obtain description of clothing.
- Write down any information that may be useful to the authorities.

APPENDIX 2-B - ACCIDENT REPORT FORM**[INSERT NAME OF TRAINING CENTRE]****ACCIDENT REPORT FORM Number XXXX**

Separate forms to be completed by Instructor, injured person/his or her parent or guardian, witnesses etc., before leaving the [Training Centre and verified by Signature of CI].

Date:**Time of incident:****Group:****Group Instructor:****Weather conditions:**

Name of person injured	
Name of other students in group	
Names of other safety crew/assistants/ witnesses to incident	
Brief description of incident including nature of injury. Include sketch of area showing positions of boats if relevant	
Actions taken	
Recommendations	

Signature:**Date:****Time:****Signature of Chief Instructor:**

APPENDIX 2-C - MAJOR INCIDENT GUIDELINES

RYA Major Incident Guidelines

It is every *Principal's* nightmare to experience a major incident at their centre. Thankfully this is very rare at RYA centres, but if you are ever unfortunate enough to be involved in one, you need to know how to handle the situation.

Your first priority is, of course, the safety of participants and *Instructors*. However, once ashore you need a strategy to deal with the authorities and the press.

- Get a statement from competent witnesses;
- Remove the Instructor and key witnesses from the *Training Centre* to somewhere you can talk to them away from the press;
- Produce a written statement for the press, such as:
"[] sailing school regrets to announce the death of a crew member who fell overboard at night from a training yacht. When and 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 press conference, but decide who will speak to the press;
- Don't allow well meaning but ill informed staff to make public comments;
- Try to keep a record of whom you have spoken to, who has contacted you etc;
- Inform RYA Training (023 8060 4180) who can assist with compiling your statement to the press;
- If the rescue services have been involved the press will have probably obtained some information from them;
- If there has been a fatality the police will contact the *Centre* and inform the next of kin. Do not publicise the name of the casualty until you know this has been done, even if the press appear to know who it is;
- If your boat has a code of practice certificate you must inform the Marine
- Accident Investigation Branch (MAIB) within 24 hours. You can do this by phoning 023 8039 5500. They will inform you within 28 days whether they intend to investigate;
- Keep any relevant equipment such as lifejackets, *Logbooks* etc
- If required, send a report to the MAIB (refer to booklet G27).

When dealing with any major incident, it helps if:

- your paperwork is up to date with information such as contact numbers for the next of kin;
- your boats and *Instructors* comply with your own safety policy and the RYA's conditions of recognition.

ISAF's thanks to Poole Yacht Club for the provision of the contents of Appendix 2 - A Centre Operating Manual, in particular Tim Edom, Training Principal and Jeremy Freeman Chief Dinghy Instructor.

APPENDIX 3-A – RYA CENTRE INSPECTION REPORT FORM

IR2/08



Centre Inspection Report

Centres should complete all relevant shaded sections prior to inspection

ITEMS REQUIRING
ATTENTION SHOULD
BE LISTED ON THE
SUMMARY
ACTION PLAN

CENTRE DETAILS	Name of Centre		Region		Water - inland / coastal	
	Main Operating Site Address		Additional operating sites		(Existing RTC)	
			1		(Yes/No)	
			2		(Yes/No)	
	Post Code		Country		3	
	Correspondence Address (if different)				(Yes/No)	
	Principal		Centre Tel		Centre Email	
DINGHY/MULTIHULL KEELBOAT	Chief instructor (with qualifications and expiry date)					
	Class	Qty	Class	Qty		
WINDSURFING	Chief instructor (with qualifications and expiry date)					
	Board type	Age	Qty	Rig type	Age	Qty
POWERBOAT/PW/ SAFETY FLEET	Chief instructor* (with qualifications and expiry date)					
	Boat/PW make and model	Qty	LOA	Engine make	HP	
	Planing/Disp					2 stroke/4 stroke/diesel
	Planing/Disp					2 stroke/4 stroke/diesel
	Planing/Disp					2 stroke/4 stroke/diesel
CENTRE PRINCIPAL	I certify that this RTC holds (and will continue to maintain in full force and effect)					
	1) a valid insurance policy (or policies) providing Third Party liability cover of at least £2 million in respect of liabilities arising from its RYA activities afloat and ashore and					
	2) other insurance(s) as appropriate to fulfil its legal obligations.					
	I understand my responsibility as Principal/ Chief Instructor, to comply with the RYA Conditions of Recognition.					
	Signature		Name		Date	
FOR INSPECTORS USE ONLY	I recommend the centre is recognised to offer the following course(s), subject to compliance with the action plan and approval by the RYA (please circle courses below)					
	DINGHY (NSS) Level - 1 2 Sea Spin Race Day Perf			WINDSURFING Level - Start INTNP INTP ADV ADVP		
	KEELBOAT (NSS) Level - 1 2 Sea Spin Race Day Perf			WINDSURFING YOUTH Level 1 2 3 T15 Racing - Start Int Adv		
	MULTIHULL (NSS) Level - 1 2 Sea Spin Race Day Perf			POWERBOAT Level - 1 2 Intermediate Advanced Safety Boat		
	DINGHY (YSS) Stage - 1 2 3 4			PERSONAL WATERCRAFT PWC Proficiency		
The following site(s) have been inspected: _____						
I have inspected the centre and checked the items listed in this report form and the Principal/Chief Instructor understands his/her responsibility to comply with the RYA Conditions of Recognition.						
Signed						
Inspector's signature _____		Inspector's name _____		Date _____		
please print						

Database updated

Report checked

Staff checked

Inspector paid £

For office use only

Safety

A	Does the centre have an operational procedures document?	Yes/No
B	Does the centre have a health and safety document?	Yes/No
C	Does the centre have an emergency action plan and do all staff know how to implement it?	Yes/No
D	Do the operational procedures include activities that take place outside of normal sailing areas?	Yes/No
E	Have all staff been trained to work safely in the centre and do they fully understand the operational procedures?	Yes/No
F	Are the operating areas listed on the form, appropriate and free from unacceptable hazards?	Yes/No
G	Are clients suitably briefed before going afloat?	Yes/No
H	Are launching and landing areas suitable and appropriately operated?	Yes/No
I	Is there a system for monitoring the number of craft/users on the water?	Yes/No
J	Does the centre have a system for the repair and maintenance of boats and equipment?	Yes/No
K	If the centre offers courses for disabled students, is it suitably equipped?	NA/Yes/No
L	Are there sufficient suitable safety craft available and ready for use whenever users are on the water?	Yes/No
M	Are kill cords fitted in all safety craft, fully functional and used at all times when under way?	Yes/No
N	Are radios used in the centre and are they fully functioning and used appropriately?	Yes/No
O	Are suitable first aid kits available and their locations clearly indicated?	NA/Yes/No
P	Does the waterfront have access to a telephone?	Yes/No
Q	OVERSEAS	
	Are all activities, such as recreational sessions, supervised by an appropriately qualified person at all times?	NA/Yes/No

Notes**Tuition**

A	Does the Principal/Chief Instructor monitor standards of tuition?	Yes/No
B	(i) Was on water tuition observed?	Yes/No
	(ii) Was the standard of tuition satisfactory?	Yes/No
C	Are there suitably qualified staff to instruct on all of the centre's craft?	Yes/No
D	Are all teaching sessions offered by the centre supervised by an appropriately qualified instructor?	Yes/No
E	Are appropriate student:instructor ratios maintained for all disciplines?	Yes/No
F	Do the centre's course programmes fully cover each national syllabus?	Yes/No
G	Are appropriate RYA publications and visual aids stocked?	Yes/No
H	Are there adequate dry teaching areas available?	Yes/No

Safety Fleet

A	Are kill cords fitted and working in all safety craft?	Yes/No
B	Are all safety craft appropriate for the operating areas and the equipment available at the centre?	Yes/No
C	Are all safety craft equipped to local regulations and RYA recommendations? Checklist in guidance notes	Yes/No
D	Are all safety craft maintained and functioning in a safe operational condition? Checklist in guidance notes	Yes/No

Dinghy/Keelboat Sailing

A	Are there suitable boats in sufficient numbers available for the levels of recognition being requested?	Yes/No
B	Are all boats and their equipment in good condition? Checklist in guidance notes	Yes/No
C	Are boats stored safely and conveniently for use by students and, if used, are launching trolleys serviceable?	Yes/No
D	Are there adequate basic simulators in good condition?	Yes/No
E	Do centres offering tuition in trapeze work have a range of harnesses in suitable sizes?	Yes/No
F	Can keelboats be recovered from swamping? If not is there a system for recovery?	NA/Yes/No
G	Has the centre assessed the risk of entrapment under an inverted boat?	Yes/No
H	Does the centre use masthead flotation?	Yes/No
	If so, are inversion capsizes included in course programmes?	Yes/No
I	Are boats used for spinnaker courses suitably equipped?	Yes/No

Windsurfing

A	Are there suitable boards in sufficient numbers available for the levels of activity offered?	Yes/No
B	Are all boards in good, serviceable condition? Checklist in guidance notes	Yes/No
C	Are all rigs in good, serviceable condition? Checklist in guidance notes	Yes/No
D	Are all rig to board attachment systems easily operated and in good condition?	Yes/No
E	Are suitable boards, rigs and rigging sticks available for junior courses?	Yes/No
F	Are boards and rigs stored safely and conveniently for use by students?	Yes/No
G	Are there adequate basic simulators in good condition?	Yes/No
H	Is a simulator available for teaching the coaching formula, harness and footstrap work?	Yes/No
I	If the centre offers tuition in harness work are there a range of harnesses in suitable sizes?	NA/Yes/No
J	If there is a T15 club, is it run according to guidelines? Checklist in Guidance Notes.	NA/Yes/No

APPENDIX 3-B – FFV Assessment Table of FFVoile Clubs

ASSESSMENT TABLE OF FFVoile CLUBS

General recommendations to clubs without EFV (French sailing school)

Club number:

Name of the club:

Date of the visit:

Name of the auditor:

4 – Infrastructures

Subject	Prescriptions	How to check ?	C	NC	NA	Comments
4.1 Number	Infrastructures corresponding with the services indicated	Documentation and visual check				
4.2 General requirements	Identification of infrastructures (name of club)	Visual				
	Access indication to infrastructures for customers	Visual				
	Use of FFVoile identification sets	Visual				
	Infrastructures corresponding with disabled sailors (if announced)	Documentation + Visual				
	Identified person responsible with maintenance	Procedure				
	Clean Infrastructures Minimum frequency of maintenance respected	Visual + Procedure				
4.3 Welcome space	Welcome space close to the practice field.	Visual				
	Outside sign-board Content respected : name or corporate name of the club	Visual				
4.4 Changing Room	At least one changing room, of which one is reserved for qualified staff of the club	Visual				
	Up to standard arrangement of the changing rooms accessible to customers	Visual				
4.5 Showers	At least one shower accessible to customers	Visual				
	Up to standard arrangement of the shower	Visual				
4.6 Toilets	Toilets connected with the network of water/waste water	Visual				
	Toilets accessible to customers, providing toilet paper.	Visual				
4.7 Other choices	At least one rest room	Visual				

5 - Organisation

Subject	Requirements	How to check ?	C	NC	NA	Comments
5.2 Local concertation	Club member of the local concertation commission	Documents				
5.3 Environment	Following requirements respected: - outside dustbins - direct sorting if existing in the town - wreck clearance - regular maintenance of the surroundings of the base	Visual				
	Territorial charters and plans of development of the basin taken in account	Procedure				
	Identification and consultation of « resource persons »	List				
5.4.1 Security-Organisation	Plans of action for security : - prevention plan of professional risks, - plan of inspection, of intervention and of behaviour in case of accident - concerted plan of intervention	Documents + procedure				
	Updating, validation, and schedule of dates on all plans and security plans, at least once a year	Visual + Date of last sentence				
5.4.2 Security-security material	Material answering regulation requirements	Documents + Procedure				
5.5.1 Federal life – agreement	Respect of agreement signed with FFVoile	P FFVoile agreement				
5.5.2 Federal life	Participation to commissions	P Documentation				
	At the end of the season, yearly statement, through internet of the federation.	P Request form and FFV website				
5.5.3 Federal life – documents, licences	Delivery of licence club FFVoile, youth or adult, to all members	P Documents				

8 – Commercial Strategy

Subject	Requirements	How to check	C	NC	NA	Comments
8.1 Telephone contact	Standard telephone	Visual				
	Person responsible with telephone reception, mentioning his name and the club	Test				
	Call-transfer or answering machine during closing time If answering machine, content of the message up to date and complete	P Test				

8.2 Communication documents	Communication documents	P Visual				
	Minimum content respected and up to date: - characteristics and content of each activity proposed - place of activity - time of activities - access conditions for each activity - fares - address (including electronic one) of the structure, with telephone number, hours and days of opening - services provided by the club	P Visual				
8.3 Customer loyalty	Customer loyalty policy, and preferred membership conditions	Procedure				

9 – Nautical Offer

Subject	Requirements	How to check ?	C	NC	NA	Comments
9.1 Site access	Arrangement of the base spaces	Visual				
	Parking place, not further than 1 km to the welcome space	Visual				
9.2 Outside posting	Outside posting Minimum content respected: - Opening hours of the club, - Phone number and email address, - Membership to the federal network and labels obtained	Visual				
	Lack of undesirable posting	Visual				
	Up to date posting	Visual procedure +				
9.3.1 Welcome – information	Use of FFVoile promotional tools o	Visual				
	Documents available : - document of communication of the club - federal documents intended for the public - documents issued by Ffvoile	Visual				
	Customers information, provided by welcome staff, - information on syllabus of the club and other FFVoile activities	Test				
9.3.2 Welcome – Statutory posting	Posting	Visual				
	Minimum content respected: - local decrees - internal regulation - table of rescue organisation, showing addresses and urgency phone numbers - monitoring and intervention plan, and behaviours in case of accident - certificate of insurance contract, subscribed by the structure - chart of the waters usually sailed, showing dangerous areas and sailing areas - sailing regulations applying on the venue - meteorological information, sea tides hours for maritime waters	Visual				
	Content up to date	Visual procedure +				

9.3.3. Welcome – activity posting	Posting	Visual				
	Minimum content respected : - syllabus and activities of the club	Visual				
	Content up to date	Visual procedure +				
9.3.4 Welcome – Physical welcome	Appointed person, present during opening hours	Visual				
	Proposal to sailors, offering complementary insurance guarantees	Test				

10 – Services

Subject	Requirements	How to check	C	NC	NA	Comments
10 Services	Checking out system	Documentation				
10.3 Services – Progress of services	Information for sailors about : - sailing area, - security guidelines ; - « right behaviour codes » afloat and ashore - sailing hazards	Test				
	Information for sailors about : - noticeable spaces	Test				

11 – Improvement approach

Subject	Requirements	How to check	C	NC	NA	Comments
11.1 Complaints handling	Existing remarks book	Visual				
	Weekly operating	Operating procedure				

Results of Assessment:

Number of unconformity for grey requirements	Target : 0
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Number of unconformity for non grey requirements	
Number of Non Applicable allocated (NA)	
Total calculated = Number of non grey requirements total (= XX – nb NA)	
Results in % [(Total calculated – NC) / total calculated] x 100	target : 50 %