



RBYC Discover Sailing Centre

Procedures Manual 2015-2016

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Overview

Royal Brighton Yacht Club has established a Yachting Australia accredited Discover Sailing Centre with the objective of providing:

- A safe learning environment
- A range of opportunities to meet differing needs
- Encouraging first experiences in sailing
- Learn to sail training of a consistently high standard
- Advanced skills training
- Effective pathways for participants to develop within the sport
- A smooth transition encouraging participation and club membership

Yachting Australia accredited dinghy courses offered through the Discover Sailing Centre include:

- Tackers 1, 2 & 3
- Start Sailing 1 & 2
- Start Sailing 1 & 2 Schools Program
- Better Sailing
- Start Racing 1 & 2

Accredited keelboat courses offered through the Discover Sailing Centre include:

- Discover Sailing Experience
- Discover Sailing Keelboat Courses
- RYA Keelboat Courses and Radio Operators Course in conjunction with Yachmaster Sailing School

Yachting Australia accredited powerboat courses offered through the Discover Sailing Centre include:

- Powerboat Handling
- Safety Boat

Core Values

- Placing the safety and well-being of participants above all else.
Helping each participant to reach their potential by respecting their ability, developmental stage and goals, and encouraging them with positive and constructive feedback.
- Maintaining appropriate instructor qualifications and keeping up-to-date with the latest instructing practices.
- Ensuring all participants are included and can participate free of harassment regardless of their race, gender, ability, cultural background, sexuality or religion.
- Employed staff and volunteers supporting the delivery of Discover Sailing Courses and activities will be treated in a supportive manner and encouraged to develop in their chosen roles.

Discover Sailing Centre Structure

Role	Responsibilities
General Manager	Overall management responsibility for all RBYC facilities and activities. Reports to Commodore and General Committee.
Sailing Manager	Overall management responsibility for RBYC sailing activities. Discover Sailing Centre Principal. Reports to General Manager and Club Captain.
Discover Sailing Coordinator	Coordination and promotion of the club's Discover Sailing Courses and activities including rostering and supervision of instructors. MyCentre administration. Support for other club training activities. Supervision of School Sailing program. Compliance with Yachting Australia Operating Standards. Reports to Sailing Manager.
Senior Instructors	Responsible for the delivery of individual courses. Supervision and mentoring of Instructors. Report to Discover Sailing Coordinator.
Instructors	Delivery of individual courses under the direction of the Senior Instructor. Maintaining current qualifications and certification.
Assistant Instructors	Delivery of individual courses under the direction of the Senior Instructor. Maintaining current qualifications and certification.

Induction Procedure (Discover Sailing Coordinator / Sailing Manager)

All Discover Sailing Centre personnel, whether employed or volunteer, must be inducted prior to undertaking their assigned role. The induction is led by the Discover Sailing Coordinator or Sailing Manager and includes:

- Confirming currency of required qualifications and certification – YA Instructor / Coach, Powerboat License, Powerboat Handling, First Aid, Working With Children
- Starting and finishing times, access to the club, personal presentation, meal breaks etc.
- Familiarisation with the club buildings & premises, training facilities and equipment
- Review of the Procedures Manual, noting the Core Values, Roles & Responsibilities, Daily Procedures and other information
- Review of the Yachting Australia Operating Standards and Guidelines
- Review of the RBYC Emergency Plan and On-Water Safety Plan
- Review of the RBYC Codes of Behaviour
- Signed acknowledgement of receiving copies of Procedures Manual, Yachting Australia Operating Standards and Guidelines, Emergency Plan, On-Water Safety Plan, RBYC Codes of Behaviour, and agreement to comply with the provisions of these documents.

Management Procedures (Discover Sailing Coordinator)

Yachting Australia Discover Sailing Centre Accreditation

- Complete annual application to renew
- Undertake annual review with Yachting Victoria
- Maintain compliance with Yachting Australia Operating Standards and Guidelines

Risk Management

- Review and respond to Incident Reports. Escalate where appropriate
- Review of Risk Assessment annually or when equipment, facilities or circumstances change
- Review of Emergency Plan annually or when equipment, facilities or circumstances change
- Review of On-Water Safety Plan annually or when equipment, facilities or circumstances change

Facilities, Boats & Equipment

- Develop annual Discover Sailing program and have all dates included in printed and online Club Calendar (May-June)
- Prior to season commencement, ensure sufficient safety boats are available for scheduled training activities, that the boats are in good condition and have all safety equipment
- Prior to season commencement, ensure sufficient training boats are available for scheduled training activities, that the boats are in good condition and have all safety equipment
- Prior to season commencement, ensure sufficient training equipment is available and in good condition for scheduled training activities – buoys & flags, VHF radios, PFDs, wet weather gear, audio-visual equipment etc.
- During season, ensure any damage or maintenance requirements are recorded and actioned in cooperation with the Sailing Manager

Instructors

- Maintain records of Instructor qualifications, certification and renewal dates
- Advise Instructors regarding skill development opportunities
- Provide support and guidance as appropriate
- Develop and coordinate roster of Instructors for all Discover Sailing activities

Marketing & Communications

- Maintain participant information and update course dates on RBYC website and Facebook
- Develop marketing plan and budget for Tackers program
- Develop marketing plan and budget for School Sailing (Team Racing & Start Sailing for Schools)
- Develop marketing plan and budget for Adult Keelboat program
- Support the promotion of the RBYC Junior-Transition and Youth programs
- Coordinate promotional initiatives for Tackers, School Sailing and Adult programs
- Coordinate follow-ups from Discover Sailing Days and past enrolments
- Maintain records of participants re-enrolling and converting to membership

MyCentre

- Publish course dates on MyCentre and update as required
- Process enrolments and online payments, providing a monthly summary to the RBYC Finance Department
- Print Certificates of Completion for final day of all courses

Customer Relations

- Respond to customer enquiries regarding courses
- Maintain customer relationship database (through MyCentre or other TBA)

Daily Operating Procedures – Dinghy / Tackers (Senior Instructor)

Resources

- Check Instructor : Participant ratio complies with Yachting Australia Operating Standards
- Check Safety Boat : Training Boat ratio complies with Yachting Australia Operating Standards
- Check Safety Boats are launched, fully operational, fuelled and have all required safety equipment aboard
- Check Instructors are suitably attired and have all personal equipment including PFD, knife and VHF radio
- Check onshore training facilities are clean, free of hazards and have the required equipment

Pre-Activity Instructor Briefing

- Outline the session objectives and time-frame
- Confirm session roles and responsibilities
- Confirm sailing area to be used and advise other Club activities that are scheduled concurrently
- Provide enrolment summary noting any participants with pre-existing medical conditions

Participant Welcome

- Ensure one Instructor is available to greet participants and orient to the Club facilities – location of training room, boats / rigging area, toilets and change rooms, café, water, rubbish bins etc.
- Advise secure location to store valuables
- Participants to sign attendance register
- Confirm participants have enrolled and paid. Obtain signature on waiver form if required
- Ensure participants have suitable clothing and footwear, PFD, sun protection, sunscreen and water

Participant Briefing

- Outline the session objectives and time-frame
- Safety briefing – PFDs, sun protection & hydration, footwear, sign on/off procedure, launching hazards / bike path, swimmers, sailing area hazards etc.
- Describe activities and sailing / training area to be used

During Activity

- Lock training room and wherever participants valuables are stored when unattended
- Position warning signs / cones and exercise caution when Instructors or participants are moving boats across the bike path
- Keep a watchful eye for swimmers

Post Activity

- Secure or haul out Safety Boats and return safety canisters to hard stand container
- Record Instructor names and hours worked in Instructor Log
- Collect Participant Attendance & Sign On/Off sheets
- Return Safety Boat Logbooks, Instructor Log, Participant Attendance sheets and Participant Sign On/Off sheets to Sailing Office
- Complete Incident Report if necessary and return to Sailing Office

Daily Operating Procedures – Keelboat (Senior Instructor)

Resources

- Check Instructor : Participant ratio complies with Yachting Australia Operating Standards
- Check Training Boat/s are launched, fully operational, fuelled and have all required safety equipment aboard
- Check Instructors are suitably attired and have all personal equipment including PFD, knife and VHF radio
- Check onshore training facilities are clean, free of hazards and have the required equipment

Pre-Activity Instructor Briefing

- Outline the session objectives and time-frame
- Confirm session roles and responsibilities
- Confirm sailing area to be used and advise other Club activities that are scheduled concurrently
- Provide enrolment summary noting any participants with pre-existing medical conditions

Participant Welcome

- Ensure one Instructor is available to greet participants and orient to the Club facilities – location of training room, boats / rigging area, toilets and change rooms, café, water, rubbish bins etc.
- Advise secure location to store valuables
- Participants to sign attendance register
- Confirm participants have enrolled and paid. Obtain signature on waiver form if required
- Ensure participants have suitable clothing and footwear, PFD, sun protection, sunscreen and water

Participant Briefing

- Outline the session objectives and time-frame
- Safety briefing – PFDs, sun protection & hydration, footwear, swimmers, sailing area hazards etc.
- Describe activities and sailing / training area to be used

During Activity

- Lock training room and wherever participants valuables are stored when unattended
- Keep a watchful eye for swimmers

Post Activity

- Secure or haul out Training Boats
- Record Instructor names and hours worked in Instructor Log
- Collect Participant Attendance sheets
- Return Training Boat Logbooks, Instructor Log and Participant Attendance sheets to Sailing Office
- Complete Incident Report if necessary and return to Sailing Office

Daily Operating Procedures – Powerboat (Senior Instructor)

Resources

- Check Instructor : Participant ratio complies with Yachting Australia Operating Standards
- Check Training Boats are launched, fully operational, fuelled and have all required safety equipment aboard
- Check Instructors are suitably attired and have all personal equipment including PFD, knife and VHF radio
- Check onshore training facilities are clean, free of hazards and have the required equipment

Pre-Activity Instructor Briefing

- Outline the session objectives and time-frame
- Confirm session roles and responsibilities
- Confirm waterway area to be used and advise other Club activities that are scheduled concurrently
- Provide enrolment summary noting any participants with pre-existing medical conditions

Participant Welcome

- Ensure one Instructor is available to greet participants and orient to the Club facilities – location of training room, boats, toilets and change rooms, café, water, rubbish bins etc.
- Advise secure location to store valuables
- Participants to sign attendance register
- Confirm participants have enrolled and paid. Obtain signature on waiver form if required
- Ensure participants have suitable clothing and footwear, PFD, sun protection, sunscreen and water

Participant Briefing

- Outline the session objectives and time-frame
- Safety briefing – PFDs, sun protection & hydration, footwear, sign on/off procedure, onshore hazards / bike path, local waterway hazards, swimmers etc.
- Describe activities and training area to be used

During Activity

- Lock training room and wherever participants valuables are stored when unattended
- Keep a watchful eye for swimmers

Post Activity

- Secure or haul out Training Boats and return safety canisters to hard stand container
- Record Instructor names and hours worked in Instructor Log
- Collect Participant Attendance & Sign On/Off sheets
- Return Training Boat Logbooks, Instructor Log, Participant Attendance sheets and Participant Sign On/Off sheets to Sailing Office
- Complete Incident Report if necessary and return to Sailing Office

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