



Code of Practice

PGL Centres in the UK



UK Adventure & Study Centres Code of Practice

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We are very proud of our excellent school satisfaction ratings and safety record. These are due to the enthusiasm, diligence and care of our staff, working to the prescribed systems and procedures that we have developed over the years and continue to refine.

This Code of Practice is a summary of our major systems and procedures. Each centre has an operational manual which covers these issues in much greater depth and forms the basis for our staff training and centre operations.

It is important for us to maintain such systems and procedures:

- To establish clearly the standards to which centres must operate to meet the Company's requirements.
- To ensure consistency across the 17 centres we operate in the UK, whilst allowing for appropriate local variations.
- To ensure that we meet the requirements of the law, relevant best practice, customer expectations and brochure promises.
- To demonstrate the above to interested parties, including LEAs and schools.

We hope that you will find all the details you require in this document, but we'll be pleased to answer any further questions on request. Please refer any queries to the Customer Services Team on 0870 405 4444 in the first instance or visit our website www.pgl.co.uk

Section 1

Responsibility – Sharing the Load

“Teachers and other staff in charge of pupils have a common law duty to act as any reasonably prudent parent would do in the same circumstances.”

Health & Safety of Pupils on Educational Visits – a good practice guide from the DfES.

At PGL we aim to help Party Leaders as much as possible to ensure that the whole experience is enjoyable for you too. This Code of Practice is intended to help you comply with the requirements of your LEA and the DfES guidance ‘Health and Safety of Pupils on Educational Visits’ (HASPEV).

In this regard we provide the following:

- The opportunity for any prospective Party Leaders, LEA Advisers or other interested parties to visit our centres. If you would like to arrange a visit, or you require further information, please contact our Customer Services Team on 0870 405 4444.
- We have a comprehensive **Code of Conduct** which we ask visiting groups to adhere to (see Appendix 1).
- There is a clear, documented **Definition of responsibilities between PGL staff and the Party Leader**, regarding safety, supervision and general welfare (see Appendix 2).
- There are adequate and regular opportunities for the Party Leader to liaise with PGL centre staff.
- A PGL Group Leader is allocated to help with the general organisation of the group; to provide local knowledge and to arrange recreational events during the evenings and between activity sessions. The Party Leader should check that all arrangements meet his / her requirements. The availability of the PGL Group Leader will be governed by Working Time Regulations.
- Extensive insurance cover is included in our prices for UK schools and groups. Please see the current insurance information leaflet for details. Insurance cover can be arranged for schools and groups resident overseas at a supplement.
- Please note that the Party Leader is responsible for ensuring that parents are aware of the scope, terms and conditions of the insurance cover and that any pre-existing illnesses / conditions of participants or close relatives are advised to PGL / insurers.
- PGL holds Public, Product, Employers and Tour Operators Liability Insurance cover for £10 million.

Section 1 - Appendix 1

Code of Conduct - Centre Rules

As one of our Booking Conditions, Party Leaders agree to maintain the discipline and supervision of their party. One of the adults responsible for the party must therefore be available at all times (except by special agreement). The following points further amplify our requirements and we would be grateful if you could ensure that your party members comply.

- We ask party members to show consideration for the other parties they meet, as well as PGL staff, coach drivers and neighbouring local residents.
- It is also important of course that they show respect for property – coaches, centre fabric, equipment, and all other property. Costs for damage will normally be passed on to the party responsible.
- Party members should be aware of the curfew on centre and restrict noise to a minimum during curfew hours.
- No smoking is permitted in the public areas of PGL centres or on PGL coaches. It is strictly prohibited in all accommodation units, especially in tents.
- Party Leaders should not allow any under-age possession or use of alcohol or drugs at PGL centres.
- Party members must not behave in an anti-social fashion, e.g. use offensive or insulting language, threatening behaviour or bullying.
- Theft or illegal activities will be reported to the authorities.
- Pupils must not leave the centre unless accompanied by a supervising adult.
- Party members must follow the country code:
 - Enjoy the countryside and respect its life and work.
 - Do not drop litter.
 - Respect farm animals as well as wild flora and fauna.
 - Keep to public paths when crossing the countryside.
 - Fasten gates if they were closed on your arrival.
 - Use gates and stiles to cross fences, hedges and walls.
 - Leave the countryside as you found it.
- PGL reserves the right to send any party member(s) home for illegal activities, consistent or gross misconduct. In such cases the cost will be totally borne by the individual or party.

Definition of Responsibilities for Supervision of Visiting Groups

The Party Leader is in loco parentis at all times and has ultimate sanction to withdraw children at any time from any programme.

The teachers' authority is delegated to PGL Instructors during activity sessions. The PGL Instructors have the right to withdraw an activity for safety or operational reasons.

On some activity sessions, teachers are required to supervise the children who are awaiting their turn. We would welcome the presence of a teacher, with each activity group. Some LEAs insist on this, so please check with your authority.

To avoid any confusion, we seek to ensure a clear handover of responsibility for party members from teachers to our staff and vice versa at appropriate points of the day.

PGL Group Leaders provide support to the Party Leader outside of activity times, subject to Working Time Regulations, but they are never responsible for the children. The teachers escorting the group retain responsibility for their pupils' welfare and supervision.

There should always be at least one adult from the visiting party available on site outside activity sessions. At small centres (maximum 50) accommodating only one party, it may be possible to make alternative arrangements with the Centre Manager for limited periods.

The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the Code of Conduct.

PGL covers first aid on all centres, any other medications required must be supplied and administered by the Party Leader unless there is a Nurse on site.

The Party Leader is responsible for deciding whether a party member should be referred to a doctor or hospital, with the assistance of our first-aid qualified staff. Please note that an uninsured taxi fare may be involved if no centre vehicle is available.

The Party Leader is responsible for notifying parents of any Doctor, Dentist, Hospital visit, or other incident affecting a member of their group, if appropriate. He / she must therefore hold a list of contact numbers for next of kin or have 24 hour access to this information.

Section 2

Health & Safety

Safety is of paramount importance in all the arrangements we make and our published **Health & Safety Policy** (see Appendix 3) underpins our whole operation. We understand that we have a responsibility for the health and safety of all our staff and guests and we take this responsibility extremely seriously.

All staff are required to read, understand and implement the company policy. At least one member of the management team at each centre will hold a formally recognised health and safety qualification.

PGL complies with all relevant safety regulations such as the Health and Safety at Work Act 1974, the Health and Safety (First Aid) Regulations 1981, the Activity Centres (Young Persons' Safety) Act 1995, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 and the Management of Health and Safety at Work Regulations 1999.

We are also members of the Lead Authority Scheme for Environmental Health, whereby we work closely with the Senior Environmental Officer for the local authority responsible for our head office, i.e. Herefordshire, and he acts as an adviser to us in dealing with issues and any enquiries relating to PGL centres in other authorities.

Risk Assessment

Under the Management of Health and Safety at Work Regulations 1999, employers have a legal duty to assess the risks to health and safety from any aspect of their operations. A risk assessment is nothing more than a careful examination of what, in our work, could cause people harm. The assessment then helps us to decide whether we are taking enough precautions or should do more to prevent harm.

There are 5 steps in the process:

1. Look for the hazards i.e. anything that could cause harm.
2. Decide who might be harmed and how.
3. For each hazard, evaluate the chance (risk) of harm actually being done and decide whether existing precautions are adequate or more should be done.
4. Record the significant findings of your risk assessment e.g. the main risks and the measures taken to deal with them.
5. Review the assessment from time to time, or in the event of an incident, and revise if necessary.

We undertake risk assessments for fire hazards, other aspects of our centres and all activity sessions offered (see Appendices 4, 5 & 6 for examples).

Centre Systems

As far as the day-to-day operation of each centre is concerned, responsibility for health and safety lies with the Centre Manager, working to the Company's "safe systems of work" as follows:

1. Catering:

Risk Assessment procedure as standard.
R.I.P.H.H. (food handling certificate undertaken by all caterers).
At least one member of the catering team at each centre will hold the intermediate food hygiene certificate.
The catering arrangements at all our centres are subject to external health and safety audits by an independent specialist organisation.

2. Domestic & Support:

Risk assessment as standard - COSHH training for all relevant staff.
Controlled product purchase system via HQ.
Internal company driving assessment system in place.
Vehicle maintenance system in place.

3. Activities:

Generic Risk Assessment.
Generic Instructing Standards.
Minimum Operating Standards (incorporating Generic Control Measures).
Site Specific Risk Assessment.
Site Specific Operating Procedures.
Group Leader / Instructor (GLI) Introductory Training.
National Governing Body Awards where appropriate.
Capability Assessment & Ongoing Monitoring.
Additional Training where appropriate (e.g. manual handling).

4. Pastoral Time: (includes excursions)

Risk Assessment as standard.
Local Operating Procedures (where appropriate).
GLI Introductory Training.

5. Maintenance and Development:

Risk assessments as standard.
Workplace Regulations.
Work Equipment Regulations.
Personal & Protective Equipment.
Manual Handling.
Control of Substances Hazardous to Health.

6. Accident / Incident Management:

Fire Risk Assessments.
Accident reporting system both internal and external.
Accident analysis system for centre and company wide use.
Centre Log in place.

7. Major Serious Incident Procedures:

Detailed framework to implement in the event of an MSI.
Designated HQ teams and contacts.
Procedures rehearsed at HQ and on centre.
Procedures reviewed and updated annually.

First Aid

Each centre has at least two First Aid trained staff who hold the 'First Aid at Work' qualification (except the small accommodation base at Llwyn Filly which may have only one). The duties of the First Aid function are:

1. To provide immediate assistance or treatment to someone who is injured or taken ill.
2. To use staff's training and experience to help the Party Leader decide whether an ill or injured person should be referred to a doctor or hospital.
3. To ensure that centres have 24 hour cover by a qualified First Aider and that centre staff know the routine should an accident occur.
4. To check physically and maintain the First Aid Kits situated on centre, in vehicles and for activity bases.
5. To keep Sick Bays in good order and ensure that the medical log is kept up-to-date and filled in correctly.
6. To contact doctors for appointments.
7. To ensure that on-site notices referring to First Aid are maintained.
8. To check that guests in Sick Bay or at hospital are visited and have access to their belongings. It is the Party Leader's responsibility to contact parents as appropriate.

In addition, all our Instructors and Group Leaders complete a 4 hour Appointed Persons first aid course, which is augmented to cover our needs, and assessed by our in-house expert. This course is externally accredited by Axiom Training. A first aid kit accompanies each group participating in an activity session off-site.

Fire Precautions

A fire safety policy is in place and the premises are covered by a current Fire Certificate, the approval of the local Fire Officer and / or a Risk Assessment to ensure full compliance with the Fire Precautions (Workplace) Regulations 1997.

The Centre Manager carries out an annual fire risk assessment. We comply with requirements for Fire Precaution notices, extinguishers, alarm systems, log books and staff training.

Every guest who is residential on-site will receive at least a walk-through fire drill on the first evening of their stay. A full fire drill will take place every week.

Accident and Emergency Procedures

PGL centres all have written accident and emergency procedures (see Appendix 7) and staff are practised and competent in their operation.

We require each visiting school / group to provide us with an out-of-hours contact number to use in an emergency or for relaying important information. The person manning this contact number (and the visiting party leader) should have a list of contact numbers for the next of kin of party members. Parents should also be aware of the school / group out-of-hours contact number.

Child Protection Policy

PGL seeks to ensure the emotional and physical well being of children whilst engaged on any holiday, course or tour that is supervised by PGL staff.

We therefore have a published and active policy on Centre Security (see Appendix 12) and a clear and simple policy on Responding to an Alleged or Suspected Incident of Abuse (see Appendix 8).

Company Health and Safety Policy

General Statement

PGL Travel is committed to providing a healthy and safe working environment for all employees, clients and Co-Workers.

We recognise that the successful management of health and safety contributes to overall performance in a quality business. The organisation considers health and safety issues to be as important as commercial considerations.

The Company, therefore, is committed to:

- Compliance with all relevant statutory requirements and expects employees to do the same.
- Developing a positive health and safety culture, which is under constant review, throughout the organisation.
- Make available relevant training and equipment, together with information necessary to ensure the health, safety and welfare of employees.
- Ensure that all employees are kept fully aware of their responsibilities under this policy and that an effective employer/employee consultation facility exists.

Every employee has a responsibility for his or her own safety and for the safety of others and a duty to co-operate with the employer, by:

- Working safely and following the specified Codes of Practice.
- Using the protective equipment provided.
- Complying with all safety procedures.
- Reporting defects in the workplace.
- Reporting all accidents and assisting in subsequent investigations.

Failure to co-operate will be treated as a serious breach of the Contract of Employment and disciplinary measures could be taken.



Martin Davies
Chief Executive
PGL Travel Ltd

Section 3 - Appendix 4

Sample Fire Risk Assessment

Risk Assessment of: Fire Risk of all Buildings
Date: 20.02.05 **Centre:** Tregoyd House

Recorded By: Katie Brothers & Tanya Bunn

Hazards (please specify)	Existing Control Measures (please specify if present)	Residual Risk Level (insert values and multiple score: see key)			Further Action Necessary (against each point)	Date Complete By (name)
		Low	Medium	High		
Fire - smoking areas	Fire detectors, fire alarms, strict smoking policy in place, ashtrays available, cleaned regularly, fire procedure.	2x3=6				
Fire - kitchen	Staff training, catering equipment serviced, fire procedure.	2x3=6				
Blocked fire escapes	Nightly checks to ensure they are clear, fire escapes identified, fire doors alarmed.	2x3=6				
Poorly lit fire escapes	Emergency lighting.	2x3=6				
Fire - electrical appliances	PAT testing on all equipment.	2x3=6				
	All staff, guests' visitors informed of fire procedure.	2x2=4				
	Fire officer inspections.	2x2=4				
	Record of alarms, tests, fire equipment checks.	2x2=4				

Key

Multiple Scores

1 – 7 = Low Risk

8 – 15 = Medium Risk

16 – 25 = High Risk

Section 2 - Appendix 5

Sample Accommodation Risk Assessment

Risk Assessment of: Accommodation Recorded By: Simon Dye

Date: 24.04.05 Centre: Fulmer Grange

Hazards (please specify)	Existing Control Measures (please specify if present)	Residual Risk Level (insert values and multiple score: see key)			Further Action Necessary (against each point)	Date Complete By (name)
		Low	Medium	High		
Falls from top bunks	Barriers around top bunks.	2x3=6				
Windows above the ground floor	Chains on all windows limiting opening.	2x3=6			Staff check chains are still present for each group	
Bathrooms – burns from hot water	Guests made aware of hot water temperature.	1x3=3				
Bathrooms – drowning in baths	Supervision of corridor by GLs/teachers if guests are in rooms. Importance of sensible behaviour in bathrooms emphasised on site tour.	1x4=4				
Slips, trips and falls on slippery surfaces in bathrooms	Supervision of corridor by GLs/teachers. Importance of sensible behaviour in bathrooms emphasised on site tour.	2x2=4				
Fire	All guests and teachers have fire procedure explained to them and do an evacuation walk upon arrival.	1x4=4				
Strangers entering blocks	Teachers situated near exits and entrances. Gates to main site locked at 10.00 pm every night. All PGL visitors to have tags. Entrance to corridors locked at 11pm. Night security patrol.	1x4=4				

Key

Multiple Scores

1 – 7 = Low Risk

8 – 15 = Medium Risk

16 – 25 = High Risk

Section 2 - Appendix 6

Sample Activity Risk Assessment

Risk Assessment of: Mountain Bikes **Recorded By:** John Wakeham
Date: 25/02/05 **Centre:** Dalguise

Hazards (please specify)	Existing Control Measures (please specify if present)	Residual Risk Level (insert values and multiple score: see key)			Further Action Necessary (against each point)	Date Complete By (name)
		Low	Medium	High		
Extreme Weather Conditions	On site activity – close proximity to amenities.	1x4=4				
Activity Base	Maintenance programme.	1x3=3				
Equipment in Inexperienced Hands	Existing control measures.	2x2=4				
Trips, Slips and Falls	Existing control measures.	2x3=6				
Manual Handling, Lifting, Carrying	Bikes not lifted or carried but wheeled.	1x2=2				
Hitting obstacles, Trees, walls and burns	Cleared routes, supervision of speed and spacing and judgement of ability.	2x3=6				
Man hole covers and unexpected maintenance work	Awareness of maintenance staff.	1x3=3				
Vehicles, specifically delivery lorries	Gates into centre and signage. Speed limit set at 10mph.	1x4=4				
Equipment Failure	Maintenance checks and Records held. Daily inspection programmes.	2x3=6				

Key

Multiple Scores

1 – 7 = Low Risk

8 – 15 = Medium Risk

16 – 25 = High Risk

Accident & Emergency Procedures

General Procedures for Staff on a Centre or at an Activity Base

- a) Inform the Centre Manager / Head of Department or Chief Instructor as relevant. Even for minor accidents the relevant member of staff should be informed.

The more serious the accident the greater the urgency to inform a senior member of staff. They will then decide on the course of action to take.
- b) When an accident occurs on a centre, the Nurse or First Aider and the Group Leader should always be informed.
- c) The Group Leader should inform the Party Leader immediately if a school child is involved.
- d) At night contact the night receptionist or a senior member of staff as appropriate to your centre procedure.
- e) If the injured person has off-site medical attention (e.g. hospital visit), an accident report form (available at the centre office or main activity base) must be completed and returned to the point of issue.
- f) In the case of all accidents, incidents, near misses, etc, an entry must be made in the centre logbook.

Accidents Off Centre

One member of staff should attend to the injured person whilst another should reassure the rest of the group. If outside help is required then a member of staff should go to arrange this – it should not be left to an unaccompanied child.

If the accident is serious, consult the Party Leader, if relevant, but do not delay calling an ambulance if contact is difficult. Then call your centre to keep them informed and seek guidance or assistance. If it is not serious but you require outside assistance, contact your centre – in either case, make sure you give:

- Your name
- Nature of incident
- Number of people involved
- Exact location
- Time of accident
- Action taken so far

If necessary, wait at a pre-arranged point to direct the ambulance or transport to the scene of the accident. If a member of staff has to accompany the injured person to hospital, do not continue with activities if it is not safe to do so.

Serious Accident or Fatality Procedures for Centre Staff

As a member of PGL staff you may find yourself in a position where you are either in charge of or witness to a guest or another member of staff involved in a serious accident or fatality. It is obviously imperative that all PGL staff know exactly what to do in the event of this happening and the following notes will take you through what you must do as well as a number of supplementary points.

1. The Centre Manager and Senior Staff at each centre have received a similar document to this which is more precise in its detail and it is, therefore, imperative that should you find yourself in this situation, you must report straightaway to the Centre Manager, or in his or her absence, to another member of Senior Staff.
2. It is important that this procedure is followed, but the initial priorities are that the injured person receives correct medical attention immediately and that the safety of the rest of the group is secured. The relevant emergency services should be contacted immediately. If the emergency involves a school group, you need to ensure that the Party Leader agrees with any action taken wherever possible.
3. If you become aware of a serious accident or fatality, it must be reported immediately, day or night. In the absence of the Manager and / or other Senior Staff, you must report direct to Head Office. An 'Emergency phone contact list' is available at your centre with names of people to contact and you must make yourself aware of its whereabouts.
4. PGL staff must not discuss the incident until a full set of written reports has been completed. This is to enable the reason for the accident to be correctly ascertained and APPROPRIATE MEASURES TAKEN TO ENSURE THAT NO SIMILAR OCCURRENCE ARISES if this is applicable.
5. Serious accidents as referred to in this document include:
 - A fatality by any cause.
 - Loss of finger or limb.
 - Severe burns or scalding.
 - Suspected skull fracture and / or brain damage.
 - Near drowning when artificial respiration has been used.
 - Damage to spine / neck that may have unseen complications.
 - Any injury or condition in which complications may set in at a later date, e.g. a person found comatose.
6. **Media**

In the event of a serious accident or fatality, it is quite likely that we will have to deal with media enquiries. In this instance there is one golden rule: all media enquiries should be diverted to Head Office. On NO account should information be given out by centre staff. Press statements etc will be released by the Communications Team from Head Office.

Notes for Staff on Fire Procedure

General Procedures

You will be trained in what to do in the event of a fire by your Centre Manager. You must familiarise yourself with the exact details of procedure on your centre.

Upon Discovery of a Fire

- Sound alarm and make any other persons in the vicinity aware of situation.
- DO NOT stop to dress fully.
- Inform person in charge of site, who will call Fire Brigade.
- Go to Fire Control Point and take instruction from monitor of Control Point to either (a) search or (b) to go to guest assembly point. DO NOT force your way past guests coming in the opposite direction.
- If searching, ensure all guests have left, i.e. under duvets, cupboards etc.
- If you encounter a fire, smoke or hot door, WITHDRAW TO A SAFE PLACE.
- If you are trained to do so, tackle the fire, do not put yourself at risk.
- Leave the building closing all doors.
- A roll call will take place at an assembly point.
- Do not re-enter building until told to do so by person in charge of situation.

Responding to an Alleged or Suspected Incident of Abuse

How to handle disclosure

If a member of centre staff suspects an incident of abuse, or a child discloses that they have been abused they should inform the Centre Manager or Duty Manager. An accurate, written, record of the facts reported should be made.

There are two courses of action for a Centre Manager or Duty Manager depending on whether the incident involves:

1. **School Groups**

- The Centre Manager should contact the Operations Manager and inform the Party Leader, unless the situation precludes this.
- A Child Protection Form should then be completed and posted to appropriate Operations Manager. A copy of this form should also be made available to the Party Leader.
- The Party Leader should be assisted in any way possible. Advice should be sought from the Operations Manager about the appropriateness of the actions.

2. **Individual holiday guest**

- The Centre Manager should inform the Operations Manager or a Company Director. This should generally be an Officer.
- A copy of the Child Protection Form should be faxed only after the phone call, in order to preserve confidentiality.

How do we deal with the child?

The Operations Manager or Director will take advice from the NSPCC on an individual case basis.

In general PGL should continue to provide the best holiday possible for the guest. Information about the incident should be kept as confidential as possible.

Section 3

External Verification of Health & Safety Standards

The DfES has recommended teachers to ask providers for proof of "Independent, Inspection-based External Verification", when contracting them to arrange educational visits for their pupils. It is part of the guidance produced for LEAs and schools in 2002 as a supplement to the DfES earlier advice on "Health and Safety of Pupils on Educational Visits (HASPEV)".

PGL offers the widest choice of outdoor and adventurous activity centres of any UK operator, along with the benefit of nearly half a century of operating experience. PGL's UK activity centres have been subject to external verification for decades and we have pleasure in providing you with outline details now for your reassurance and use.

Health and Safety Lead Authority Scheme

We believe that PGL is the only activity provider in membership of this scheme for multi-site, national companies such as Marks & Spencer, Boots and similar blue-chip organisations. It requires us to submit our Safety Management Systems to scrutiny by the Environmental Health Officers of our Lead Authority (Herefordshire), who then become advisers to their colleagues in the other authorities where we operate centres. This scheme guarantees that we work in close harmony with the enforcement authorities for health and safety in our sector.

Adventure Activity Licensing Authority (AALA)

Some of our centres fall within the scope of the AALA regulations which were introduced in 1996. They apply to specific activities taking place in open environment situations in the "great outdoors". PGL has been inspected and licensed to operate the following:

Beam House	Wave skiing on the sea at Westward Ho!
Tregoyd House	Canoeing, Rock climbing and hill walking.
Loch Tay	Canoeing for Dalguise.
Boreatton Park	Abseiling on the cliff.
Drummonds Dub	Canoeing, dragon boating and raft building for Court Farm and Hillcrest.
River Wye	Canoeing for Court Farm and Hillcrest.
Fulmer Grange	Canoeing on Black Park Lake.
Barton Hall	Kayaking, rock climbing, abseiling and hill walking.
Little Canada	Dragon boating, raft building, kayaking, open canoeing and sailing.
Osmington Bay	Abseiling, dragon boating, raft building, kayaking, and rock climbing.
Loch Ranza	Abseiling, gorge scrambling, hill walking, and off-road cycling.

Any queries can be raised with AALA on 029 2075 5715.

Whilst the scope of Licensing itself is limited, AALA makes the following extension statement:

"The Guidance to the Licensing Authority from the Health and Safety Commission states that the Licensing Authority should look for "a culture of safety overall". They do this in part by sampling non-licensable as well as licensable activities. Potential clients can therefore have the same level of assurance about all adventure activities offered by a licensed provider."

The British Activity Holiday Association Inspection Scheme (BAHA)

The rest of PGL's UK centres do not have AALA licences because their activities are not in scope or they take place in the safe environment of our centre grounds. Even here, though, we realise the value of external verification and so we submit them to voluntary inspection by the BAHA. The BAHA Code of Practice lays down standards for accommodation, fire precautions and insurance, as well as best operational practice. It has been positively reviewed by AALA and accepted as appropriate by the Wales Tourist Board.

National Governing Bodies of Sport (NGBs)

Many of our centres are also inspected, recognised or approved by relevant NGBs for the activities they offer:

Beam House	BCU, BSA, BFA
Boreatton Park	BCU, BHS, BFA, WTRA
Osmington Bay, Court Farm, Hillcrest	BCU, BFA, BDA
Little Canada	BCU, RYA, BFA, BDA
Barton Hall, Caythorpe Court, Fulmer Grange, Marchants Hill Pestalozzi, Thorness Bay, Whitecliff Bay	BFA
Dalguise House, Tregoyd House, Llwyn Filly	BCU, BFA

Key

- BCU British Canoe Union
- BSA British Surf Association
- BDA British Dragon Boat Racing Association
- RYA Royal Yachting Association
- BFA British Fencing Association
- BHS British Horse Society
- WTRA Welsh Trekking & Riding Association

Adult Learning Inspectorate

As a leading trainer of activity centre staff, our operation is subject to regular review by awarding bodies, such as the Open College Network, Edexcel and City & Guilds. Specific health and safety checks are also carried out by the Learning & Skills Council and the Adult Learning Inspectorate.

Section 4

Centre Staff - Training & Competence

Our Centre Managers and Seniors have normally worked their way up through the PGL ranks over a period of several seasons and have a thorough knowledge of all our standards and procedures.

Approximately 50% of staff are returners: the remaining 50% are recruited annually by our central Recruitment Department. Our recruitment officers all have extensive experience at a senior level on centre and make their selections based on a detailed 4-page application form and two formal written references from people who know the applicant in a professional capacity. Any qualifications claimed by applicants must be supported by documentary proof of level and currency.

PGL's excellent reputation ensures that we receive a wealth of applications from enthusiastic and competent young adults. The candidates selected are offered contracts of employment subject to satisfactory enhanced checks via the Criminal Records Bureau, the successful completion of pre-employment training, and a favourable performance during their probationary period.

All new contact staff will complete the "Introductory Programme for Activity Centre Staff". This training programme conforms with national occupational standards to the level required for accreditation and is registered on the Open College Network (OCN).

The standard programme consists of three parts:

- **12 day residential course** at one of PGL's training centres.
- **6 day induction period** at the centre of employment.
- **Ongoing training and observational assessment** throughout the contract of employment.

The syllabus covers 3 generic units plus 1 that's job specific.

Generic units:

- Induction covers the Company's history, ethics, values and place in the industry, along with key points relating to working with guests, emergency, fire, Health and Safety and accident procedures.
- Customer Care prepares staff to understand the basic principles of customer service within a residential context. It particularly concentrates on working with children.
- Health Emergencies provides a nationally recognised first-aid qualification that concentrates on identification, response and child-related issues.

Job specific units:

- The Training for Activity Instructors strand trains staff to deliver 'taster' activity sessions in the 'closed environment' of our centre grounds. The course has been developed with the assistance of NGBs and independent technical advisers to produce safe, fun and challenging sessions.
- The Training for Group Leaders strand trains staff to provide effective care and management of children, maximising fun, achievement and adventure while safeguarding physical and emotional security.
- Training for Hospitality and Support Roles covers the wide range of skills required to operate an adventure centre. This strand applies to maintenance, site, stores, catering, tuckshops, reception, security and driving. Some elements are common and others are very job specific.

All units are assessed using observation, discussion and written or oral question and answer tests. Assessors are experienced PGL line managers who hold or are working towards A2 qualifications. External Moderators are appointed by OCN to check out the rigour of our procedures. OCN certificates of achievement are issued to staff on successful completion. The 2004/05 Final Moderation Report from OCN reports 'no issues of concern' and 'several areas of particular good practice.'

All staff members are offered the opportunity to continue their personal development through the PGL Apprenticeship Scheme.

As an Edexcel / BTEC and City & Guilds approved centre we are able to offer staff the progression to Apprenticeships in Active Leisure and Learning or Hospitality (Catering or Customer Service) in subsequent seasons.

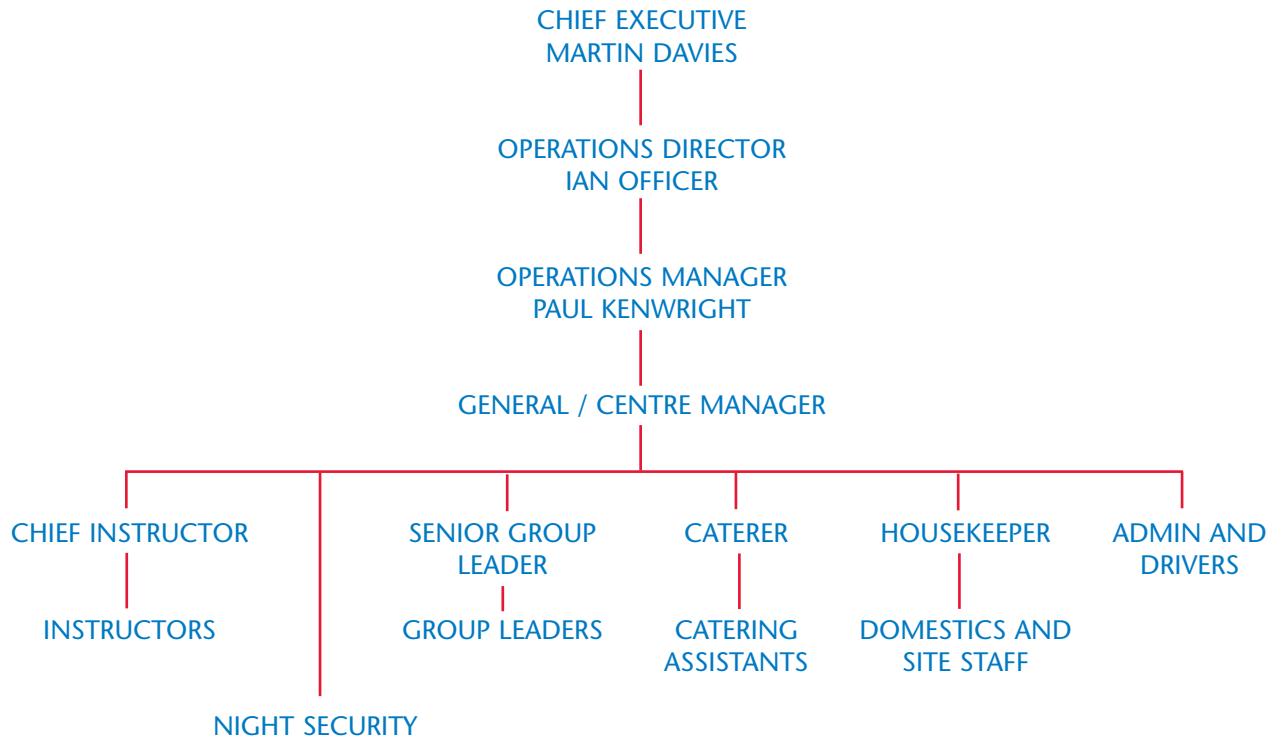
We also organise a wide range of National Governing Body training courses for our staff to ensure that we can meet our commitment to guests on qualifications and also to provide our staff with continuous personal development and recognition of their skills and ability. We work particularly closely with the British Canoe Union and the Royal Yachting Association.

All staff are made aware of the centre's chain of management (see Appendix 9) and the person responsible for the supervision of staff leading activities.

Section 4 - Appendix 9

Centre Management Chain

Lines of Responsibility for a Typical Adventure UK Centre



- Night Security is at centres where guests are accommodated in tents or caravans without toilet facilities.
- At least two Senior staff hold First Aid at Work and all Instructors and Group Leaders attend an assessed 4 hour First Aid Training Course.
- Job titles do vary slightly from larger to smaller centres.

Depending on size of centre, jobs may be combined or further split to create additional senior staff.

Section 5

Activity Management

Based on a risk assessment approach, the core ingredients of each activity session offered by PGL are documented in our Generic Instructing Standards (GIS) and Minimum Operating Standards (MOS) and our instructors are trained and assessed in the fulfilment of these to the required level (see Appendix 10 for example).

We also carry out activity risk assessments at each centre, so that local circumstances can be taken fully into account. The centre maintains these written Site Specific Operating Procedures (SSOP) and all staff are fully briefed on these before they work on a session (see Appendix 11).

We have a permanent Training Team of qualified and experienced staff which is responsible for delivering in-house training and assessment, as well as arranging external courses. The following matrix (see Appendix 14) clearly defines the training / qualifications required of staff undertaking different levels of responsibility within the activity programme.

Where activities take place in an 'open' environment we adhere to National Governing Body guidelines, where these are relevant to the safe conduct of the activity at the level being undertaken.

Where activities take place in the 'closed' environment of our centre grounds, instructors will either hold an appropriate NGB qualification or have undertaken our in-house Activity Instructor training and been assessed to the satisfaction of persons appropriately qualified with the NGB to undertake this role (see Appendix 12). Staff are subject to ongoing monitoring by line managers throughout the season (see Appendix 13).

A full list of centre staff names and qualifications will be available on request approximately one month prior to course commencement. The deployment of specific staff to groups depends on many factors which may only be finalised one week before commencement.

All participants are accompanied by, or have ready access to, at least one responsible person with a current, nationally recognised first aid qualification.

Equipment used in our programmes is carefully selected by our Supplies and Services Department in consultation with our senior instructional staff. Equipment must be appropriate to the size of participating pupils and meet CE (European) standards or equivalent. A prescribed system of documented safety checks is applied at all centres. Equipment is replaced at the first sign of potential unreliability.

Where transport to an activity venue is required, this is provided in a coach fitted with lapbelts and driven by a PCV qualified driver.

We will always try to provide appropriate programme options in the event of bad weather, staff illness and other unforeseen circumstances.

PGL encourages responsible attitudes to the environment as per our Code of Conduct (see Appendix 1).

Section 5 - Appendix 10

Sample Activity Procedures

Minimum Operating Standards: Archery

This document should be read in conjunction with PGL's Generic Instructing Standards and the centre's Site Specific Operating Procedure. Where the activity is off centre then the relevant section of the Offsite Policy must be used.

1. Site Specification and Instructing Staff

Instructor Qualifications: PGL In House Trained and Assessed by GNAS Leader Award Holder.

Staff – Participant ratio: 1:6 (shooting)

Site Specification: Indoor and Outdoor ranges set up in accordance with GNAS guidelines by a GNAS Leader.

2. Equipment Requirements:

(a) Per Instructor

1 x Arm bracer
Pen and paper

(b) Per Guest

1 x Arm Bracer

(c) Activity (for 12 guests)

7 x recurve bows sized to fit group
6 x ground quivers
40 x arrows
2 x paper targets
2 x bosses
Warning Flags/signage
1 x Arm Bracer

(d) Range Specifics

- The chosen area must be clearly marked with warning signs around the perimeter and public access points.
- There must be a safe overshoot area behind the target bosses of a minimum 50 yards (45.7 metres). If this is not possible archery nets should be in place to ensure the safety of non-participants.
- The shooting line and waiting area must be clearly defined.
- A range, including waiting and shooting line which must be clearly defined. This must be in line with the generic range guidelines set out by GNAS.

3. Specific Clothing Requirements

(a) Instructor

Long hair tied back
Facial Jewellery removed
Shoes, no sandals/open toed footwear

(b) Guests

Long hair tied back
Facial Jewellery removed
Long Sleeves
Shoes, no sandals/open toed footwear

4. Activity: Preparation

- a) Check range is set up in accordance with SSOP's
- b) Danger areas are marked out clearly and red flags or notices positioned if needed.

5. Activity: Instruction

- a) Bows must be carried by the “handle” with the limbs facing towards the ground.
- b) Guests must not be allowed to carry the arrows whilst travelling to and from the range.
- c) The safety briefing must include the following: Range rules, how to load and shoot the bow, arrow collection techniques and the “stop shooting” procedure.
- d) Check the draw length of guests against the arrows, the length of the arrow must exceed that of the draw length by approx 3”.
- e) The instructor must remain vigilant at all times that guests are shooting, if a guest requires assistance then the instructor must maintain good group control whilst dealing with the issue.
- f) Range Rules
 - A bow must not be drawn or loaded anywhere except the shooting line.
 - A loaded bow must only be pointed at the target.
 - Participants must stand astride the shooting line.
 - No one is allowed to completely cross the shooting line unless shooting has ceased and they have been instructed to do so by the instructor.
 - Do not run on the archery range.
 - Guests must only carry arrows (when collecting) in the approved manner.
 - Never stand in front of a boss when withdrawing arrows and always look behind.
 - No one is allowed into the safety zone to the side or back of the targets during the session except with the permission of the instructor in charge.
 - Bracer must be worn whilst shooting; finger tabs are optional as they may cause a hindrance to some guests.
- g) “Stop Shooting” procedure:
 - Immediately point bow towards the ground.
 - Take arrow off the bow.
 - Place arrow and bow on ground quiver.
 - Step back from the bow.
 - Under no circumstances must the guest “loose” an arrow after the command has been given.
 - Shooting must not re-commence until the issue has been addressed.
- h) During arrow collection the instructor must have control of all the collected arrows.
- i) If any arrows are “lost” during the session the instructor must organise a thorough arrow search before leaving the activity base.
- j) A maximum of 3 archers per target is allowed.
- k) If using paper sheets or balloons then they must be attached to the face of the boss.

6. Activity: Conclusion

- a) Check that all arrows are accounted for before leaving the activity base.
- b) Bows must be carried by the “handle” with the limbs facing down.
- c) All arrows must be accounted for and never left unattended.

Section 5 - Appendix 11

Site Specific Operating Procedures: Archery

Centre: Boreatton Park
Location: Range 1 (Football Field)

1. Site Specification and Instructing Staff

2. Equipment Requirements:

- Ensure archery box has tabs, balloons and pen and paper, if not ask in stores.

3. Specific Clothing Requirements

- If day is cold/wet ensure piggles are collected from stores.

4. Activity: Preparation

- Check Bosses for weather/other damage.
- Liase with other instructors on ranges 2 and 3 regarding timings, games and arrow collection.
- Collect all Archery equipment from stores and check its suitability before guests arrive.

5. Activity: Instruction

- Guests/instructor shooting: Instructor to retain good range discipline at all times. Instructor must retain control of all spare arrows at all times and never turn their back on guests that are shooting.
- Guests being injured on road: Group should be kept under control whilst walking to and from the range. Instructor to remain vigilant in case of traffic.
- Lost arrows: Instructor must count all arrows after each round of arrow collection to ensure that none are lost. If found to be missing then a larger arrow search should be organised with groups from ranges 2 and 3.
- Guests shooting animals: If geese or ducks wander onto range then all shooting should cease until animals can be removed.
- Guests tripping whilst playing games: Games should be run with guests using area behind archery shed for the games. Guests should not run up to ranges 2 or 3 at any time.
- Long Grass: Organise arrow collection so that guests walk across range from left to right scanning ground as they go.

6. Activity: Conclusion

- All equipment must be returned to stores including any waste from balloons or any games.
- Arrows must be counted in at stores.
- When walking from range guests should be kept under control on the road.

Training and Assessment Record: Archery

Trainer Qualification: GNAS Leader + App Trainer
Expected Duration: 3hrs
Ratio: 1:8

Trainer Qualification: GNAS Leader + HOD
Expected Duration: 20 min
Ratio: 1:1

Training Syllabus	Date Complete
Pre Session	
Equipment Issues: Bows, quivers, Arrows	
Stores procedure at centre: signing out, collecting kit	
Movement to and from activity base	
Session Instruction	
Dynamic range risk assessment:	
Range set up: Bows, signs, bosses and quivers	
Range Rules	
Intro talk: equipment, rules, instruction	
Demo: First Shot	
Supervision and fault finding: caps, bow arm, high elbow	
Games and development	
Arrow retrieval	
Minimum standards on centre	
Incident management	
Base reversion	
After Session	
Stores procedure: logging, damaged/lost kit	
MOS and SSOP explained	

Staff Signature:

Trainer Signature:

Training Syllabus	Date Complete
Pre Session	
What equipment do you need for this session?	
What do you need to do to collect this equipment?	
Which route would you take the guests to the base?	
Demonstrate correct way to string a bow.	
Session Instruction	
Explain the main elements of an intro talk?	
Show competence in correct shooting technique. Min standard 2 blues in 3 arrows.	
Outline the range rules.	
Describe ways to progress the session.	
List common faults and how to observe and correct these problems.	
Give 3 examples of games that may be played.	
What to do in case of accident/incident?	
What base reversion is expected?	
After Session	
How would you sign your kit back in?	
How would you report broken kit?	

Staff Signature:

Assessor Signature:

Section 5 - Appendix 13

Centre Based Staff Capability Check

Unit 4: Activity Instructor Competence Record

Candidate Name: _____ Start Date: _____

1. CI: _____ Centre: _____ 2. CI: _____ Centre: _____

3. CI: _____ Centre: _____

Activities

1. Preparing for the session

1.1 All relevant information is gathered and necessary resources are prepared for the session

a) Individual guests/group information

b) Session plans discussed with party leader/CI as appropriate

c) Modifications to be enacted if changes to the activity become necessary

e) From a range of locations/types, both written and spoken

f) Equipment/ Bases

g) Other staff (if relevant)

2. Meeting Guests and Introductions

2.1 Guests are met correctly and prepared appropriately for the session.

a) The initial meeting takes place punctually

b) Is welcoming and appropriate

c) The activity itself and the objectives of the session are explained

d) Guest rules and expected behaviour, relevant organisational health and safety and environmental requirements

3. Introducing and Supervising Guest Participation

3.1 Guests are correctly introduced to the activity.

a) Guests previous experience and knowledge are determined, checked and used as appropriate

b) Safety points and their importance are communicated clearly, and their importance above all else emphasised

c) The atmosphere created is fun and enjoyable for all guests

3.2 Guests are correctly instructed to a basic level

a) All information is explained or demonstrated, technically correct and appropriate to the guests

b) Guests understanding is checked, and they are encouraged to ask questions									
3.3 Feedback and advice is given frequently, within accepted guidelines.									
a) Strengths and weaknesses of the guests are identified in accordance with the ASSAPs									
b) Guests are encouraged to participate in the activity									
3.4 Guests are monitored and supervised throughout the session									
a) Guests, as a group and as individuals are monitored									
b) Decisions over Guests behaviour are fair and in line with Company Guidelines									
3.5 a) Bases, equipment and conditions are monitored throughout the session and the session plan is changed if necessary									
3.6 Incidents (including 'near misses'), accidents and/or emergencies are correctly dealt with.									
a) Reported to the appropriate person, and recorded accurately, in line with Company procedures									
4. Ending the Session									
4.1 Guests, equipment and bases are correctly dealt with at the end of the session.									
a) Sufficient time for reflecting on reviewing the session									
b) Guests understand details of events following the session, and their departure/handover is supervised appropriately and with due regard to their personal safety and welfare									
c) Equipment is collected, checked for damage/wear and logged following Company procedures									
d) Bases are returned to a condition acceptable for future use, and concerns/problems are reported/recorded correctly									
4.2 Any reports, queries or concerns regarding any aspect of the session are logged in the correct manner.									
a) Reported/discussed/recorded, following Company and centre guidelines									
Date Activity Completed									

Section 5 - Appendix 14

Staff Competence Matrix

The following grids comply with recognised industry standards and detail the minimum levels to which we operate. The following definitions apply:-

Technical Adviser

This person may be a member of resident staff, a member of PGL's central training team or an external consultant. It is always someone who is technically qualified to advise on the safe conduct of the activity at the level being undertaken.

Chief Instructor

The person on site with technical oversight of one or more activities, based on their qualifications, knowledge and / or experience.

Lead Instructor

During any session where two or more instructors are present, one instructor is nominated as the Lead Instructor. The Chief Instructor on site is responsible for identifying who is leading a particular session and all staff and participants must be aware of this. Lead Instructor roles can change from session to session.

Assistant Instructor

Other members of staff who have a subordinate instructional role and have undergone the relevant training.

Ratios

The ratios shown are for persons directly under instruction. We normally split groups into twelves, though in unusual circumstances activity groups may number up to fourteen. Where some members of a group are under instruction and others are waiting a turn, we ask accompanying adults to take the role of supervising waiting guests. When under instruction, visiting adults are included in the ratios.

Activity	Venue/ Restrictions	Technical Adviser	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Abseiling	Manmade Structures UK+ France	MIC Holder	Abseiling Award assessed by MIA	Abseiling Award assessed by MIA	Abseiling Award assessed by MIA	1:1
Abseiling	Crags/Cliffs UK and France	MIC Holder	SPA Holder	SPA Holder, or licensed French operator	Abseiling Award assessed by MIA	1:1
Aeroball	On site	PGL	In House Trained and Assessed	In House Trained and Assessed	N/A	1:4
Air Rifles	Indoor/ outdoor ranges	NSRA	NSRA Diploma	In House trained and Assessed (over 21 yrs old)	N/A	1:6
All Aboard	UK & France	MIC Holder	All Aboard Award assessed by MIA	All Aboard Award assessed by MIA	N/A	1:4

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Archery	On site Ranges	GNAS	GNAS Leader Award	In House Trained and Assessed	N/A	1:6 (shooting)
Art+Craft	On Site Classrooms	N/A	In House Trained and Assessed	In House Trained and Assessed	N/A	1:12
ATV's	On site tracks	PGL	In House Trained and assessed	In House trained and assessed	In House trained and assessed	1:1
Ball Sports	On site fields /sports halls	PGL	In House Trained and assessed	In House Trained and assessed	In House Trained and assessed	1:24
Beach Studies	Sheltered Beaches/areas of coastline	PGL	In House Trained and assessed	In House Trained and assessed	In House Trained and assessed	1:12
Body Boarding	Beam House (surf <1metre), Mediterranean	RLSS Beach Lifeguard examiner	RLSS Beach Lifeguard	RLSS Beach Lifeguard	In House Trained and Assessed	1:16
Bouldering Wall	On Site	MIC Holder	In House trained and assessed	In House trained and assessed	N/A	1:12
Campcraft	On Site designated areas	N/A	In House trained and Assessed	In House trained and assessed	N/A	1:12
Catwalk	UK & France	MIC Holder	Catwalk assessment by MIA	Catwalk assessment by MIA	N/A	1:1
Challenge Course	On Site PGL specific courses	In House	In House trained and assessed	In House trained and assessed		1:12
Climbing	Manmade Structures UK + France	MIC Holder	Climbing Wall Award assessed by MIA	Climbing Wall Award assessed by MIA	Climbing Wall Award assessed by MIA	1:1 or 1:2 (guest belay)
Climbing	Crags/Cliffs	MIC Holder	SPA Holder	SPA Holder	Climbing Award assessed by MIA	1:4
Dragon Boats	Drummonds Dub, Little Canada, Osmington Bay Lac du Causse (Dordogne) PGL safety boat(s) in operation	BCU Level 4 Coach + BDA Helm	RYA SI or BCU Level 3 + BDA Centre Level 2 Coach	BDA level 1+ enhancement		1:12

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Fencing	On Site, Indoors and outdoors	BFA	BFA Coach Level 1	BFA Teacher Certificate		1:12
Go Karting	On Site Tracks	PGL	In House trained and assessed	In House trained and assessed	In House trained and assessed	1:1
Gorge Walking	Ardeche France MIC Approved routes	MIC Holder	BCU Level 3 Coach + In house trained and assessed by MIA	BCU Level 3 Coach + In house trained and assessed by MIA	In House trained and assessed	1:8
Giant Swing/ 3G	On site structure	MIC Holder	Giant Swing/3G Award assessed by MIA	Giant Swing/3G Award assessed by MIA	Giant SwinG/3G Award assessed by MIA	Giant Swing 1:2 3G 1:1
High Ropes	On site structure	MIC Holder	High Ropes Award assessed by MIA	High Ropes Award assessed by MIA	High Ropes Award assessed by MIA	1:5 (non belay) 2:5 (Belay)
Hill Walking	Approved routes under 600m	MIC Holder	BELA/WGL award or In house trained & assessed	BELA/WGL award or In house trained & assessed	In house trained	1:12 (minimum 2 staff)
Hot Dogs	Durance river (French Alps) Grade 3	BCU Level 5 Coach (kayak)	Level 4 Coach (Kayak)	Level 4 coach (Kayak)	Level 3 coach Kayak	1:8 (2 staff minimum)
Hydro Speeding	Durance river (French Alps) Grade 3	Bought in from licensed French operators	Bought in from licensed French operators	Bought in from licensed French operators	Bought in from licensed French operators	Bought in from licensed French operators
Inflatables	Mediterranean	RYA Coach	RYA Safety Boat Driver	RYA Safety Boat Driver	Adult Spotter	1:8
Initiative Exercises/ Problem solving	On Site structures	In House	In House Trained and Assessed	In House Trained and Assessed		1:12
Jacobs Ladder	On site structure	MIC Holder	Jacobs Ladder Award assessed by MIA	Jacobs Ladder Award assessed by MIA		1:4 (guest belaying)

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Kayaking	Loch Tay (Dalguise)	BCU Level 5 Coach (Kayak) and Sea Level 3 Coach	BCU Level 3 Coach	L3 Coach	L2 Coach & TL2 Coach	1:8 (2 staff minimum)
Kayaking	D Dub (Wye Valley)	BCU Level 5 Coach	Level 3 Coach (visiting)	L2 Coach	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	Weymouth Harbour (Osmington) Wootton Creek (Little Canada) PGL safety boat(s) in operation	BCU Level 5 Coach	RYA Senior Instructor (on site) BCU L3 Coach (visiting)	L2 Coach	TL2 Coach	1:8 (2 staff minimum)
Kayaking	Boreatton Park	BCU Level 5 Coach	L3 Coach	TL2 Coach + enhancement	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	Llwyn Filly Pond, Caythorpe Court Pond	BCU Level 5 Coach	L3 Coach	TL2 Coach + enhancement	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	River Wye Grade 1 River Perry Grade 1 (Boreatton Park)	BCU Level 5 Coach	L3 Coach	L2 Coach	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	Lac Du Serre Poncon (Embrun)	BCU Level 5 Coach	L3 Coach	L2 Coach	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	Lac Du Causse (Hameau)	BCU Level 5 Coach	L3 Coach or RYA S.I.	L2 Coach	TL2 Coach & 3 Star+CST	1:8 (2 staff minimum)
Kayaking	River Wye Grade 2 (Symonds Yat)	BCU Level 5 Coach	L3 Coach	L3 Coach	L2 Coach & TL2 Coach	1:8 (2 staff minimum)
Kayaking	Ardeche France Grade 2, Dordogne	BCU Level 5 Coach	L4 Coach (Ardeche) L3 Coach (Dordogne)	L3 Coach	TL3 Coach + L2 + TL2's	1:8 (2 staff minimum)
Knee boarding	Designated sheltered tidal areas	BWSF	RYA S.I.	BWSF Driver	Adult Spotter	1:1 (2:12 in group)

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Low Level Walks	Off site lowland - UK and France	MIC Holder	In house trained and assessed	In house trained and assessed	In house trained and assessed	1:12 (2 staff minimum)
Low Ropes	On site structures	MIC Holder	In house trained and assessed	In house trained and assessed	In house trained and assessed	1:12
Motor Bikes	Designated On site tracks	PGL	In house trained and assessed	In house trained and assessed	In house trained and assessed	1:1
Mountain Bikes	Low level approved on and offsite trails	OTC/MIAS	OTC/MIAS Level 1 coach	OTC Level 1 Coach (off-site) or In House trained and assessed (on-site)	In house trained and assessed	1:8 (2 staff minimum)
Mountain Bikes	Dalguise	SCU	SCU trained and assessed	In house trained and assessed	In house trained and assessed	1:8 (2 staff minimum)
Mountain Boards	On site Hills	PGL	In house trained and assessed	In house trained and assessed	In house trained and assessed	1:12
Mountain Walking	Approved routes above 600m	MIC Holder	ML Summer (visiting)	Route specific training & assessment by MIC	ML trained or In house trained & assessed	2:12 (minimum 2 staff)
Night Line /Sensory Trail	On site	In House	In house trained and assessed	In house trained and assessed	In house trained and assessed	1:12
Open Canoeing	D Dub (Wye Valley)	BCU Level 5 Coach	Level 3 Coach	L2 Coach	TL2 Coach & 3 Star	1:8 (minimum 2 staff)
Open Canoeing	La Fosca PGL safety boat(s) in operation	BCU Level 5 Coach	RYA Senior Instructor (on site) BCU L3 Coach (visiting)	L2 Coach	TL2 Coach	1:8 (minimum 2 staff)
Open Canoeing	Boreatton Park Lake	BCU Level 5 Coach	L3 Coach	TL2 Coach + enhancement	TL2 Coach & 3 star	1:8 minimum 2 staff
Open Canoeing	Llwyn Filly Pond	BCU Level 5 Coach	L3 Coach	TL2 Coach + enhancement	TL2 Coach & 3 star	1:8 minimum 2 staff
Open Canoeing	River Wye Grade 1 River Perry Grade 1	BCU Level 5 Coach	L3 Coach	L2 Coach	TL2 Coach & 3 Star	1:8 minimum 2 staff

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Open Canoeing	River Wye Grade 2 (Symonds Yat)	BCU Level 5 Coach	L3 Coach	L3 Coach	L2 Coach & TL2 Coach	1:8 minimum 2 staff
Open Canoeing	Ardeche France Grade 2, Dordogne	BCU Level 5 Coach	L4 Coach (Ardeche) L3 Coach (Dordogne)	L3 Coach	TL3 Coach + L2 + TL2's	1:8 minimum 2 staff
Open Canoeing	Fulmer Grange Lake	BCU Level 5 Coach	L3 Coach (visiting)	L2 Coach	TL2 Coach & 3 star	1:8 minimum 2 staff
Open Canoeing	River Varenne (CDT)	BCU Level 5 Coach	L3 Coach (visiting)	L2 Coach	3 star + CST	1:8 minimum 2 staff
Orienteering	On site or BOF Level 1 terrain	BOF	BOF Level 1 Instructor	In House trained and assessed	In House trained and assessed	1:12
Pony Trekking	Boreatton Park	British Equestrian Tourism Manager	WTRA Centre Manager	WTRA Trek Leader/Escort	In house trained and assessed	1:6 (2 instr min)
Quad Biking	On Site Tracks	EASI Level 2 Instructor	EASI Level 1 Supervisor	EASI Level 1 Supervisor per track	In House Trained and assessed per track	1:1
Raft building	Sheltered Water with PGL safety boat(s) in operation	BCU Level 4 Coach	RYA SI + In house trained	In House trained to rescue craft provided	N/A	1:12
Raft building	Sheltered Water with canoe rescue	BCU Level 4 Coach	BCU Level 3 Coach (on site house training or visiting)	BCU 2 Star + in	N/A	1:12
Raft building	Very Sheltered Water (Dalguise)	BCU Level 4 Coach	BCU Level 3 Coach (on site or visiting)	In house trained for safe operation and rescue	N/A	1:12
Sailing (Single Handed)	Mediterranean Coast, French Alps Lake, Dordogne Lake. PGL safety boat(s) in operation	RYA Coach	RYA SI	RYA Instructor	50% RYA Instructor & 50% RYA Assistant Instructor	1:9 (funboat/ Picos) 1:6 (Toppers) min 2 staff

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Sailing (Multi - Hull)	Mediterranean Coast. PGL safety boat(s) in operation	RYA Coach	RYA Multihull Assessor	RYA Multihull Instructor	50% RYA Instructor & 50% RYA Assistant Instructor	1:4
Sailing (Keel Boat)	Mediterranean Coast, Wootton Creek (Little Canada). PGL safety boat(s) in operation	RYA Coach	RYA Keelboat Assessor	RYA Keelboat Instructor	50% RYA Instructor & 50% RYA Assistant Instructor	1:8
Sequoia Scramble	Dalguise + Court Farm	MIC Holder	Sequoia/Vertical Challenge Award assessed by MIA	Sequoia/Vertical Challenge Award assessed by MIA	Sequoia/Vertical Challenge Award assessed by MIA	1:1 or 1:2 (guest belly)
Sit on Top Kayaks	Mediterranean Coast PGL safety boat(s) in operation	BCU Level 5 Coach	BCU Level 3 Coach (visiting) or RYA S.I. (on-site)	BCU Level 2 Coach	BCU TL2 or 3 Star +CST	1:8
Skate Boards	On Site	In House	In House Trained and Assessed	In House Trained and Assessed	1:12	
Snorkelling	Mediterranean Coast	BSAC	BSAC Resort Snorkel Instructor	BSAC Resort Snorkel Instructor	In House Trained and Assessed	1:6 min 2 instructors
Snorkelling	Swimming pools	BSAC	BSAC Snorkel Instructor or SSI instructor	BSAC Snorkel Instructor or SSI instructor	RLSS /Nars Pool Lifeguard	1:12 (pool) or 1:6 (open water)
Speed Sailing	Hardelet Plage, Westward Ho!	BSSA National Coach	BSSA Level 1 Instructor	BSSA Level 1 Instructor	In-house trained	1:8
Stunt Kites	On Site and sheltered Coastal Areas	In House	In House Trained and assessed	In House Trained and assessed	In House Trained and assessed	1:12
Surfing	Westward Ho! (surf <1metre)	BSA	BSA Level 1 Coach	BSA Level 1 Coach	In house trained & assessed	1:10
Swimming	Pool - Boreatton Park, Segries, Grande Romaine, Barton Hall, Little Canada, La Fosca	RLSS Pool Lifeguard Trainer	RLSS Pool lifeguard/ NaRS Pool lifeguard	RLSS Pool lifeguard/ NaRS Pool lifeguard	In house trained	1:25 (2 staff min) Pool size and maximum bather load dictate specific ratios

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Swimming	Sea - Whitecliff Bay, Westward Ho! (Beam)	RLSS/SLSS Beach Lifeguard Trainer / Assessor	RLSS Beach Lifeguard	RLSS Beach Lifeguard	In house trained	1:16 Min 2 staff
Swimming	Mediterranean, Lac Du Casse, Patrolled RYA Venue	RLSS/SLSS Beach Lifeguard Trainer / Assessor	RLSS Beach Lifeguard	RLSS Beach Lifeguard	Adult Spotters	1:50 (Lifeguard) 1:10 Adult Spotters (staff or teachers)
Swimming	Moving Water - Ardeche + Gorges de L'Herault, Dordogne, Informal swimming with BA's	BCU Level 5 Coach	BCU Level 3 Coach	BCU TL 2 Coach or RLSS Lifeguard	In House Trained and assessed spotters	1:25 BCU staff, with 1 spotter per 10
Trampolining	Barton Hall, Osmington Bay, Little Canada	BGA Coach	BGA Level 1 Coach	BGA Level 1 Coach	In House Trained and assessed	1:8
Trapeze	On Site Structure	MIC Holder	Trapeze Award assessed by MIA	Trapeze Award assessed by MIA	N/A	1:1
Tunnel trail	Man made tunnels	PGL	In House Trained and Assessed	In House Trained and assessed	In House trained and assessed	2:12
Wakeboarding	Designated sheltered tidal areas	BWSF	BWSF	BWSF Driver	In House trained and assessed	1:1 (2:12 in group)
Water Skiing	Designated sheltered tidal areas	BWSF	BWSF	BWSF Driver	In House trained and assessed	1:1 (2:12 in group)
Wave Ski	Westward Ho! (surf <1 metre)	BCU Level 5 Coach (Surf)	BCU Level 3 Coach Surf	BCU Trainee Level 3 coach Surf	BCU 4 Star Surf + In House Training	1:8 (2 staff minimum)
Whitewater Rafting	Durance river (French Alps) Grade 3	BCU Level 5 Coach (Kayak)	BCU Level 2 Raft Guide	BCU Level 1 Raft guide	BCU Level 1 Raft guide	1:8 (min 2 rafts)

Activity	Venue/ Restrictions	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor i/c Session	Assistant Instructor	Ratio staff to guests under instruction
Windsurfing	Mediterranean Coast + Lac Du Serre Poncon and Lac Du Causse PGL safety boat(s) in operation	RYA Windsurf Trainer / assessor	RYA Intermediate Instructor or RYA S1	RYA Start Instructor	Competent Windsurfer	1:6
Zip Wire	On Site Structures	MIC Holder	Zip Wire Award assessed by MIA	Zip Wire Award assessed by MIA	Zip Wire Award assessed by MIA	2:1

Section 6

Accommodation

We provide a wide range of accommodation across our UK centres, everything from campsites to converted farmhouses; purpose-built chalets to mansion houses. In some circumstances the type of accommodation is determined by the choice of centre; in others, where there is a variety of accommodation on offer, we will confirm what has been booked for you.

Wherever possible, within the constraints of accommodation type, we provide the following standards:

- All premises, rooms, equipment and resource provision are suited to the task, adequately maintained and are in accordance with statutory requirements.
- Accommodation blocks have a security lock. There are night security patrols at centres with tented and caravan accommodation which cannot be locked (see Appendix 12).
- There are separate male and female sleeping areas and separate bathroom facilities for mixed groups.
- Any shared or connected rooms designated for a specific group are reserved exclusively for the use of that group.
- All bedroom and bathroom windows have opaque blinds, curtains or equivalent.
- Sleeping areas are adequately lit and have at least one external window providing adequate ventilation.
- There will normally be at least 75cm (30") between each set of beds or bunks. For accommodation in non-standard premises such as holiday park chalets or caravans, though, where a 75cm gap between beds is not physically possible, we have carried out risk assessments to ensure that emergency evacuation can be satisfactorily achieved.
- There is adequate space for the storage of luggage and clothes under beds or in cupboards, drawers and shelves.
- Centres are adequately heated for low season use.
- Separate sleeping accommodation is provided for Party Leaders accompanying a group, with easy access to that group's quarters.
- Party Leaders have access to their group's quarters at all times.
- There are washbasins (with H & C) and mirror for every 10 participants, in close proximity to sleeping areas.
- There is one shower (with H & C) for every 15 people and one WC for every 10 people, in close proximity to sleeping areas.
- There are separate catering and dining facilities for the provision of full board arrangements.
- There is provision for drying clothes at all centres.
- There is adequate provision for the safekeeping of valuables.
- Recreational accommodation and facilities are provided at each centre.
- There is a supervised sickbay at each of our centres, except for the small accommodation base at Llwyn Filly where they share the facility at neighbouring Tregoyd.

Section 6 - Appendix 15

Centre Security

It is the policy of PGL Travel to take all reasonable steps to ensure the safety and security of all guests and staff on our centres. With reference to security, several precautions and procedures have been put in place at UK centres as follows:

- Any stranger encountered on site must be directed to the senior staff member at reception and the contact noted in the centre log.
- At all PGL centres, all PGL staff are issued with identification passes. All visitors must be issued with a pass and signed in and out in the visitor's log.
- At all centres, PGL staff wear company uniform while on duty. This allows them to be instantly recognised in their role.
- During the summer season all individual children must be signed in and out by their parents or guardians.
- Wherever possible all accommodation doors and windows are secured at night and logged in the fire log as checked. This prevents access from the outside whilst allowing easy exit by pushbars in case of fire or other emergency. One door for each unit is accessible using a keypad if entry is required by teachers or staff.
- At our centres where accommodation cannot be secured, such as campsites and caravan parks, night security staff patrol the centre grounds throughout the night.

Section 7

Transportation

Where required, we use local buses or low specification coaches for transferring groups between centres and activity locations. These all meet legal requirements and have qualified drivers. We can also arrange coach transportation for groups from school to the PGL centre and back. This is an optional extra that can be arranged via our Customer Services Department.

All coaches used for travel from school will meet the following minimum requirements:

- Not more than 8 years old
- Conform to R66 rollover protection regulations
- Conform with all other Department of Transport requirements
- Fitted with belts on all seats

Every coach company with which PGL contracts is audited on a biennial basis by our professionally qualified Transport Manager who checks the following:

- Company's Operator Licence
- Fleet Insurance certificate
- Public liability insurance
- Current vehicle list
- Subscription to 24 hour breakdown assistance
- 24 hour emergency contact arrangements
- Compliance with EU requirements on tachographs
- CRB checks carried out on drivers

A schedule of all coach companies used is maintained in our Transport office and is available for inspection on request.

Section 8

Visitor Attractions

Where PGL programmes include excursions to visitor attractions, we will use our best endeavours to obtain evidence that the operators have carried out risk assessments and have implemented control measures themselves or can advise visiting groups what measures they should take to manage any risks.

Our investigations will ascertain the following information:

- Does the attraction comply with all local and national standards?
- Does the attraction require an operator's licence? (if yes, please send a copy)
- Is any safety equipment required? (If yes, state what is needed and what is provided)
- Does the attraction have liability insurance? (If yes, please send a copy)
- Does the attraction have a fire certificate? (If yes, please send a copy)
- Does the attraction have a health and safety policy or has it carried out risk assessments? (If yes, please provide copies / statement of compliance)
- Are there any other health and safety matters to bring to the attention of educational or other groups? (If so, please provide details)



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