



# TREEJUMPERS

## Code of Practice 2010

The Hop Farm Centre, Paddock Wood

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# 1. Introduction

Treejumpers are a leading provider of adventurous activities in the South East. We recognise that by providing challenging outdoor experiences to young people there is a certain degree of inherent risk. It is with this recognition that our safety management system has been developed. We are very proud of our excellent safety record and it is through our management systems and the reiteration of policies at ground level that this safety record is preserved.

This code of practice has been developed to give visiting parties the assurance that Treejumpers not only effectively manage health and safety but also that we, as a company, are committed to providing you and your students with the best possible outdoor learning experiences. It will aim to do the following:

- Explain our risk management ethos and the way in which we assess and subsequently manage risks.
- Clarify our safety management system, all operating procedures and staff competency standards.
- To demonstrate that we aim to meet all legal requirements, accepted codes of industry best practice, marketing promises and customer expectations.
- To clearly define responsibility in a concise manner so that all parties are aware of what is expected of them when visiting Treejumpers Adventure Centres.

Our operating procedures and safety management systems are subject to constant updating because we believe that by monitoring our policies 'real-life' effects we can ensure that how we operate is the best way possible. For this reason there may well be changes and updates to our code of practice; this document will be kept as current as possible and parties concerned will be informed of changes via our website.

Whilst this document has been designed to provide all the details you require, however if you have any more queries, please feel free to contact us on 01622 870822 in the first instance or visit our website at [www.treejumpers.com](http://www.treejumpers.com)

## 2. Who's responsible?

*'The group leader and teachers retain ultimate responsibility for pupils at all times during adventure activities, even when the group is under instruction by a member of the provider's staff. The provider is responsible for the safe running of an activity. Clear handover and handback procedures should be in place. Everyone, including the pupils, must have an understanding of the roles and responsibilities of the school staff and the provider's staff.'*

### **Health & Safety of Pupils on Educational Visits (HASPEV) – a good practice guide from the DCSF**

The above statement has been quoted from HASPEV and this document is one which Treejumpers aims to help visiting teachers meet to ensure that the visit you undertake is safe, enjoyable and educational. Treejumpers do not wish to absolve ourselves of all responsibility however we feel it is necessary to clearly define what is expected of all parties. As such we, as a company, will commit to the following:

- The opportunity for any prospective group leaders, teachers, LA Advisers or other interested parties to visit our centres prior to their visit.
- Hold Public Liability Insurance Cover of £5 million and Employers' Liability Insurance cover of £10 million.
- Provide staff to competently lead and instruct activities. Their competence will be verified both on their technical skills and holistically. Where it is appropriate staff hold National Governing Body (NGB) awards. In the instances where there is no NGB or it is inappropriate staff are verified by our 'in-house' standards.
- We aim to meet your needs as far as possible. As a relatively small company Treejumpers are committed to ensuring your trip needs are met. As long as we are notified about specific requirements six weeks in advance we will do our utmost to meet these needs.
- Provide you with an experienced Event Co-ordinator (EC) who is your liaison point to solve any issues during your trip. There are also adequate opportunities for the group leader to liaise with other Treejumpers staff including the Duty Manager and Schools Account Manager.
- Have a Code of Conduct (Appendix A) for visiting parties.
- Provide equipment that is fit for purpose and appropriate to the activities you participate in.
- Have emergency action procedures that staff are aware of and adhere to.
- Provide first aid provision.
- Manage health and safety effectively at our Centre.

Whilst Treejumpers do our utmost to ensure that ultimately outdoor adventure trips run safely and successfully we need to make certain that other parties involved in the trip are aware of their responsibility.

"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 DCSF**

As such we expect the following from group leaders (organising teachers), visiting teachers and any other accompanying staff:

- Accept ultimate responsibility for the visiting group and hold ultimate sanction with regards to discipline of the group.
- Accept Treejumpers Instructor's leadership during activity times. N.B

- Ensure you are familiar with our code of conduct for visiting groups and, as far as possible, ensure your group adheres to it.
- Return necessary forms promptly (e.g. terms and conditions, dietary requirements etc)
- Ensure that you provide accurate information about participants and any special requirements are made known to Treejumpers six weeks prior to your event.
- Treejumpers will provide first aid on site; any other medication required must be supplied and administered by the group leader.
- The group leader, with assistance from Treejumpers first aid staff, is responsible for deciding whether a member of the visiting group goes to hospital. In some cases we will be able to assist with transport, although where this is not possible we will arrange for a taxi. The cost of which will be passed onto the school.
- The group leader is responsible for informing parents or guardians about hospital, dentist or doctors visits and as such must either have a contact list or 24 hour access to numbers.
- Group Leaders are responsible for deciding educational objectives from those offered by Treejumpers. How these are met are adaptable depending on individual requirements. When schools are visiting teachers are responsible, with the assistance of Treejumpers staff, for monitoring pupils' ongoing progress in respect to the groups overall objective.

N.B Treejumpers instructors will take the lead for the safety of activity sessions; however it is sometimes necessary for teachers to supervise children who are waiting their turn. This can be negotiated with instructors and EC's dependant on the activity, the children and the situation. Please be aware that some LA's insist on teacher supervision throughout so please check with your authority.

## **Appendix A: Treejumpers Code of Conduct for Visiting Groups**

Treejumpers feels it is necessary to lay down a code of conduct for visiting groups in order to ensure that each visiting school on site have equal opportunity to experience an outdoor adventure trip. It also assists Treejumpers with maintaining good health and safety for visiting groups. We therefore ask, as a necessary booking condition, that there is always an adult available during the trip to monitor and, if necessary, enforce the following rules:

- All members of the group must be considerate to others. This includes treating Treejumpers staff, other groups and teachers on site with respect.
- In addition, it is expected that visiting groups will also show respect for property. Treejumpers, their own and other participants on site. Costs for damage caused will usually be passed on to the group responsible.
- No smoking is permitted in anywhere other than designated areas.
- Theft or illegal activities will be reported to the authorities.
- The group leader is obligated to fulfill loco parentis at all times during your visit to Treejumpers.
- Party members must also follow the countryside code. A copy of which is available and on display in the Teachers Lounge.
- Group members must not behave in an anti-social manner. For example using offensive or insulting language, bullying and threatening behavior. Treejumpers deal with a wide range of groups every year and there will be circumstances where this occurs, however group leaders must acknowledge the impact these groups have on others and control the effects as far as possible.
- Treejumpers reserves the right to send home any individual for illegal activities or gross misconduct. In such cases the cost will be totally borne by the individual or the group.

## 3. Health and Safety

### Introduction

As this code of conduct aims to demonstrate, Treejumpers take health and safety very seriously at our adventure centre. A key part of our safety management system is the Treejumpers Health and Safety Policy. It underpins most of the standards which we set ourselves to maintain our excellent safety record. However merely having a policy on paper is not enough, we believe, to ensure good practice throughout the company. As such all staff are required to read, understand and implement the policy on a daily basis.

Treejumpers complies with guidance given from the Health and Safety Executive (HSE) as well 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'.

Below is 'Treejumpers Health and Safety Policy' excerpted from our safety management system.

### Treejumpers Health and Safety Policy

"Treejumpers' Health and Safety Policy is designed to ensure that the correct measures are in place within the company to ensure the safety of employees and visitors. It is the company's responsibility to take all reasonable steps to run activities in such a way that customers can safely enjoy them with total confidence and security.

As part of this Safety Management System, this section is an integral part which is designed to meet the requirements of ISO 9001 and ensure that the requirements of government guidance, specifically that given in the 'Health and Safety of Pupils on Educational Visits' (HASPEV) are met as far as possible, so that visiting teachers can be assured that Treejumpers Adventure Centres manages health and safety effectively. This is done by:

- Compliance with relevant health and safety legislation, codes of practice, and other technical and professional guidance on health and safety relating to Treejumpers' activities.
- Provision of training, equipment, facilities and staff with the necessary skills and competence to minimise health and safety risks to Treejumpers' personnel and participants.
- Effective, accurate and clear communication to all employees and interested parties.
- Commitment to continual improvement of health and safety performance.
- Provision of a framework for establishing and reviewing health and safety objectives, compliance and the suitability and effectiveness of the Safety Management System.

The Health and Safety Officer for Treejumpers is the Director of Operations.

For clarity, this policy is split into 3 areas: Site, Activities and Staff

### Site: Fire Safety

Working in an outdoor environment it is important to be alert to anything that could potentially be a fire hazard. Hazards need to be reported to the Duty Manager on the day. All instructors are aware of fire safety procedure and it is the policy of Treejumpers that this is passed on to all visiting groups at the start of their trip.

A copy of the fire safety procedure is kept in instructor log books and in the Operations Office for reference.

### Smoking

Visitors to Treejumpers are made aware that under no circumstances are they permitted to smoke during activities. In some circumstances, a designated smoking area will be indicated for use during breaks. This depends on the age and nature of the visiting group, and is not done unless requested by the visiting group leaders.

Treejumpers staff and any outsourced providers/visitors are made aware that smoking is not permitted when on duty, and a designated area is set aside for them when off duty.

### Weather

It is the responsibility of the manager on duty for the day, to provide a daily weather report for the Daily Operations Board. This ensures that all instructors are aware of potential weather patterns. Most activities Treejumpers provide are able to run regardless of the weather, however thunderstorms and high winds provide an unnecessarily high degree of risk to participants on high ropes activities. On the day it is ultimately the responsibility of the Duty Manager to cancel activities should they pose an unacceptable level of risk for certain activities to go ahead. The Duty Manager will have a considerable amount of experience within the company and industry to enable them to make an informed decision.

### First Aid

All activity instructors at Treejumpers hold a valid first aid certificate of at least eight hours and attend refresher training every six months.

The Senior Instructors and Duty Managers are trained to deal with any incidents of a more serious nature. As such, some staff hold a higher qualification of at least sixteen hours and have more experience in dealing with incidents.

Each activity area has a first aid kit with it, and staff are in radio contact should a more senior first aider be required. All first aid kits are checked weekly, and when any contents are used they are recorded in the Duty Manager Diary so they can be replenished at the end of the day. All instructors are introduced to the Emergency Action Plan (see appendix D) and the procedure for reporting accidents and incidents. These procedures are expected to be followed closely and this is vigilantly monitored by the Assistant Managers.

### Procedure for reporting incidents

All incidents that occur at Treejumpers Adventure Centres must be reported as per these guidelines. All members of staff are informed of the correct procedure for reporting accidents on their induction. In the first instance accidents are to be written up in the company accident book, the following information should be present: the date, the time, personal details of those involved and a brief description of the nature of injuries or diseases. Any incident that occurs that does not involve and injury must be fully logged in the Duty Manager diary.

Following any incident (regardless of injury), the Duty Manager will then decide if any statements are required. Following this, the necessary people (Director of Operation, Duty Managers, Chief Instructors and/or Technical Advisors) will meet to discuss any action that needs to be taken. Once a decision is made, this is then documented and enforced. This includes whether the incident requires Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). An incident is deemed to be reportable following a death, major injury, over 3-day injuries, injuries to members of the public where they are taken from the scene of the accident to a hospital, work-related illness or dangerous occurrences (near-misses).

Appendix C shows Treejumpers' Emergency Action Procedures (EAP's) for reference.

### Site Maintenance

All areas of Treejumpers centres are subject to ongoing daily inspection, prior to a group using any area within the centre instructors are expected to check the area, ensuring cleanliness, safety and that it is suitable for the use.

Any issues that arise are brought up with the Duty Manager and dealt with immediately. There is also a 24 Hour Park Warden on site who can deal with maintenance issues occurring over night.

### Centre Inspection and Structural Assessment

On the high ropes course it is of paramount importance that the course is structurally sound. Each day an instructor with an endorsement to recognise that they are capable of performing high access work, will check the course and log this in the correct log. In addition to this an Assistant Manager will check the course thoroughly on a monthly basis as well as inspecting any concerns that have arisen during daily access. They will check for cleanliness, condition of ground surface, sharp edges, missing components, excessive wear of moving parts, and the structural integrity of the safety system. An independent external ERCA Type C inspector, as defined by EN ISO/IEC 17020, will carry out an annual inspection.

### Risk Assessment

As outlined earlier Treejumpers aims to safely manage its centres by adopting a risk management approach through accurately assessing potential hazards that may pose a risk to its staff or visiting clientele. A sample risk assessment is shown in Appendix C. There is an explanation included regarding the structure Treejumpers uses and what it means. Risk assessments are reviewed on a six monthly basis or when an incident occurs that leads to a necessity to change. Risk assessments form the basis of how the company operates and as such instructors are trained in the formation and understanding of them.

### Pre-visit Information

Treejumpers aims to provide visitors with all necessary information prior to their visit in order to ensure that they are adequately prepared for the activities they are going to participate in. Before arriving they are provided with a medical consent form, terms and conditions, kit list and if applicable dietary requirements. A Treejumpers Code of Practice will also be included as part of their information pack.

The medical consent form is clearly very important to health and safety, it is of utmost importance that all instructors are aware of any 'serious' conditions in the visiting group. The group's Event Coordinator is primarily responsible for checking the forms for any areas of concern; the Duty Manager is always on hand to consult if necessary. Once examined the Event Coordinator is then responsible for circulating information to instructors on the group. Forms are then filed in a secure location. The kit list is provided to groups and is relevant to the activities they will be participating in; it aims to ensure that groups are as best prepared as possible.

### Activities

All activities run by Treejumpers are overseen by technical advisors either internally or externally. This is discussed further in staff competence standards. As such, each activity's operating procedure is based on their expertise and any changes that need to be made are discussed with them.

A sample Operating Procedure is shown in Appendix B showing how the company ensures that activities are led correctly and safely.

All equipment is checked prior to use, and each activity has equipment logs that are checked weekly by the Duty Manager. All equipment that is purchased has been subject to stringent industry testing and tested on site before being put into use.

Prior to each activity taking place, each instructor will carry out a dynamic risk assessment on the area, activity and participant, amending their activity brief if required. Prior training is given to ensure staff have the knowledge and ability to do this.

### Personal protective equipment

In order to maintain high safety standards it is clearly necessary to ensure all equipment is maintained well and kept in good working order. For this reason it is checked systematically. In the first instance kit is visually inspected by instructors on a daily basis prior to use, it is for this reason that all instructors are introduced to kit inspection during their induction and also made aware of common problems specific to the equipment Treejumpers uses. It is secondly subject to an inspection on a monthly basis by an Assistant Manager. Lastly equipment is closely examined on a quarterly basis by the Director of Operations in conjunction with the company's technical advisors.

These inspections are recorded on all levels kit is signed in and out on a daily basis and the monthly and quarterly inspections are logged in the appropriate equipment log book. These are examined regularly. Instructors are ultimately responsible for their own PPE, however the company acknowledges the obligation it has to ensuring all instructors have good serviceable equipment. All instructors are required to log their kit in the logbook, maintain it and check it on a regular basis.

### Manual Handling

All staff are trained on correct manual handling technique during their induction. Ensuring that the techniques are used is the responsibility of the individual instructors as well as the management team.

### Staff

Treejumpers staff are responsible for a large percentage of keeping people safe at the centre. Because of this, the company invests a lot of time into the training and development of not only the instructors, but also the management team and any other staff on site. Having a health and safety policy on paper is not enough to ensure the company's risk management and safety policy is met. Under the direction of the Director of Operations, the Assistant Managers spend considerable time working with staff, helping them to understand different areas of health and safety. This in turn ensures that the company has open communication channels for information to pass up from instructors so if any changes need to be made, they know about them. This is vital in a risk management approach to health and safety.

### Training

Staff training is discussed fully later on in this document; please refer to the Staff Competence Standards for information regarding Treejumpers training requirements.

Training standards and implementation is overseen by the Director of Operations and the Assistant Managers. These people work closely with the Technical Advisors in their fields.

### Duty of care

All members of Treejumpers staff have an obligation to provide a duty of care to participants. In order to ensure that all instructors are adequately prepared to fulfill their obligation to participants, the company will ensure:

All instructors are competent and trained in the activity they are leading.

Instructors will be trained in group management skills and aim to provide progressive activities that are of benefit to the participant.

Instructors will be familiar with risk assessments, SOPs, EAP's, health and safety policy and child protection policy.

Treejumpers have recently developed a public Code of Practice, which is now made available to all organisations wishing to visit it us. It highlights key learning outcomes and educational needs for groups visiting us, and lays down our promises to participants. Organisations can choose to be quite involved in this, picking prior to their visit their preferred learning outcomes and having a programme developed for them based on this. This document also gives organisers more key information that may not be included in their pre visit information pack such as risk assessments and operating procedures."

## Appendix B: Sample Risk Assessment

As outlined above Treejumpers subscribes to a risk management approach to the provision of outdoor activities. This is done by assessing the centre for anything that has the potential to cause harm; known as hazards and the subsequent chance, high or low, that someone will be harmed by that hazard; known as the risk. The company has adopted a quantitative approach to managing risks whilst also taking guidance from the HSE document "Adventure activities centres: five steps to risk assessment."

Risk assessments will be completed for each activity separately as well as instances that may be considered to be outside of adventure activities, for example breaks, mealtimes and other 'free' time. In the process of completing a risk assessment the assessor is required to look for hazards, see who can be harmed and how by the hazards and subsequently evaluate the risk. A quantifiable method has been chosen so as to effectively evaluate the risk; the probability of harm occurring ranges from 1-5 as does the potential severity. These two values are then multiplied to give an overall level of risk. The overall aim is to put preventative measures in place so as to reduce the risk value as low as possible.

The risk assessments are designed to do precisely that, record an assessment of risk. If you require more in depth detail as to how activities are run please refer to the Treejumpers Activity Operating Procedures.

Low Risk = 1-7  
Medium Risk = 8-15  
High Risk = 16-25

		Severity				
		1	2	3	4	5
Probability	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

Activity: Aerial Adventure

Date Reviewed: 06 May 2010

Complied by: Kate Hancock

Position: Assistant Operations Manager

<b>Hazards</b>	<b>Who might be harmed and how?</b>	<b>Likelihood of harm occurring (1-5)</b>	<b>Potential Severity (1-5)</b>	<b>Level of Risk.</b>	<b>Control Measures</b>	<b>Further Action (if necessary)</b>
Trips, slips and falls.	Anyone.	4	1	4	Movement plans assessed. Trip hazards (wires, logs etc) identified and minimised.	Each element, define specific hazards prior to commencing the session.
Friction burns from rope.	Any participants or staff holding a rope.	3	2	6	Participants briefed to only hold the end of the rope attached to their harness.	
Uncontrolled lowering.	Participants being lowered too fast resulting in hitting the apparatus or ground at speed. Bruising/sprains/fractures etc.	2	4	8	Instructors control all lowering. Particular care on elements with multiple horizontal beams & minimise slack in system. Ongoing training and evaluation.	
Splinters from course.	Participants and staff. Splinters.	2	2	4	Course thoroughly checked prior to use. Briefing and careful use.	Sand down areas.
Deadfall from nearby trees.	Participants and staff.	2	3	6	Thorough pre-use checks of course especially in	

					stormy weather	
Grabbing Leap of Faith Bar	Participants straining arms or stubbing fingers.	3	2	6	Instructors assess strength to weight ratio of participants and ensure participants aware of risk. Consider tapping bar only if any doubt	Pad bar to make it softer.
Falling crates.	Staff and participants suffering from crates falling on them. Possible head injuries, bruising etc.	4	2	8	All participants and staff must wear helmets, clear briefing on the dangers.	
Incorrectly fitting PPE.	Participants in badly fitting or poorly adjusted equipment. Could result in falls or burns.	2	3	6	Systemised checks & frequent instructor training, continual checking of equipment fitting. (initial and before every activity) Participants checking themselves and each other before leaving ground	
Failure of PPE.	Participants and staff. Anyone using PPE. Potential to fall from course and cause serious injury or death.	1	4/5	4/5	PPE visually checked before every use. Full inspection report each month and yearly audit inspection. Instructors are actively encouraged to take a leading role in inspection of PPE.	

Falling Objects.	Staff and participants in the immediate area under elements. Impact on the head or body. Causing bruising or potentially worse.	2	3	6	All participants briefed to empty their pockets prior to the activity. Instructors to enforce this rule throughout. When in the roped off high ropes area, helmets must be worn by all.
Trapping fingers in equipment.	Staff and participants using equipment that is susceptible to trapping e.g. Gri-gri's. Potential bruising and crush injuries.	2	3	6	Clear briefing if participants are anywhere near the equipment. Primary risks are the dead rope entry to Gri Gri and SRBs. Participants not allowed to stand on trapeze or get near to SRBs on other activities. Instructors to be aware of risk when conducting course checks.
Course Failure.	Anyone using or near the course. Possible death or serious injury if the course fails in a major way.	1	4/5	4/5	Course checked before every use, monthly and then annually by an external inspector. All inspections logged and maintenance carried out is signed off promptly. Instructors continually vigilant and participants encouraged to comment on anything they feel is unsafe.

Zip Wire – Impact with pedestrians.	Anyone walking under the zip wire. Collision injuries.	2	3	6	All people on site are briefed on entry to be aware of overhead hazards. The instructor at the bottom of the zip will be vigilant at all times.	More clearly define the zip wire area to prevent entry to dangerous areas.
Instructor Competence.	Incorrectly attaching participants in high ropes elements and zip wire. Could potentially lead to serious injury or death.	2	4	8	Constant ongoing training and evaluation of instructor competency. Safety systems designed to prevent or limit the possibility of failure.	
Steep stairs in towers.	The possibility for staff and participants to fall down the stairs and injure themselves, causing cuts, grazes etc.	3	2	6	All briefed on dangers. Numbers on stairs limited so that risk of pushing each other is minimised.	
Unclipping on aerial trek.	On changeover of elements participants have a responsibility to change over cows tails. Potentially unclipping themselves and falling off the course.	2	4	8	All briefed on how to switch from one element to the next. 'Klipper' system used to ensure that one cow's tail is always clipped in without fail.	

## Appendix C: Emergency Action Procedures

Treejumpers recognises that despite the best efforts of the company to prevent accidents, inevitably due to the industry, they may well occur. It is therefore important that clear Emergency Action Procedures (EAP's) are in place and all staff in the company are aware of them. The general procedure for all activities is fundamentally the same and follows the general pattern shown below:

- The safety of other participants must be ensured. If a member of staff has to affect a 'rescue' from a situation, they are trained to consider the danger to themselves and correctly assess the situation and 'rescue' the casualty without putting themselves in a undue amount of danger.
- First Aid is to be administered in accordance with the individual's first aid training. The incident will need to be reported as per Treejumpers policy on reporting incidents.
- If it is decided that the casualty needs to go to hospital, then a member of Treejumpers staff will summon the emergency medical services and suggest a member of accompanying staff escorts the casualty to hospital. The medical consent form and accident report form should also accompany the casualty so as to provide as much information as possible.
- If the casualty is on a school or youth group visit, the accompanying staff have primary responsibility for escorting the casualty and contacting emergency contacts. However during unaccompanied visits, for example summer camps, a member of Treejumpers staff of the same gender will escort the casualty and take responsibility for contacting the named emergency contact.

For most incidents the above procedure should be adequate, however due to the nature of some of the activities Treejumpers offer the company have designed a standard operating procedure for incidents occurring whilst the casualty is participating in high ropes elements.

SOP's For: Level 1 Unresponsive Person at height & Level 2 Unresponsive Person at height.

### Definitions:

**Level 1 Unresponsive:** Is defined as someone who is conscious, but does not respond in a meaningful or controlled purposeful way. This condition generally occurs when a person's psychological stress threshold has been reached or exceeded. A typical example of this would be a 'Fear Freeze' on top of an element like The Leap of Faith or an Aerial Trek element. Signs include:

- The person does not respond to simple instructions.
- Fails to action, or has great difficulty with, simple tasks that they have previously shown mastery of.
- Cannot apply a simple solution to a minor problem, or can only focus on the problem and is unable to see the solution (Perceptual Narrowing)

**Level 2 Unresponsive:** Is defined as someone who has partial or complete lack of consciousness, and is unable to stand unaided, such as feeling faint, swooning or passing out completely.

### Action Procedures

Notes: Some procedures will be generic to all height activity elements; others will be unique to specific activities. All actions should be carried out in a calm and controlled manner, remember panic is both contagious & counterproductive.

L1 on Height Element:

Generally speaking, the first response for an instructor is to try to persuade the person to overcome their fears and complete the task under their own volition. This would mean coaching and offering assurances that their situation is not as serious as their fear perception tells them. If however, this fails to resolve their situation, the Instructor should summon the assistance of the Duty Manager on Park at the time, by making a call on the radio, or verbally if they are in close proximity (remember 'CALM', do not spread alarm). For Activities such as the leap or Sky Trek, the Duty Manager will scale the element, ensuring they are safely backed up by a fall restraint/arrest system, and assist the stricken person to complete.

For the Sky Trek, it maybe that the best way to effect a descent from the element is to utilize the rescue rope and belay device (Rescue ropes are kept in the trek tower or at an appropriate central point depending on activity), form a Top Rope belay system to an appropriate securing point, attach it to the stricken person, remove the cowtail fall restraint system and belay the person down.

For Activities where the person is under constant top or bottom rope belay control, they should be encouraged to relax, and gently lowered in the normal belay way, in this instance there would be no need to summon the assistance of the Duty Manager, though they should obviously be informed of this occurrence as soon as possible. Note: it must be the Instructor that lowers anyone, as is normal procedure (i.e. not by participants on a bell ringer system)

#### L2 on Height Element:

The Instructor to calmly make a 'pan-pan' call on Radio, or verbally to the Duty Manager if possible. A 'pan-pan' call denotes a situation that needs assistance and may possibly escalate to a worse situation relatively quickly if not dealt with. Instructors are trained on radio procedure when inducted into the company and basic rescue procedure.

Duty Manager to scale the element, carry out a normal first aid Primary Assessment (i.e. Ensure an airway has not been compromised, and that the casualty is breathing, if they are not breathing, effect an airway and give 2 full rescue breaths then immediately call an ambulance, using the 'Summoning EMS Procedures' and stating that the casualty is a non-breather) Whilst continuing to provide rescue breathing as required, Duty Manager will form a Top Rope belay system with the Rescue Rope and Belay Device, secure it to an appropriate point, and lower the person gently. It should be noted that although Rescue Breathing (E.A.R) will be provided in tandem with the rescue egress procedure, Instructors do not need to concern themselves with ascertaining a pulse, or attempting E.C.M (Chest compressions) at this stage.

Whilst this is happening, the instructor should maintain control of the remainder of the group an additional instructor should be placed at the bottom to receive the casualty. Once on the ground, a full Primary Assessment should be made, and appropriate First Response actions carried out. In the event that the stricken person had not stopped breathing, or shown signs of fibrillation (Heart Stop), the Primary Assessment will determine whether an Ambulance is required.

## 4. Staff Competence Standards

An integral part of effective safety management within outdoor adventure is verifying the competency of staff. It is key to the up keep of our safety management and necessary to contribute to the assurance that we will deliver safe and enjoyable outdoor learning experiences. Treejumpers have used many methods, however these are always subject to change as we foster an attitude of reviewing our procedures on an ongoing basis so as to ensure practices do not become stagnant and are in line with industry best practice. As it stands below are the 'Treejumpers Staff Competence Standards.'

### Treejumpers Staff Competence Standards

The company currently uses two systems of validation, the first being external; where competency is verified by a NGB award and secondly internal validation measures. Appendix A shows the qualifications matrix which Treejumpers use as a guideline to what qualifications are required to lead sessions at varying levels. It should be noted that those instructors holding an NGB award that is appropriate for the level of provision are not given a 'carte blanche' to do as they please but are still subject to the internal validation and monitoring. Where training is 'in-house' instructors will be trained to set criteria and assessed to specific guidelines. It will only be delivered by those that have the appropriate qualification to fulfill at least a senior instructor role, have industry experience and display a level of significant maturity.

At Treejumpers the staff are asked to do a wide range of jobs. It is therefore important that they are not only given the skills and environment to successfully fulfil those roles but also important that their competency is verified. Competency is determined in both technical issues and holistic ones. It is of paramount importance that not only are sessions technically safe but also that the group is managed effectively and learning outcomes are achieved. The company have adopted a six stage cycle recommended by the AALS guidance to ensure that staff are capable. They have adopted the cycle and use it in the following manner:

- Selection = Treejumpers have a set criteria for new applicants. They must complete an application form, medical form, be able to provide two references and attend an interview.
- Induction = Instructional staff are inducted into company policy in numerous areas, the organisation of activity sessions and emergency procedures. This will be done by an appropriately qualified member of staff, usually management or an experienced senior instructor.
- Validation = Competence can be validated by statements of competence, session observations and external qualifications.
- Deployment = This has to be appropriate and a deployment matrix has been developed to display all staff and the activities they are competent to lead.
- Field Monitoring = Commonly know as 'walking the floor' this helps with ongoing validation and is generally conducted informally and formally by management.
- Further Training = Treejumpers aims to provide a multitude of training opportunities both internal and external to aid staff development. Staff are also subject to appraisals on at least a quarterly basis. It is hoped that individual development programmes will be developed for each instructor by the end of the 2010 season.

Based on their performance, previous experience and qualifications instructors are given roles. Each instructor is given a level (1-3) which determines their part in the team. They are also trained and assessed in a range of activities to determine whether they can assist in particular sessions, lead them or train them in a closed centre environment leading introductory sessions.

## Appendix D: Treejumpers Minimum Qualifications Matrix

Activity	Assistant Instructor	Instructor	Senior Instructor	Chief Instructor	Technical Advisor
Abseil	In-House (Bottom)	In-House	CWA	MIA	MIA
Aerial Trek	In-House	In-House	CWA	MIA	MIA
Air Rifles	In-House	In-House	NRSA Tutor's Diploma	NRSA Tutor's Diploma	NRSA Tutor's Diploma
Archery	In-House	In-House	GNAS Archery Leader	GNAS Archery Leader	GNAS Archery Leader
Bouldering Wall	In-House	In-House	CWA	MIA	MIA
Bush craft/ Survival	In-House	In-House	In-House	In-House	In-House
Camp craft	In-House	In-House	BELA	ML	ML
Challenge Trail	In-House	In-House	In-House	In-House	In-House
High Ropes	In-House	In-House	CWA	MIA	MIA
Initiative Exercises	In-House	In-House	In-House	In-House	In-House
Kayaking	Competent Paddler	BCU Level 1 (+SST)	BCU Level 2	BCU Level 3	BCU Level 3
Low Ropes	In-House	In-House	In-House	In-House	In-House
Night Line	In-House	In-House	In-House	In-House	In-House
Open Canoeing	Competent Paddler	BCU Level 1 (+SST)	BCU Level 2	BCU Level 3	BCU Level 3
Orienteering	In-House	In-House	In-House	In-House	In-House
Paintball	In-House	In-House	In-House	In-House	In-House
Quad Biking	In-House	In-House	EASI Level 1	EASI Level 1	EASI Level 1
Raft-building	Competent Swimmer	In-House	BCU Level 2	BCU Level 3	BCU Level 3
Zip Wire	In-House (Bottom)	In-House	CWA	MIA	MIA

## Guide to the Qualifications Matrix

Assistant Instructor – Can assist with sessions under observation of a qualified instructor. This person will have completed an induction and some training and will generally have other roles such as catering, housekeeping and maintenance.

Instructor – Can run the named activity session for the set ratio on that activity.

Senior Instructor – Has experience in the outdoor industry with qualifications to support this. They are very capable of making decisions and managing risks in outdoor activities. They are expected to take more of a leadership role, mentoring and training more junior members of staff.

Chief Instructor – Holds authority over how the given activity is organised and operated. Is the focal point for technical advice onsite. Where this person does not hold the appropriate qualification they will be closely supported by the technical advisor.

Technical Advisor – Advises Treejumpers about nationally accepted standards and helps the company meet the requirements of these. In conjunction with Treejumpers, helps to ensure staff are competent to do their jobs. They will be appropriately qualified and have the experience, maturity and knowledge to make necessary key judgments.

## **Appendix E: Sample Operating Procedure**

Treejumpers have a Standard Operating Procedure (SOP) for every activity which it provides. These are available on request but for the purposes of this document this sample SOP will provide information of the structure by which Treejumpers create SOPs, as all activity SOP are formatted this way.

### Air Rifles Operating Procedures

These guidelines aim to provide the minimum operating standards for Air Rifles sessions at Treejumpers Adventure Centres. They should be read in conjunction with the Treejumpers Staff Competency standards.

#### Staff Training

The person in overall charge of the activity (chief instructor) should hold the NSRA Tutor's Diploma. Individuals running sessions must either hold the NSRA Tutor's Diploma or have been 'signed off' as being competent by an experienced senior instructor with the NSRA Tutor's Diploma. As part of Treejumpers standard training procedures all instructors will be familiar with EAP's and hence know how to react in the event of an emergency.

#### Ratios

There should be a maximum of a 1:12 group ratio; up to 4 shooters can be supervised at any one time.

#### Equipment

All equipment will be subject to a thorough check frequently as well as being inspected prior to each use. There should be adequate provision for the age, ability and size of the group. Rifles should be stored in a secure area when not in use.

#### Range

- The waiting and firing line must be clearly defined.
- There must be a safe area for overshoot both above and sideways of the range, with a back stop and plenty of space.
- There should be a clearly defined danger area and warning signs if necessary.
- Access must be restricted to participants; the instructor in charge of the session must remain vigilant in enforcing this.

- The height of the target should not normally exceed 1.4m when measured from the floor to the centre of the target, but can be lower, depending on the participant and firing position.
- There must be something to place rifles on whilst not in use (during instruction or between rounds for example.)

### Safety Rules

1. All rifles must be treated as loaded at all times.
2. Rifles must not be pointed at people or animals.
3. On completion of firing, the shooter must break the barrel and lay the rifle down in front of them with the barrel pointing towards the target.
4. No-one must enter the range area between the firing points and the targets unless all rifles have been broken and the instructor has given their approval.
5. Rifles must not be adjusted or interfered with unless they have the approval of the chief instructor.
6. Groups must never be left unsupervised!

### Session Plan

**Aim:** To introduce participants to air rifle shooting, on the premise that they will have had little or no contact with firearms of any description before.

**Objective:** By the end of the session participants will have fired an air rifle, be familiar with the equipment used and the rules of the range.

**Conduct:** Verbal briefing and a practical demonstration, followed by close supervision of participants whilst shooting and an active review at the end of the session.

#### **Main Body:**

- Range safety rules explained as clearly and concisely as possible.
- Introduction to the rifle and briefly explain the mechanics.
- Demonstrate the rifle barrel positions: closed, broken, cocked and fully cocked.
- Demonstrate the correct stance and position of rifle.
- Explain the concept of the dominant eye.
- Group to hold rifles and practice sighting.
- Participants to take turns firing at targets.
- Potential to develop skills by using further and varying targets or playing games.

**Summary:** Summarise the session including learning outcomes. Check understanding of terms by asking questions and provide further information on air rifles if needed.

## 6. Child Protection Policy

This section of the document sets out Treejumpers Child Protection Policy. The Child Protection Officer (CPO) is The Director of Operations. They must have attended Child Protection training on at least an annual basis, have a proven track record of successfully completing the role and presenting themselves within a good spirit of child protection. Treejumpers believes that for all activities with children:

- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff both paid and voluntary have a responsibility to report concerns to the CPO.

### Child Protection Policy Statement:

Treejumpers have a duty of care to safeguard all children involved in activities from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account.

Treejumpers will ensure the safety and protection of all children involved in Treejumpers activities through adherence to the Child Protection guidelines adopted by Treejumpers. A child is defined as a person under the age of 18 (The Children Act 1989).

### Policy aims:

The aim of the Treejumpers Child Protection Policy is to promote good practice by:

- Providing children and young people with appropriate safety and protection whilst visiting Treejumpers Adventure Centres.
- Allow all staff/volunteers to make informed and confident responses to specific child protection issues.

All permanent instructors are CRB checked. Other instructors and staff are trained in child protection, however may not be CRB checked at the start of their employment with Treejumpers. All visitors to Treejumpers are notified in writing upon booking that an accompanying adult is to stay with the group at all times, and instructors that do not hold a current CRB are not left alone with a child at any time. All instructors are required to provide two references on employment with the company.

This is a short statement to signify our intent and the commitment we have to ensuring good child protection standards. If you wish to see our full policy please feel free to contact the Schools Accounts Department 01622 870822.



# TREEJUMPERS

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