

Company Normal Operating Procedures

Instructors Meeting Point:

The Offshore Surf School
6 Pentire Avenue
Newquay
Cornwall
TR7 1PA

- Instructors meet and brief about forthcoming lessons.
- Equipment check, surfboards, leashes and wetsuits all to a good, safe standard;
- First aid kit everything in working order and up to date. Ensure spare leashes, water and sunscreen carried in dry bag.
- Set up equipment ready for instructors.
- Open changing area ready for group.

Meeting Group

- Meet students 30 minutes before lesson start (at meeting point) .
- Issue students indemnity forms to fill out.
- Identify surfing level of students and explain the structure and allocation of the lesson.
- Collect forms and check for medical issues that may affect the individual's safety or that of the group. If any medication needs to be carried ensure that it is close at hand in the dry bag to be taken to the beach.
- Complete daily log book with numbers / ratios etc.

Issuing equipment

- Issue correct wetsuits based on the time of year with correct sizing for respective customers.
- If the elements dictate issue boots, gloves and hood to ensure the customer is comfortable.
- Instruct customers how to put on their wetsuits correctly and direct them to the changing area.
- Issue foam surfboards to students explaining how to carry the boards correctly and surf board care. Offer students the opportunity to use a carrying strap for surfboards to make the trip to the beach easier.
- Issue students with Offshore Surf School ID rash vests, make sure instructors are wearing red instructors' vests, which are to be worn throughout the surfing lesson. One instructor has the first aid kit / dry bag and each instructor must have a rescue board.
- Protective jackets to be worn by instructors if there is wind chill.
- Explain the trip to the beach before leaving the surf school, ensuring that the students know to follow the instructor.

Walk to Fistral Beach

- Due to nature of walk to the beach all customers are advised to wear flip flops / surf boots to beach.
- All students offered sunscreen before the walk to the beach.
- Instructor leads group across path down to Fistral beach.
- The walk takes approximately 5 minutes.

Arriving at Fistral beach

- One-instructor hands form to lifeguard advising them the numbers of students on the lesson and the coaches present.

Also finding out the conditions of the day –

- The lesson is then set up in the safest place on the beach, students arranged in a semi circle facing away from the sea.

The Surfing Lesson

- Introduce all instructors as GB Surfing qualified coaches and qualified beach lifeguards.
- Explain to students the safety aspect of the lesson including the following:

1. Go through all safety (hand signals, EAP procedures).
2. Explain lesson format.
3. Offer the students an opportunity to ask any questions
4. Warm up (20mins max).
5. Split groups into their abilities instructors divided up with different groups according to their levels.
6. Unless any outback surfers the lesson will be held in waist to chest depth water for safety reasons.

Teaching Ratios

- For novice surfers (complete beginners and low ability improvers) a maximum ratio of 1: 10 coach / surfer.
- For a similar group in challenging conditions (i.e. strong winds, large surf, smaller children) then the ratio would be 1: 8.
- For non novice groups (intermediate coaching) the maximum ratio would be 1: 5
- For advanced coaching, the ratio would be 1: 3

Note - these are the maximum ratios; we would endeavour to be below these at all times where possible.

End of Lesson

- Call all students back to the beach and re-form circle, tying up leashes and cleaning equipment off.
- When all students are accounted for the walk back up to the surf school, one instructor leads and the other instructors space themselves evenly amongst the group, with one at the rear, with any "stragglers."

Back at the Offshore Surf School

- If there have been any injuries fill in incident book and replenish first aid kit.
- Open up changing area for customers to gather their belongings and change back into their clothes
- Check all boards have been returned, clean wetsuits off and hang to dry along with rash vest and any other equipment
- Farewell to customers ensuring everyone has all their belongings and are happy with the lesson
- Log any other issues in the daily log book

Flat Day Alternative Activities

- On flat days we offer our customers an alternative day / time when conditions are more suitable.
- If prepaid customers cannot attend an alternative day, a Gift Voucher will be issued to the value of the lessons missed.
- As we do not personally provide an alternative activity for flat days, we will offer clients the contact details of other activity providers to allow the clients to pursue a more suitable activity for the conditions (for example - Coasteering, Pony trekking, Go Karting).

Emergency Action Plan

In the event of an emergency, the following procedures are to be strictly adhered to:

- Remove the entire group and inform of situation.
 - Effect rescue of patient and remove to safe area.
 - Action first aid or get further assistance from either emergency services or lifeguards.
 - Assist / reassure / treat injured patient whilst waiting for emergency services.
 - Keep clients up to date of situation and continue to monitor their whereabouts.
 - In the event of under 18 patients, parents or guardians to be advised ASAP .
 - Decide to either continue or cancel lesson as appropriate.
 - Complete accident form and where possible have patient sign.
 - Report and discuss incident with head coach and other coaches.
- In the event of an emergency involving an instructor whereby he/she is injured or incapacitated please follow these procedures:
- Remove all of the group from the water and gather in a safe place.
 - Get further assistance from either emergency services or lifeguards.
 - If there are no lifeguards to assist, either seek help from another instructor or appropriate person. If the group are under 18 then seek help in pairs. If instructor is unconscious then dial 999 and get immediate assistance.