



# NORMAL OPERATING PROCEDURES

## Introduction

Cressey's Surf Academy aims to provide a highly professional, safe and supportive surfing experience at all times. It is essential that Cressey's Surf Academy Surf Coaches are fully aware of their role and responsibilities, and are able to recognise the potential hazards that exist or may arise whilst teaching surfing. Although the public beaches used by Cressey's Surf Academy are relatively safe, incidents do occur as a result of the public use of sea and adjoining areas. In accordance with these potential dangers, this document sets out the known potential hazards and measures to be taken (together with Cressey's Surf Academy risk assessments) as and when necessary by Cressey's Surf Academy, as the **NORMAL OPERATING POLICY**.

## 1 Preparation For The Session

- 1.1 All relevant information concerning the individual or group booking will be captured and explained in advance using the relevant booking form for the surf session. Each client must fill out a confidential medical declaration form, which will include any medical problems they may have. Details also will include: name, address, contact number in case of an emergency etc. They will also be made aware that no jewellery/glasses must be worn on Surf Coaching sessions.
- 1.2 CSA Surf Coaches will check all resources for availability, safety and appropriateness for the session. All students will be provided with a soft board (for beginners). Intermediate clients will be able to use a soft board, alternative board or their own personal equipment. All students will be provided with indication rash vests, to clearly show they are part of the group, must stay fairly near to each other at all times and will be easier to spot and observe.
- 1.3 CSA Surf Coaches will ensure the surf vehicle is packed safely and effectively for lessons.

## 2 Meeting Participants

- 2.1 The customers will be familiarised with their Surf Coach, who will be on time and make the students feel at ease before their session.
- 2.2 Surf Coaches will ensure the surfing equipment is safe, and set to the students ability level (especially boards, wetsuits etc)
- 2.3 Participants should be made aware of rules, codes of behaviour, organisational requirements, health and safety requirements, and the need to reduce any damage to the environment. They will also be made aware of the CSA NOP and EAP procedures. Participants must be informed of designated meeting posts on the beach. This will be necessary in the case of an emergency, lost person, when the Surf Coach indicates a potentially hazardous situation or if they want to talk to the group.

## 3 CSA Surf Coaches

- 3.1 The instructors will at all times wear indication rash vests so as to be easily seen and identifiable. They will carry a rescue board or rescue tube on them at all times whilst instructing. A first aid kit will be kept with all

instructors at all times whilst on the session. Group size per instructor will be no more than ten persons. In case of more clients, an additional instructor will be provided.

- 3.2 All Cressey's Surf Academy instructors will hold a minimum valid Level 1 British Surfing Association (BSA) qualification and will also hold a NARS Beach Lifeguard Award or RLSS equivalent, and a valid first aid qualification.
- 3.3 First aid equipment and a designated meeting point will be made available to the CSA Surf Coach and they will be aware of the Emergency Action Plan (EAP) procedures. The CSA Surf Coach will have access to a first aid kit and rescue tube with them at all times whilst on a training session.

#### **4 Analysis Of The Hazards And Risk Assessment Of The Beach And Surf Conditions**

- 4.1 CSA Surf Coaches will analyse the weather and surf conditions in advance of the planned surf session, arranging with participants to move the session to a more appropriate beach or rescheduling to an alternative date as appropriate should lack of surf or hazardous conditions be in effect.
- 4.2 Experience has shown there are four main categories of general hazards on each of the beaches used by Cressey's Surf Academy along the South Wales coastline (as per CSA Beach Risk Assessments). These are:
  - The wind and its effect upon both the sea and inflatables
  - The rocks and sand dunes at high tide
  - The sea at low tide
  - The use of personal watercraft amongst bathers
- 4.3 CSA Surf Coaches will operate procedures and inform participants regarding the above hazards as per the relevant CSA Beach Risk Assessment. Should conditions or situations change during the course of the surf session the CSA Surf Coach will operate under the CSA Emergency Action Plan.
- 4.4 It is not possible to anticipate every aspect of the sea and wind conditions, therefore Cressey's Surf Academy Surf Coaches must, by using their expertise and knowledge of the sea, exercise discretion in respect of the appropriate action to take where participants safety is concerned. Where doubt exists in any given situation CSA Surf Coaches must always err on the side of safety.
- 4.5 In the case of a minor injury a First Aid box is carried at all times by the CSA Surf Coach down to the shoreline. The First Aid box must be checked and resources replaced and updated on a regular basis. Minor incidents can be dealt with by the CSA Surf Coach as appropriate, however a qualified Beach Lifeguard if present will deal with more serious incidents. In the absence of a Beach Lifeguard normal 999 procedures would be followed.
- 4.6 Should an Emergency Rescue be required CSA Surf Coaches will follow procedures set out in the CSA Emergency Action Plan (EAP).

#### **5 Introducing Participants To The Surfing Lesson**

- 5.1 Cressey's Surf Academy will find out students previous experience and knowledge (where applicable) prior to the surf session and set the lesson layout accordingly.
- 5.2 CSA Surf Coaches will take into consideration any medical problems or support needs when planning the lesson and liaise with the client as appropriate.

#### **6 Instructing And Supervising Participation**

- 6.1 CSA Surf Coaches will emphasise safety points, procedures and their functions. The safety and welfare of both participants and their instructors is paramount at all times.
- 6.2 CSA Surf Coaches will seek to develop and maintain a positive, friendly and enjoyable atmosphere all the way through the entire surf session.

- 6.3 CSA Surf Coaches must ensure that any disagreements or conflicts between instructors and participants (or between participants) are dealt with firmly and quickly, in accordance with CSA and BSA's guidelines. Individual behaviour will not be allowed to compromise safety of the group or individual.
- 6.4 Incidents, accidents and/or emergencies are to be dealt with, reported and recorded accurately by CSA Surf Coaches in accordance with CSA and BSA guidelines.
- 6.5 CSA Surf Coaches will be environmentally aware and friendly at all times, and encourage environmental awareness and responsibility from all participants during their surf session.

## **7 Ending The Session**

- 7.1 CSA Surf Coaches will always de-brief participants and give sufficient time to cool down at the end of each surf session.
- 7.2 CSA Surf Coaches will ensure the environment / facility is left in a condition acceptable for future use.
- 7.3 CSA Surf Coaches will pack away boards safely in the vehicle, wash out wetsuits and hang on coat hangers, and ensure any damaged equipment is brought to the attention of the Head Coach so it may be repaired or replaced as appropriate.
- 7.4 CSA Surf Coaches will ensure they supervise participant's departure and make sure they leave safely.

## **8 After The Session (Instructor Specific)**

- 8.1 Incidents, queries and problems relating to any aspect of the session should be discussed with appropriate persons and the Head Surf Coach and recorded in the relevant CSA log book.
- 8.2 Any evaluation (self or otherwise) should take place within the existing CSA review framework.
- 8.3 Each CSA Surf Coach is encouraged to make constructive contributions to Cressey's Surf Academy departmental and centre meetings and briefings at all times.

## **9 Basic Level Instructing**

- 9.1 CSA Surf Coaches will clearly present and explain any appropriate skills, techniques and knowledge required for the surf session, both on land and in the water in advance of and during the surf session.
- 9.2 CSA Surf Coaches will ensure the explanations and demonstrations are clear and technically correct and are understood by all participants.
- 9.3 CSA Surf Coaches will at all times during the surf session continue to monitor the participants understanding and give them the opportunity to ask questions and for additional support as needed.
- 9.4 During the surf session CSA Surf Coaches will correctly identify the strengths and weaknesses of each participants performance and give them information and advice on ways to improve their skills both during and outside of the surf session, should they wish to continue improving their skills in the sport.
- 9.5 CSA Surf Coaches will ensure each surf session progresses in an approved step by step framework as appropriate to the level of the group or individuals being taught at any time.