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## Manager of an Outdoor Learning Centre or facility

The Health and Safety at Work etc. Act 1974 places overall responsibility for health and safety with the employer. It is critical that employees understand who their employer is.

Employers have duties to ensure, so far as is reasonably practicable:

- The health, safety and welfare of all employees and volunteers.
- The health and safety for all young people for whom the employer is responsible under the Children Act 2004.

If you provide activities within scope of the Adventure Activities Licensing Regulations 2004 then you must hold a licence from the Adventure Activities Licensing Authority (AALA). Where an AALA licence is not required then it is good practice to seek other forms of external accreditation, such as the Learning Outside the Classroom (LOtC) Quality Badge.

Your operational procedures must fit any guidance provided by your employer.

To meet customer care expectations, you should ensure that:

- The aims and objectives of programmes are agreed with course organisers/Visit Leaders and the programme design and delivery reflects those aims and objectives.
- Amenities, facilities and the nature of the activity programmes offered are described fairly and accurately.
- Organisers and/or participants are informed that in the interests of safety it may, on occasion, be necessary to cancel or modify advertised activities.
- The needs of all participants are addressed.
- Participants are informed of any special rules and requirements that may apply.
- A clear and transparent charging policy is in place.
- A customer complaints procedure is in place.
- A system for obtaining customer feedback is in place.
- A suitable and effective administration system is in place.

For safety management, policy, organising and planning, you should ensure that:

- Appropriate arrangements are in place for the health, safety and welfare of all staff and participants.
- A culture of safety exists.
- Risks are identified and appropriately managed.
- A current list of staff qualifications and responsibilities is available.
- A clearly stated and defined management and responsibility structure is in place.
- You have access to appropriate technical advice.
- Agreed operational procedures are implemented, monitored and reviewed.
- All staff are appropriately and currently competent.
- Equipment is fit for purpose and appropriate to the activity and group.
- Appropriate accident, incident and emergency protocols are in place.
- Appropriate equipment maintenance and inspection systems are in place.
- Appropriate first aid cover is readily available at all times.
- Responsibilities regarding the duty of care are clear.
- Responsibility for the supervision and welfare of participants is clearly defined.
- Appropriate arrangements are in place for the remote supervision of unaccompanied groups.
- The psychological impact and physical impact of activities are taken into account.

With regard to facilities, you should ensure:

- Vehicles are roadworthy, meeting both legal and employer requirements.
- Drivers meet current legal and employer requirements.
- All external transport providers comply with legal and employer requirements.
- Appropriate facility-related maintenance and inspection systems are in place.
- Accommodation and facilities are fit for purpose and as described in pre-course information.

For quality assurance, measuring and reviewing performance, you should ensure:

- The outcomes of programmes are measured in accordance with current good practice (as an example you can find further guidance in the document '*High Quality Outdoor Learning*' (2015)).
- There are appropriate arrangements for the monitoring and evaluation of provision, ensuring compliance with statutory requirements.
- Effective leadership and management.
- Effective internal and external communication.
- Staff recruitment and development policies are in place.
- A child protection policy is in place.
- Reasonable adjustments are made for inclusion in accordance with the requirements of the Equality Act 2010.

With regard to general conditions, you should ensure:

- All required statutory and non-statutory obligations are met.

- Appropriate levels of public liability, product and third party insurance cover or recognised, adequate, alternative provisions are in place.
- All sub-contractors used by the centre must operate to standards no less than those of the contracting centre.

