

Guidelines for Coaches, Leaders and Teachers

The purpose of this Guide is to provide coaches, leaders and teachers of groups resident at Cumbrae with the necessary information to ensure that each visit is safe, well organised and as enjoyable as possible. It is therefore essential that all adults responsible for a group resident at the Centre are familiar with the following guidelines.

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1) Introduction

If this is your first visit to Cumbrae, **'Welcome'**, if you have been before, **'Welcome back'**.

sportscotland's National Centre Cumbrae is a first class training facility aimed at improving the performance of the country's top athletes and coaches, national squads and governing bodies. The many benefits of the National Centre are also available to other groups through sportscotland's policy of increasing participation. Educational institutions, professional and voluntary associations, district sports councils, clubs and businesses are all welcome at Cumbrae.

Cumbrae plays its part in sportscotland's vision - we see a Scotland where sport is a way of life, where sport is at the heart of Scottish society and has a positive impact on you and your community. The mission of sportscotland is to build a world class sporting system for everyone in Scotland through adopting the values of honesty, respect, integrity, openness, inclusion and ambition.

With the Centre's customers coming from so many differing backgrounds it is important that all residents abide by the Centre's rules and that residents show a high standard of personal behaviour at all times. The residential capacity of the Centre is 52 beds in four chalets with a variety of single, ensuite and twin rooms.

Wherever possible we endeavour to ensure compatibility between residential groups.

Detailed below are a number of guidelines that the Centre Principal would like to bring to the attention of teachers and leaders in charge of groups and request that they enforce these within their group.

2) Supervision of Young People

It is important that teachers and leaders in charge of children and young adults are aware that they have a responsibility and a duty of care towards their charges. They should make every effort to ensure that their group is well behaved and that they do not affect the comfort and well being of other individuals resident within the Centre. There should be, at all times at least one teacher or leader from each group present within the Centre to deal with situations as they arise and offer general supervision to the group.

Teachers/leaders **MUST** adhere to guidelines for child protection and codes of conduct as laid down by their Local Education Authority. Teachers are responsible for good practice in the care of children in their charge whilst at Cumbrae. It is recommended that non-teaching staff be subject to a Protecting Vulnerable Groups Scheme check prior to residential care of children. All sportscotland coaching staff resident in the Centre or having potential access to children are subject to regular PVG checks.

3) Instructor Development Scheme (formely kown as the Night Watch) System

Overnight, a member of the **sportscotland** Instructor Development Scheme (IDS) will be on call. Should any unforeseen problems involving members of a group arise during the night that the IDS staff cannot manage, they will contact the teacher/leader of the individuals concerned. If the teacher/leader is unable to deal with the situation, the IDS person will then call the Duty Manager for advice or to manage the situation.

4) Quiet Hours

In chalet areas it is requested that noise is kept to a minimum between 2230 and 0730 hrs. Should you be disturbed by any group or individual please notify the IDS staff or Duty Manager.

5) Smoking

Residents are asked **not** to smoke within **ANY** area of the Centre. The slipway can be used to smoke if necessary. However, residents are asked to refrain from smoking when other residents are using this particular area. In line with the overall **sportscotland** smoking policy, e-cigarettes are also not to be used within **ANY** area of the Centre.

6) Fire Procedure

All residents will be made aware of the fire procedure on arrival. In the event of a fire, raise the alarm and inform the night watch staff /Duty Manager immediately. On hearing the fire alarm vacate the building and muster at the fire assembly point in the dinghy park. Office staff and the duty instructor will organise the procedure during office hours. The IDS staff will organise the procedure at night time.

It is important that the bedroom lists are accurate at all times so please inform the Main Office of any changes.

7) Reception – Main Office

Reception is open and manned daily from 0900 to 1700 hrs. At other times there will be a Duty Manager or IDS staff present.

8) Safe Keeping of Valuables

There is a safe in the main office where any valuables can be stored. This is available to all residents. Please ask your instructor or at the office to use it. Within each Teacher's or Leader's room there will be a self locking safe for use of groups.

9) Office Services

Photocopying, fax and internet access are available for leaders / coaches. Please ask at the office if required. A charge may be made for these services.

10) Televisions and Data Projectors

Televisions are located in the lounge area in the main building. Video/DVD facilities and data projectors are available within the lecture rooms.

11) Wi - Fi

Wi – Fi is available throughout the Centre and residents are asked to use it appropriately and avoid downloading large files. When large numbers are in residence, access may be restricted. Young school groups are asked not to bring electronic devices that require Wi-Fi to the Centre.

12) Gym and Sauna

Use of the gym is free of charge for all residents at the Centre. All juniors (under 16) must be accompanied by an adult. ‘Disclaimer forms’ should be filled out prior to using the Gym and ‘terms and conditions’ should be read.

The sauna can be used once an ‘agreement form’ has been filled in.

13) Bar

The ‘Scuttlebutt’ Bar, is the ideal way to finish a hard day on the water and is open when we have appropriate (adult) groups in residence. The bar is also open Fri and Sat nights from April – Nov. The bar area is closed to children when the bar is open. The bar is not normally open during residential youth and junior courses. Visitors and residents are welcome to use the bar.

14) Meals

Standard meals times are as follows:

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|-----------|-----------------|
| Breakfast | 0830 - 0900 hrs |
| Lunch | 1230 - 1300 hrs |
| Dinner | 1800 - 1830 hrs |

The Centre can alter meal times to suit the requirements of individual groups. Groups are reminded that alterations involving changes of staffing arrangements may incur additional charges. Residents are asked to co-operate in clearing the tables and placing their dirty dishes and trays at the hatch to the washing up area.

Tea and coffee making facilities are free of charge and are available in the main building. We would like the used cups returned to the tea and coffee area.

Vending machines providing drinks and confectionary are situated in the main building.

15) Equipment

The equipment required on all courses is provided as part of the course fee. Where appropriate, wet suits, wet suit boots, dinghy suits and buoyancy aids are provided. We are also able to provide waterproofs for Cruising courses but ask you to provide your own footwear and a sleeping bag.

Dinghies, windsurfers, kayaks etc are provided as appropriate to the course. Damage occurring as part of normal usage is covered by the course fee. However, unnecessary, deliberate or wanton damage to the centre or any of the equipment will be charged to the individual concerned.

16) Showers

Showers are located in each chalet and in the main changing rooms.

17) Drying Room

A drying room for wet gear is located in the changing room area. Wet clothing should not be dried in the chalets and never placed over the radiators in the chalets and throughout the centre.

18) Video Cameras / Photography

Video cameras are occasionally used as an aid to coaching when afloat. Photographs are occasionally taken by members of staff for use in the centres advertising brochure. The photographs are generally of our boats or equipment being used or sailed and not specifically of the individuals using them. If group leaders have concerns about these issues please discuss them with the centre principal. Members of the public are not permitted to video or photograph our activities.

19) Lost Property

If anything is left behind after a course, please contact us. If we have found it, and you reimburse us with the cost of the postage, we will return your belongings by post or hold them for collection.

20) Customer Care

We aim to be professional, efficient, courteous and accountable in all we do. We endeavour to provide value for money while aiming to maximise income from other sources, to regularly inform staff and clients of our services and performance and, to actively involve staff and clients in contributing to decisions being made. If you have any suggestions on how things can be done better, please speak with our staff. We are always receptive to constructive feedback.

21) Customer Complaints

We respond to any complaint and view them as opportunities to put things right, quickly and fairly and to learn from our mistakes to prevent them from recurring. You can make your complaints known by informing any member of staff or by telephoning 01475 530757, or email

cumbraecentre@sportscotland.org.uk. Details of the complaint process are available from the office on request or by a letter addressed to the Centre Principal.

22) Prior to your Visit

As soon as possible return your booking application form to us. We do like to speak with visiting staff beforehand to discuss group bookings so that your visit is tailored to your requirements. Teachers are welcome to visit the Centre prior to the visit to familiarise themselves with the facilities and to resolve any outstanding concerns.

4 weeks before – invoice balance due.

2 weeks before - finalise numbers, programme, accommodation, travel arrangements, special dietary requirements and any other relevant information, including a medical summary of any child requiring special attention.

23) Conditions of Booking

The organisation booking the centre will be responsible for the supervision and discipline of its members and may be required to pay for damage caused by participants to the fabric of the building or deliberate damage to equipment.

All bookings are accepted on the understanding that regulations made by the Centre Principal for the safety and convenience of residents will be observed.

sportscotland and its staff are under no liability whatsoever in respect of personal injury which may be incurred by those attending the Cumbrae centre. sportscotland accepts no responsibility for loss or damage to valuables brought onto the premises unless through the fault or negligence of sportscotland and their employees. Users are advised to hand in items of particular value to reception for storage in the safe.

No organisation booking the centre, or individual visiting the centre may grant broadcasts (sound or TV) or filming rights or commercial advertising by sponsors without prior written consent of sportscotland. If such consent is given, sportscotland reserve the right to take part in any negotiations, to be a party to the terms and conditions of any agreement reached and to share any income and publicity to be derived there from.

Cancellations made within 4 weeks of the start date of our visit will be liable for 50% of the total cost.

Cancellations made within 1 week of the start date of your visit will be liable for 100% of the total cost.