



Mordialloc Sailing Club (MSC)

Operating Procedures for SAIL TRAINING

Including for COORDINATORS, INSTRUCTORS and ASSISTANTS

DOCUMENT CHANGE CONTROL

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1.02	30 th Nov 2015	Dale Collings	5. (a) Added Gate procedure if Power Off 7. Added swimmer(s) on safety boats to wear PFD 2, not self-inflating type
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1 INTRODUCTION

Mordialloc Sailing Club (MSC) is a registered Discover Sailing Centre (DSC) and runs Yachting Australia training programs. This requires a level of professionalism from our Instructors and Assistants, whether we are paid or volunteers, from the moment we set foot at MSC, to the moment we leave. This includes the way we interact with our clients to the way we care for the boats and the premises as a whole. Please remember that we are sales people as well as Instructors and Assistants.

With this in mind below are the procedures that need to be followed while running programs at the MSC.

2 UNIFORMS

All instructors and assistants will provide their own outfit as appropriate for on-shore or on-water training. On-water outfit should be capable of allowing you to wade out to waist depth to assist launching or to perform an in water rescue if needed.

There is second hand wet weather gear in the Sail Training Storage Room that can be borrowed if needed. Please ensure they are rinsed and dried before returning.

The Sail Training Coordinator (**STC**) will provide the Tackers Instructors and Assistants with a Tackers Instructor shirt and hat that should be worn where possible for on-shore activities, weather permitting.

3 WORKPLACE CONDUCT

(a) Everyone

- All staff to arrive punctually before their rostered start times.
- Staff belongings can be stored in the sail training room however valuables can be stored in the office (ask the STC if lockup required).
- Support fellow Instructors & Assistant Instructors.
- Provide each participant with equal opportunity for instruction and support – no preferential treatment.
- Take responsibility for answering questions from participants and parents and follow-up these queries.
- Be aware of injury prevention and management and procedure – know the **emergency plan**
- Make sound decisions regarding the suitability of the weather for sailing – remembering Tackers and Dinghy programs offer off-water activities when on-the-water activities are not possible – be positive when the weather is bad.
- No use of mobile phones during sessions (this includes texting).
- No alcohol consumption or smoking on-site on program days.
- Do not become Facebook or Twitter friends with your Tackers – they can join the club site but not your personal site.
- All staff to have read the **MSC Occupational Health and Safety policy** and to comply with its requirements.
- There is a **General Code of Conduct** that MSC expects all members to abide by. Instructors and Assistants are also expected to abide by this

General Code of Conduct that can be found in the Members Handbook and copied at the end of these Operating Procedures.

- The Club is committed to protecting the right of all members to be treated with respect and dignity and to be safe and protected from abuse. MSC has adopted Yachting Australia's **Member Protection Policy** designed to maintain ethical decision making and responsible behaviours within the sport of sailing. The MSC Members Handbook includes a section outlining the process to discuss any grievance or make a complaint against any person or the club in general.
- Whilst it is part of an Instructors role to alleviate any concerns with anxious and more difficult parents the club does have a **Parental/Guardian Code of Conduct** (found in the Members Handbook) and if not abided by should be reported to the Sail Training Coordinator and / or MSC's Member Protection Officer.
- All staff to be aware of the **MSC Risk Management Plan** – especially those identified as relating to Sail Training in the Risk Management Tables.

4 SAFETY INFORMATION

- A full First Aid kit can be found on the shelves in the MSC office.
- A mini First Aid kit is kept in the cupboard in the Sail Training room.
- Ice packs are in the freezer (to the left of the sink) in the kitchen.
- Additional bandages (Band Aids/ Elastoplast) of varying sizes are available from the cupboard to the left of the kitchen sink.
- The emergency evacuation assembly point is the beach in front of club.
- Fire extinguishers can be found in the **Tower**, in the **Shed** next to the rear door and next to the door to the club rooms, in the **Kitchen** (also has a fire blanket) and in the **foyer** between toilets and main Club room.
- A Fire hose is on the inside wall of the wet entry and in the main club rooms on the wall next to the entry to the Shed.

5 ARRIVAL and OPENING UP of MSC

The Sail Training Coordinator (STC) or his fill-in should arrive at least 45 minutes before the first training session scheduled for each training date. This would usually be 15 minutes before the Instructors and Assistants are expected to start. In the event that the STC is delayed or an Instructor arrives early then they can help with these tasks.

(a) The Sail Training Coordinator is to:

- Use a Level 3 key to open the front Gate and leave open (turn key clockwise).
If this does not work it could be that the Power is Off for the local area. You need to go down the public access laneway 50 meters south to gain access to the club and retrieve the "gate key" (small with black plastic) from the office (it will be dark if power is off so open up the closest window shutter). Return to gate via the club laneway and use "gate key" on bottom hydraulic arm to disengage it. Open up gate and leave with rock or something to hold it open.

- Before accessing the club go via the Slewing Hoist Crane to check that it is working (simply test the down/up/North/East controls). If not working this will delay all launching and possibly change the lesson plans. Use a Level 3 key to open the control box on the Slewing Hoist Crane. If not working first check that power is getting through from the club building by testing the light. There is a power switch near the back door of the Shed containing the safety boats.
- Use a Level 3 key to open the club door to wet area and turn off the alarm.
- Use a Level 3 key to open the Training Room and lift the inside wooden window blind closest to the door.
- Use a Level 3 key to open the Training Storage Room for access to the PDF's.
- Check both change rooms/toilets to ensure no damage (eg: smashed sky lights) and these are safe for children to enter. Also check that toilets have adequate toilet paper. Spare supplies can be found in the cupboard in men's toilet area.
- Use a Level 3 key to open the club office for access to First Aid kit.
- Use a Level 3 key to open the club shed for access to safety boats and OziOpti rigs and gear.
- Unlock the Gates to the club yards for access to the training boats.
- Use a Level 3 key to open the (vertical) sliding door that gives access via the club's main entrance doors.
- If access is required to the fuel shed then use a level 3 key for this and ensure that it is closed when finished.

- If there is any concern that the weather may not be suitable, having regard to personal observations and forecasts obtained over past 24 hours, turn on the club computer and recheck forecasts and actual weather readings.
- If there are any Strong Wind Warnings for the immediate MSC area and timing of the sail training session(s) then have this information ready to inform the Instructors accordingly. Continue to monitor the weather forecasts for any downgrading of these warnings.

- Provide Instructors with listing of students which includes emergency contacts and whether the student has any health concerns that need to be separately advised to Instructors. A copy of the Tackers list is to be held in the cupboard in the Sail Training Room for easy access in case of emergency. Same Tackers list will include names of parents/guardians approved to collect the child at the end of the session(s).
- Provide a hard copy Sign On/Off sheet to the Instructor(s) which has provision for listing the number of the PFD for each student. This should be checked and updated (if any changes) before each session.
- Collect the Sign On/Off sheet at the end of each session and retain in club sail training records for minimum of 7 years from last activity related to that sheet.

- Assist with launching of safety boats (Ribs). Ensure only those who have completed the hoist competency course are operating the Slewing Hoist Crane. Ensure ribs are secured to the jetty so that they are clear of protruding bolts and the edge of the ribs do not catch on the jetty rubbers when rising and falling on the waves.
- Ensure Instructors return to the front of club to meet students and parents at least 10 minutes before the session start time.
- Use a Level 3 key to access the club Tower and sign out required number of hand-held radios for safety boats (except for those where inboard radio is working). The STC is to give radios to the safety boat skippers and collect these back and return to Tower at end of session(s).
- The STC is to hold a hand radio as the onshore coordinator unless the Tower is staffed and they will coordinate the safety boats. The onshore coordinator will use the call sign "Mordy Beach" on channel 72 (unless otherwise advised by the Tower).
- **At the beginning of all programs** use the above printed listing of all students to check that those arriving at the club for a training program have been officially registered. For Dinghy Program students and Tackers parents that are new to MSC, hand them a **Members Handbook** and ask them to retain as you will referring to the Code of Conduct sections in your welcoming speech.
- **At the beginning of all programs** make sure you welcome the students and parents to MSC and introduce the Instructors and Assistants. Give a brief rap on the Instructors and Assistants qualifications and relevant background (eg: assisting from another club or an MSC member/regular).
- At the beginning of all programs inform students and parents the club has a General Code of Conduct and a Parental/Guardian Code of Conduct which outlines some minimum expected behaviour that members and parents are expected to abide by. Also, that these codes include a process for lodging any grievance or complaints.
- At the beginning of all Tackers programs remind parents (may be done separately from students) that we are not a child-minding service. That whilst the Instructors are very well qualified at teaching these courses sometimes a child can misbehave or breakdown inconsolably and a parent may be required.
- At the beginning of all Tackers programs seek assistance from the parents to help with launching and retrieving the Tackers, launching and retrieving safety boats, preparing snacks and possibly a sausage sizzle for the Tackers. Show them where the toilets, changing rooms, Canteen, Office and Upper deck are located.
- Also consider opportunities for getting parents onto the water either in a safety boat or for a sail. Encourage parents to consider signing up for the Dinghy Start Sailing course.

6 SET UP

(a) Instructors and/or Safety Boat Drivers

- Set up the required training boats and make sure all equipment is in working order and safe.
- Launch the required number of safety boats (generally one safety boat per 6 training boats). See Safety Boat Preparation below to make sure safety boat is ready to be launched.
- Once safety boat is in the water and safely secured to jetty ensure motor is working and warmed up, by turning it off, waiting, then it starts first go.
- Before leaving the jetty ensure each safety boat skipper has a working VHF radio and is tuned to channel 72. Hand held VHF radios are stored in the Tower and the STC will collect and give these out and retrieve at the end of each day's session(s).

(b) Instructors

- **At the beginning of all programs** ensure you have received the listing of students from the STC which includes emergency contacts and whether the student has any health concerns that you need to be separately advised of. A copy of the Tackers list is to be held in the cupboard in the Sail Training Room for easy access in case of emergency. Same Tackers list will include names of parents/guardians approved to collect the child at the end of the session(s).
- **Before each session** prepare the lesson-plan using the Tackers / Dinghy Instructor Manual.
- On arrival at the club for each session the STC will provide the relevant Sign On/Off sheet for your particular group and advise if any absentees have phoned through.
- Check the first aid kit before the start of each session.
- Check for hazards in the change rooms, toilets, beach/launching area, and training room.
- It is important that we are ready at least 10 minutes before the program start time to greet the participants and help them and/or their parents with any inquiries they may have.

(c) Assistant Instructors

- Arrive at the club ready to work with the highest degree of professionalism
- Take the initiative in communicating with the Head Instructor
- Assist to push safety boats out of shed and around to the Slewing Hoist Crane (many hands make light work and needs to be done before lifting out the OziOptis which blocks the driveway to shed.)
- If Tackers, find out how many OziOpti boats are required and put these onto trolleys in the rigging area and rig them.
- If a Dinghy program find out how many Pacers are required and wheel these out into the rigging area carefully parking facing into the wind and sufficiently apart for safety whilst rigging. Remove covers and consult with Instructor on how much to rig these (as students need to learn to rig the Pacers then practice in following weeks).

7 SAFETY BOAT (Ribs and Dominators) PREPERATION

- Make sure Ribs are pumped up (pumps can be found in the club shed or in the Rib)
- Make sure safety boats have adequate fuel. All safety boats are meant to be refuelled at the end of each days use. The motors use different mixes of fuel (and oil). If the engine requires oil to be pre mixed into the fuel there will be a tag on the fuel container in the boat to indicate this. All fuel in the fuel shed is un-mixed unless it has a tag indicating oil has been added. The standard fuel container holds 20 litres and there is a chart in the fuel shed to help calculate oil quantities required for the different oil to fuel ratios. Use an oil container with millilitre measurements on it from the fuel shed to help mix up a new full container if required and ensure tag is relocated to correctly show contents.
- Make sure all safety boats have the required safety gear (First Aid kit, Knife, water proof buoyant torch, etc). On very hot days ensure you carry extra water bottles.
- Make sure you have the required marker buoys in the safety boats and that the safety boats are clean and free of rubbish.
- If you are the driver then ensure you carry your Boat Driver Licence on the boat with you.
- If you are the swimmer or a driver without a swimmer on a safety boat ensure you are wearing a PFD 2 (as minimum), not a self-inflating type.

8 RUNNING THE PROGRAMS

(a) Sail Training Coordinator (STC) or onshore coordinator

- Be the key person responsible for on-shore emergency situations and work with the Instructors for on-water emergency situations.
- You are the host for MSC so endeavour to make students and parents/guardians feel welcome, introduce members and identify committee where possible.
- Deal with more difficult or anxious parents as needed or requested by Instructor(s), Assistant(s) or other parents.
- Monitor weather, Instructors and students on water and be prepared to call specific or all programs to return to shore before becoming unmanageable and well before being unsafe.
- Coordinate parents to help with launching (under guidance from Instructor) of OziOptis and by radio with Instructors to meet them on return to shore.
- Coordinate with Tackers Instructors for the timing of a snack, which could be a sausage sizzle (or alternative as agreed with the canteen manager) at the end of the session and a fruit break for Tackers 1 mid way into the session.
- Coordinate parents to assist with providing Tackers snacks and fruit breaks.
- When repairs are required to training boats endeavour to make these repairs as soon as possible if the boat is needed for the current session. Some spare parts are located in the wardrobe in the Sail Training Storage room and there are some tools in a tool box in the main shed (Sth-West corner where safety boats stored). Otherwise you may use your own tools or borrow as needed.

- Check with Instructors at end of session for any damage needing repairs before the next session.
- Arrange to take a group photo of each program hopefully when all students, Instructors and Assistants are present. When the Tackers photos have been processed have these placed into the relevant Tackers frame with double sided tape.
- **At the end of the program** provide the completed certificates to the Instructors for them to sign.
- **At the end of the program** collate the certificates and photos into an envelope for the Instructors to hand out to each student at the final presentation.
- **At the final presentation** advise Dinghy Program students and Tackers parents that they should receive an email with a soft copy of the certificate and a link to a feedback survey. Strongly encourage students/parents to complete the feedback survey.

(b) Instructors

- Be the key person responsible for on-water emergency situations and work with the STC (or onshore coordinator if different) for on-shore emergency situations.
- **At the beginning of all programs** make sure you welcome the students and parents to MSC. Show them where the toilets, changing rooms, canteen, office and rubbish bins are and where to fill water bottles.
- **At the beginning of each session** conduct a role call. Ensure all students are signed in at the beginning and signed-off at the end
- **In the first session** for each student you find a PFD that fits properly and record the number on the PFD onto the Sign on-Sign off sheet. In all sessions ensure students are wearing the correct PFD and it fits properly.
- Ensure students are aware of the safety requirements applicable to them in regards to the environment they are sailing in, what to do if they need help, where safety equipment may be found etc.
- Ensure students have the appropriate clothing for the conditions, correct footwear and sun protection i.e hats, sunscreen etc
- Ensure students stay hydrated at all times. This may involve taking water bottles out in the training boats or scheduling a break or breaks to give them the opportunity to have a drink.
- Deal with more difficult or anxious parents. May refer to STC if needed.
- **At the end of each session** give a de-brief to students to review progress and set up for the next session.
- **At the end of each session** ensure the Pack Up (see section below) is fully completed and hold a short de-brief with Assistants and STC on that days session. Receive and give feedback on safety, communication, delivery, the students' progress, etc.
- **At the end of the program** Dinghy Instructors will advise the STC if any students need more instruction to complete the course (possible if session(s) have been missed). Dinghy Instructors will sign certificates for all the students who have completed the course and present these with the group photo at the end of the final session.

- **At the end of the program** the STC will have Instructors sign the Tackers Certificates and place these into envelopes with the group photo for Instructors to present to the students at the final Presentation.
- **At the end of the program** give a short de-brief that reviews progress in the completed program and set the scene for the next program.
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(c) Assistant Instructors

- Welcome all parents and children on arrival – address people by their name if you know it and remember to introduce your self
- Write out each child a name tag
- Keep the training/teaching room tidy – not only important for safety but also for creating a great environment in which kids can learn.
- Check with Instructor and STC if all training boats need to be packed away (training boats may be required for another session same day or by members that afternoon). De-rig training boats not required after that session then pack them up as per PACK UP session below.

9 TRAINING LOCATIONS at MSC

(a) On Land

- **The Training Room** (previously known as The Long Room.) contains the Sailing Simulator and course groups will rotate out of this room when other groups wish to use the Sailing Simulator. Otherwise preference is given to Tackers 1 groups then Tackers 2 groups.
- **The Main hall (upper deck)** of the club will be used by the Dinghy course groups but may rotate from this area if all groups confined to land for the session.
- **The Main hall (lower deck)** of the club may be used by a Tackers 2 group if there is a Tackers 1 group running at the same time.
- **The Beach and Rigging areas** may also be used for training exercises and Tackers games but **not** the parking areas, storage yard or sheds.

(b) On Water

- MSC may run a number of different training programs at the same time. Instructors need to **consult with the STC** for an appropriate on-water training location to avoid overlaps and keep a safe distance away from sandbars, the creek and pier.
- The boundary for the **on-water training locations** will be at least 50 meters clear of the beach (to be clear of sandbars), at least 50 meters south of the pier (to keep a safe distance from the rocks surrounding the creek entrance and the pier) with a boundary extending out parallel to the pier, finally no further than an arc of 400 meters from the club building.
- **The shallows** out to the sandbars may be used for demonstration exercises when waves are insignificant.

10 LAUNCHING AND RECOVERY of training yachts

- Due to the many sand bars in our yacht launching area we need to manage and supervise the launching and recovery of the training boats at all times. This is primarily to ensure the safety of our students and secondly to minimise the damage to training boats.

- Whenever there is an onshore wind direction, trainees must launch at least 100 meters south of the club ramp (to ensure that they keep 50 meters south of the pier).
- There must be a safety boat ready to assist on the water before students launch.
- Beach trolleys should be left on the beach sufficiently away from the waters edge to ensure they are not swamped when the tide comes in.
- When running programs with the pacers we place an experienced sailor on board for the students' first sail.
- Before the group comes off the water, an Instructor, Assistant or experienced parent(s) need to be waiting in the shallows to assist students if needed.
- Insure that the venturi (self bailer) is closed and the centre board and rudder are up before putting pacers onto trolley.
- Be aware that the pacers should not be rubbing against the tires on their beach trolleys, as this causes damage to the hull

11 PACK UP

Please note that any damage to boats or equipment needs to be reported via the [maintenance sheet](#). This is to make sure that it can be fixed before the next program.

- ***Instructors and STC are to account for all equipment at the end of the session***

(a) OZIOPTIS

- Any rigs that have capsized will need to be fully washed down to remove salt and dirt (& at minimum shake excess water off) before being put away.
- Rigs are to be placed in the racks in the Shed. Mainsheets are to remain in the boats.
- Rudders and centreboards are to be washed and placed in the separate wheelie bins. Bailers and paddles are to be placed into the large green sail bag. Bins and green bag are to be placed in front of stored masts in the shed once these are all packed away.
- OziOptis hulls are to be washed including the inside, particularly the mainsheet and hiking straps. All OziOptis are to be drained of any water from the hull and cockpit. All OziOptis are stored on their side (with mainsheets tucked under the centreboard elastic) on the grass area next to the driveway into the Shed.

(b) PACERS

- Any sails and rigs that have capsized will need to be fully washed down to remove salt and dirt (& at minimum shake excess water off) before being put away.
- Masts are to remain up. Remove booms from mast and lay onto deck. Sails are to remain in the Pacers (Mainsails may be left on the boom).
- Halyards are to be removed from sails with Jib halyard securely fastened to mast down low.

- Before covers are put on the Pacers ensure the hull tanks are drained (sponge may be required) of any water and venturis and bungs left open. Rudders are removed and placed inside the boat. Check that centreboard is securely fastened to stay fully up.
- Ensure Pacers go onto the matching trolley as per the character on their bows (eg: "A", "B", etc) and covers go onto the matching Pacer.
- Covers are put on the Pacers starting with the fixed aft strap over the back of the pacer. Then attach the main halyard to the rope bridle on top of cover and hoist with plastic pipe slotted onto the gooseneck (where the boom usually attaches) and tie up tight. Then with the front of cover wrapping around the mast do up the zip fully. Then attach the bow straps around the front fender and clip to the opposite side. Only after **the above are done in sequence** will you then attach the remaining straps by passing around the trolley and back to itself to clip up and tighten.
- Pacers are stored in the fenced yard, with trolleys propped up on buckets/crates to allow drainage.

(c) LASERS

- Any sails and rigs that have capsized will need to be fully washed down to remove salt and dirt and dried before being folded and put away.
- Sails are to be removed and flaked (folded) with battens removed and placed in bag for storage in the Sail Training Storage room.
- Rudder, centreboard, battens, tiller and extension, and all ropes are to be washed and stored in their designated padded bags into the Sail Training Storage room
- Laser hulls are to be washed including the cockpit area.
- All spars (Masts separated and Boom) are to lay on deck using any padding provided before cover goes on.
- Before the cover is put on the Laser ensure the hull and cockpit are drained of any water with venturis and bungs left open.
- Ensure covers on the Lasers are fastened securely as they are exposed to more wind when up high in the racks.
- Lasers are stored back into the same rack removed from at the beginning of the session, with front of trolleys tied up high to allow drainage.

(d) SAFETY BOATS (Ribs and Dominators)

- All safety boats are to be returned onto their trailers unless the STC advises they are required in a following training session or by Race Management. If staying in the water ensure all personal belongings and rubbish are removed and safety boat is secured firmly alongside jetty and advise STC when done.
- Refuel safety boats before storing.
- All safety boats are to have the engines flushed back on the trailer.
- All safety boats are to be washed down and drained.
- All rubbish is to be removed from the safety boats and put in bins.
- Buoys may be left in Ribs, if it is likely that is where they will be used on their next outing. Check with STC if unsure. Otherwise they are to be removed and stored in the bin next to the fuel storage shed.
- All safety boats are to be stored back into the Shed from where they came. However if other safety boats need to go into the shed first then they may be left in the rigging area and advise the STC or Tower that it is ready to be stored.

(e) Club VHF RADIOS

- These are to be turned off and either given to the STC or return them directly to the Tower (if staffed) and place them in their charging docks.

(f) Club PFD's

- If PFD's have been in or splashed by salt water these are to be rinsed and hung over the fence (surrounding the rigging area) to drain immediately on return to shore. After all training boats and safety boats are packed up and PFD's have had a chance to drain pack these away into the Sail Training Storage room (next to toilets).

When there is no club racing on same day as the Sail Training session then please collect all rubbish and clothing lying around the yard and put in the lost property box or in the rubbish bin, as appropriate.

12 LOCKING UP OF MSC

On race days this is allocated to a member of the Executive Committee.

On other days this will be the responsibility of the Sail Training Coordinator (or fill-in).

If you are given the responsibility of locking up at the end of the day these are the points you need to keep in mind.

- Make sure the power on the Slewing Hoist Crane is switched off and the crane cabined is fully locked up.
- Make sure the door to the fuel shed is locked up.
- Make sure the hose for the rigging area is back in the Shed.
- Make sure the all the gates to the club yards are locked (unless another member with a gate key is present and they know you are leaving).
- Make sure the back door to the Shed is locked, the Tower door is closed and the water pump is turned off.
- Make sure the large sliding door to the Shed is closed and locked and the batteries in the Ribs are turned off.
- Make sure the Shed lights are switched off and internal door to Shed is locked when exiting.
- Close the sliding door in front of the main entrance and ensure both bolts closed with the padlocks fastened.
- Make sure the club rooms and Training Room are free of rubbish.
- Make sure no persons are still inside the main club rooms, kitchen or office before all lights are out and locking that area when exiting.
- Complete a final check in front of the club to ensure no equipment, sailing gear, PFD's or rubbish have been left out.
- Make sure no persons are inside the Sail Training Storage room and Sail Training room, turn light out, close and lock them.
- Make sure no persons are still inside the changing rooms and turn all lights are out (unless another member with a club key is present and they know you are leaving).
- Set alarm to "away" then leave and ensure front door locked as exiting.

- Do a lap around the club building (in car is easiest) to ensure that no students or parents are stranded and need assistance.
- Make sure front gate to the laneway stays closed when exiting. Use a Level 3 club key in the front lock by turning anti clockwise. Gate should close after 30 seconds.

13 USEFULL PHONE NUMBERS

MSC Sail Training Coordinator	0415 595 754
The MSC office	9580 8816
MSC Member Protection Officer	0407 486 193
Bureau of Meteorology	9669 4916 www.bom.gov.au
Ambulance	000
Police	000
Emergency	000
Sandringham Hospital – Emergency	9076 1470

14 PERFORMANCE MONITORING

The Sail Training Coordinator is responsible for assisting Instructors and Assistants to develop their capabilities and improve their performance in their roles.

The **Key Performance Measures** of the overall Sail Training at MSC are:

- Participation numbers in Tackers and Dinghy courses
- Progression rate to successive levels of Tackers / Dinghy courses
- Number of participants progressing to club membership
- Number of participants progressing to further structured courses
- Feedback from parents/guardians/participants

The following criterion has been copied from The Boatshed Operation Procedures and may be expanded or amended as appropriate where likely to improve the KPA's above or be beneficial to Instructors and/or Assistants.

The STC will monitor Instructors and Assistant Instructors and Instructors will monitor Assistant Instructors

Regular feedback and constructive advice should be offered in open communication to help improve performance with the following criterion:

Professional practice

Punctuality

Wearing uniform

Communication with students / Tackers

Communication with parents

Communication with yacht club officials

Technical delivery

Ability to manage risks and enact safety procedures effectively

Knowledge of skill set

Ability to adjust delivery to groups of different ability

Ability to progress participants' skills

Personal effectiveness

Motivation

Ambition

Leadership

Ability to set personal goals

Appendix 1 MSC General Code of Conduct

Mordialloc Sailing club expects that all members abide by this code of conduct

Members:

- Respect the rights, dignity and worth of others regardless of their gender, ability, cultural background or religion.
- Be fair, considerate and honest in all dealings with others.
- Refrain from any form of harassment of others.
- Seek and encourage enjoyment of sailing: participation should be for pleasure, winning is only part of the fun.
- Do not use your involvement with Mordialloc Sailing Club to promote your own beliefs, behaviours or practices where these are inconsistent with those of the Club.
- Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example.
- Verbal and other forms of abuse of officials, coaches and volunteers is not acceptable behaviour at Mordialloc Sailing Club
- Deliberately distracting, sledging or provoking opponents is not acceptable behaviour at Mordialloc Sailing Club
- Understand the repercussions if you breach, or are aware of any breaches of, the club's Member Protection Policy.
- If you have a grievance or complaint, raise it in accordance with the Member Protection Policy - complaints and grievances aired in informal settings may not get properly heard.

Appendix 2 Parental/Guardian Code of Conduct

In addition to the general code, all parents/guardians of sailors under 18 years are also expected to abide by the parental/guardian code of conduct:

Parents/Guardians:

- Remember that children participate in sailing or boating for their enjoyment, not yours.
- Encourage children to participate, do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children to sail or boat according to the rules and to settle disagreements without resorting to hostility, violence or abuse.
- Never ridicule or yell at a child for making a mistake or losing a race.
- Remember that children learn best by example. Appreciate good performances and skills displayed by all participants.
- Support all efforts to eliminate verbal and other forms of abuse and harassment from sport.
- Respect officials' decisions and teach children to do likewise.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Show appreciation and respect the efforts of coaches, officials, administrators and other helpers as without them there would be no sport for your children to participate in.

END.