

Customer Information Document

Thank you for making a booking with the Field Studies Council, we look forward to welcoming you at our centre. The purpose of this document is to confirm FSC procedures and the responsibilities of FSC staff, Group Leaders, Accompanying Adults, and Participants.

Introduction

FSC is proud of its long history of safe, enjoyable educational visits. The enthusiasm, and commitment of our staff in working to our systems and procedures is just one way that our staff ensure a positive experience for our customers.

This document is a summary of our codes of practice and policies that underpin our commitment to the safety and wellbeing of our customers and our staff. FSC has extensive Operational Codes of Practice (OCOPs) that support our staff in greater depth including through appropriate training and form the basis of our operations.

We maintain systems and procedures:

- To clearly establish the standards to which FSC centres operate.
- To ensure consistency across the centres, whilst recognising centre needs.
- To ensure we meet our legal requirements and sector best practice.
- To meet customer expectations.
- To demonstrate our commitment to safety to our customers, other interested parties, local authorities and governing bodies including HSE, AALS and LOtC.
- To demonstrate our values and commitment to minimising our environmental footprint

We hope that this document will answer all your queries. If you have further questions, please contact us.

FSC will endeavour to ensure that it fulfils its obligations. We ask that Group Leaders ensure they can fulfil their commitment to this partnership. If you have any concerns, or need clarification, please don't hesitate to discuss this with the Centre your group is attending.

Definitions can be found in the FSC Terms and Conditions, including:

- Centre Hire Booking,
- Group Booking,
- Individual Booking
- Centre
- Course
- Customer
- Group Leader(s)
- Participant(s)

Contents

	Page
FSC	2
Health and Safety	3
Supporting Group Leaders	3
Group Leader Responsibilities	4
Risk Benefit Approach	5
FSC Staff	5
External Badging	6
FSC Systems	7
Appendix 1 – FSC Policies	
Appendix 1.1: Drug & Alcohol Policy	11
Appendix 1.2: FSC Equality Policy	12
Appendix 1.3: Behaviour Standards: Code of Conduct	14
Appendix 2 – Further information	
Appendix 2.1: Outdoor Diseases	15
Appendix 3 – Return Forms	
Appendix 3.1: Unaccompanied Young People	17
Appendix 3.1: Groups Under Remote Supervision (*Group Bookings only)	18
Appendix 3.2: Swimming (*Group Bookings only)	19
Appendix 3.3: Photo Permission	20
Appendix 3.4: Off-Site in Free time (*Group Bookings only)	21

FSC

Field Studies Council, FSC, is an environmental education charity providing informative and enjoyable opportunities for people of all ages and abilities to discover, explore, and understand the environment. We aim to inspire everyone to be curious, caring and passionate about our environment. FSC is an independent charity receiving no core revenue funding from statutory sources and we therefore rely on fees paid by our visitors and on the generosity of donors, trust funds and grant bodies to finance our activities.

Field Studies Council is a Limited Company, reg. England and Wales No.412621, and a Charity No.313364 and a charity registered in Scotland (SC039870). Registered Office: Preston Montford, Shrewsbury, Shropshire, SY4 1HW

Health and Safety

FSC is passionate about what we do. We prioritise the health and safety of all FSC's visitors and aim to function in a safe and secure manner so that visitors can focus on fully immersing themselves into the environment and their chosen activity. With over 75 years of experience we have been able to establish effective policies in all areas where sensible care and attention is required, and these policies are reviewed continuously. FSC Promotes a risk benefit approach to learning outdoors.

FSC complies with all relevant regulations including:

- the Health and Safety at Work Act 1974,
- the Health and Safety (First Aid) Regulations 1981,
- the Activity Centres (Young Persons' Safety) Act 1995,
- the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- the Management of Health and Safety at Work Regulations 1999.
- Safeguarding Vulnerable Groups Act 2006

FSC systems are aimed at providing an appropriate level of support to Group Leaders during their visit to an FSC Centre whilst fulfilling FSC's own Duty of Care as a provider. Group Leaders, in exercising their duty of care, remain responsible for the overall safety of their participants at all times, other than whilst undertaking a technical activity e.g. Rock Climbing, where a higher level of care is transferred to the technical specialist.

FSC Policy is that safe and productive out-of-classroom activities must be based upon a partnership between the provider, organisers and participants. FSC also hopes that organisers and accompanying staff will participate as fully as possible in the planning, support and follow up of the course to ensure that its educational potential is fully realised.

"Teachers and other staff in charge of young people have a common law duty to act as any reasonably prudent parent would do in the same circumstances." (Ref Health and Safety: Advice for Schools DFE-00035-2014)

Supporting Group Leaders

We ask for the support of group leader(s) in contributing to the health and safety of everyone during their visit. We want to help you to ensure the whole visit is as successful as possible. To ensure this we provide:

- Staff with the necessary training, qualifications and experience to work safely and effectively with your group
- The opportunity to carry out a pre-visit to one of our centres. (*Group Bookings only)
- Clear guidance on the responsibilities of FSC, of group leaders & of participants with regard to safety, supervision and welfare.
- A behaviour code of conduct we ask all our visitors to adhere to (Appendix 1.3).
- Opportunities for group leaders to liaise with staff in advance of their visit.
- An allocated member of staff who will be responsible for your group throughout their stay.
- Public Liability Insurance for £10 million and Employers Liability cover for £10 million.
- School journey insurance which is automatically provided to all eligible* FSC course participants at no extra cost (* the policy only provides cover for those who are normally resident within the UK or Eire and not over 80 years of age).

- FSC complies with the requirements of the Package Travel and Linked Travel Arrangements Regulations 2018 in regard to the protection of customer prepayments and customer repatriation.

Group Leaders responsibilities

Group Leaders (*Group Bookings only) are responsible for the following:

- Risk Assessing the journey to and from the Centre.
- Ensuring any activities not led by FSC staff, including non-contact time, are appropriately Risk Assessed.
- Having a presence on site and during activities to ensure the appropriate behaviour and remain responsible for the behaviour of their participants at all times.
- Have adequate and effective arrangements for the pastoral care of their participants during non-contact time
- Ensuring accompanying adults are suitably competent and coordinating their positive involvement during the educational visit.
- Holding, or have access to, out of hours contact numbers for their organisation. They should also have a list of contact numbers for the next of kin of party members.
- Ensuring that they are able to meet the requirements of their organisations safeguarding policies.

Group Leaders are also responsible for the following:

- Ensuring that FSC is made aware of any participants mobility, medical, dietary or health issues, individual or special educational needs in sufficient time, prior to the course.
- Ensuring that in the event of illness or indiscipline the organisation or parent/guardian have arrangements in place to facilitate the safe return home of the participant(s).

Participants on courses at FSC Centres also have responsibilities:

- All participants must follow Health & Safety instructions.
- All participants should behave with a concern for the safety of themselves and others and follow the FSC behaviour code (Appendix 1.3) and other FSC policies including Appendix 1.1.
- All participants (or their parents/guardians) should ensure that Group Leaders are made aware of any health, dietary or medical conditions prior to the course.
- All participants must be aware that they may be required to return home at their own expense, and at the earliest practicable opportunity, if they do not fulfil these responsibilities.

Risk-Benefit Approach

FSC support the risk-benefit approach to risk assessment for our outdoor activities that has been adopted by both HSE and RoSPA. The benefit of taking acceptable intellectual and physical risks can be seen in the growth and development of young people.

We are committed to the delivery of High Quality Outdoor Learning and we appreciate and assess the risks associated with delivering over 3 million learner hours of outdoor learning every year. A detailed risk assessment for activities and teaching sites is undertaken which forms the basis of a dynamic approach to assessment by trained staff whilst in the field.

We know that we cannot remove all risk so we adopt control measures to mitigate risks to an acceptable level. Remaining risk is weighed against the academic and personal benefit of undertaking the activity whether it be a formal education programme, adventurous activity or informal learning and outdoor play.

We support the OEAP National Guidance for the management of outdoor Learning and have aligned our internal processes and procedures to be consistent with this where applicable.

FSC Staff

FSC staff are committed to providing enjoyable, first hand experiences at our Centres. Many are full time staff, that work for us all year round and all staff have a thorough knowledge of our systems and procedures.

When staff are recruited, they go through a formal application, selection and interview process. Any existing qualifications are backed up with documentary evidence. Appointed staff undergo an induction process & a probationary period. Teaching staff and Managers with supervisory roles must receive a satisfactory enhanced check form the Disclosure and Barring Service and Access NI as appropriate and in Scotland staff are subject to Disclosure Scotland's PVG Enhanced Disclosures. This process is repeated on a 3 year cycle. All our staff are issued with an employment contract, which is supported by an employment handbook and a health and safety handbook.

All our staff also undertake a national and centre induction and relevant training, including externally accredited courses in safeguarding. The exact training will depend on their role, their past experience & the needs of that Centre and includes Centre specific training, national FSC training certified external training. Before teaching, staff are assessed as competent, by experienced senior staff. Throughout their career, staff are supported by peer mentoring, observations, feedback and reviews.

FSC complies with relevant industry standards when delivering activities and is supported by appropriate experienced Technical Advisors who are technically qualified to advise on the safe conduct of that activity, in that location.

External Badging

Learning Outside the Classroom Quality Badge

All of our Centres have been awarded the Quality Badge by The Council for Learning Outside the Classroom for school groups.

Each Centre achieved the badge by demonstrating that they consistently deliver high quality teaching and learning experiences to school groups and manage risk effectively. This means that you do not have to assess them and therefore have to complete less paperwork for your local authority.



AALA

Some of our Centres provide adventurous activities and are inspected and licenced by AALA. The following Centres are AALA Licenced:

FSC Blencathra (Gorge Scrambling, Hill Walking & Mountaineering (summer))

FSC Castle Head (Abseiling, Gorge Scrambling, Hill Walking & Mountaineering, Improvised Rafting, Mine Exploration, open Canoeing, Rock Climbing, Sea Level Traversing)

FSC Kindrogan (Hill Walking & Mountaineering (summer), Improvised Rafting,)

FSC Rhyd-y-Creuau (Gorge Scrambling, Hill Walking & Mountaineering (summer), Mine Exploration, Rock Climbing)



You can see details on the AALA website:

http://www.aals.org.uk/aals/provider_results.php?provider_name=FSC&provider_ref=&town=&county=®ion=&Climbing=&Watersports=&Trekking=&Caving=&Submit=Search

External Providers

FSC use external providers to deliver some activities. These will often involve sites, equipment or technical expertise not available within a Centre. Where a Centre uses a third party (external) contractor, as part of an organised programme or course, FSC will require the external provider to hold the Learning Outside the Classroom (LOtC) Quality Badge and relevant NGB qualifications as appropriate.

FSC systems:

To support our customers, FSC will ensure the following:

Medical and Dietary requirements.

FSC continually works to enable all participants to enjoy the benefits of our courses. We require medical, SEND and dietary requirements for all participants in advance of your stay. A form will be provided by the Centre for you to return in advance of your visit.

To ensure we can cater for additional needs of an individual, we require advanced notice, to enable us to assess options, agree actions and plan our course. You must highlight where we may need to adjust, alter or adapt our programmes to cater for individual needs and discuss this with us. We are only able to take responsibility for arrangements that have been discussed, agreed and confirmed in writing, with us in advance.

We can cater for most special diets as specified by culture, religion and medical concerns including allergies and intolerances providing we have adequate notice.

Risk Assessments

All FSC Centres, sites for fieldwork and activities led by FSC will be comprehensively risk assessed with the significant findings documented and acted upon. FSC Tutors will be capable of carrying out ongoing risk assessments at field sites and amend the fieldwork or activities if required due to group, weather or other circumstances.

The risk assessment summaries are generated from the formal risk assessment programme carried out by the senior management at each centre. All of our risk assessments are moderated centrally, to ensure continuity and consistency in approach.

Child Protection and Safeguarding

FSC has a safeguarding policy (FSC OCoP) that all staff are aware of and outlines the procedures they should carry out in the event they suspect a child or young person may be at risk of harm. FSC staff undertake training in safeguarding and we have designated safeguarding officers.

FSC staff will be subject to a Disclosure and Barring Service check at an appropriate level for their post. Safeguarding of visitors is a priority for the FSC and is delivered through induction, training and codes of practice.

First Aid

FSC undertake a first aid needs assessment to ensure adequate and appropriate equipment, facilities, and personnel to ensure employees and visitors can receive immediate attention if they are injured or taken ill at work. Our staff undertake appropriate first aid training for their role & to ensure first aid cover at all times.

FSC will ensure appropriate first aid cover for visitors during their stay. Where visitors require medical attention, beyond immediate first aid, Centre staff will support Group Leaders to make appropriate arrangements.

Catering

FSC catering operations are inspected by Local Authority Environmental Health Officers in the UK and graded against the National Food Hygiene Ranking Scheme.

FSC strives to provide healthy meals that demonstrate FSC's values, reflecting the location, season and dietary requirements of visitors.

Equality and Access (Policy: Appendix 1.2)

We will support participants' requests to opt out of our courses on religious grounds e.g. to pray or another purpose confirmed by the Group Leader. With advance notice, the programme can be modified to account for these needs. If your group is fasting, please advise us as soon as possible if special arrangements need to be made e.g. changes in meal times, prayer times, and changes to or alternate activities to account for possible fatigue.

For some activities wearing a helmet is required, and the participant must choose to wear the helmet, or not participate. If the helmet can be worn over the headgear, still perform its function and does not change the shape of the head, create lumps or irregular pressure points, then this is permitted. If this cannot be achieved and the participant wants to participate, private space can be provided for participants to remove headgear and replace this with the helmet. Fitting will need to be checked by the instructor before participation.

We will assist participants with cultural needs e.g. dress code, or domestic arrangements, where the adjustments are reasonably practical, and do not represent a health and safety risk.

Transport

All FSC vehicles are well maintained and their journeys Risk Assessed. Where FSC hires vehicles, e.g. coaches to transport participants whilst at the Centre, FSC will ensure that only reputable companies are used.

Outdoor Diseases (Further Information: Appendix 2.1)

Working in the natural environment in the UK exposes staff and customers to a wide variety of known outdoor diseases. Appropriate precautions and control measures should ensure that the risk of becoming ill is reduced to at least that of any other recreational visitor to the countryside. Any seasonal, or location specific information, will be provided by the Centre you are visiting.

Emergency Procedures

At all times that visitors are on site there is a member of staff available to support them and respond to emergencies (Duty & On-Call system). All centres have accident and emergency procedures that are supported by the senior leadership team. FSC has a procedure for recording accidents and incidents.

Fire

A fire safety code of practice and risk assessment is in place at all centres, this is undertaken regularly by an external consultant with relevant expertise to ensure full compliance with the Regulatory Reform (Fire Safety) Order 2005 and Fire Safety (Scotland) Regulations 2005. The Management teams review the fire risk assessments twice a year and carry out any required works in an appropriate timescale. Centres ensure that appropriate signage is in place, equipment including alarms, and extinguishers are in place and testing regimes are undertaken at appropriate intervals. They also ensure appropriate staff training.

Some participants may need to complete a Personal Emergency Evacuation Plan (PEEP) a bespoke 'escape plan' for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency. PEEPs may be required for staff and visitors with: Mobility impairments, Sight impairments, Hearing impairments, Cognitive impairments, Other circumstances including short term injuries, pregnancy, or a medical condition. You must inform us via the dietary/medical information provided pre visit, if you think a member of your group requires a PEEP.

Security

FSC take the safety and security of all visitors and staff at our centres seriously. Procedures vary by Centre, and may include:

- Uniforms and Identification badges for staff and volunteers.
- Visitor badges and a signing in /out process.
- CCTV.
- Appropriate access restrictions, e.g. keypad access to buildings and / or rooms.

Valuables

Please be aware that if you bring valuable items e.g. mobile phones, tablets or jewellery this is at your own risk. FSC accepts no responsibility for damage or loss.

Participants are expected to comply with their own organisations mobile phone acceptable use policy and ensure that their phones are silent and out of sight during taught sessions, unless being used as part of the learning activity.

Please note the Centre cannot accept responsibility for loss or damage to, personal property. FSC also cannot accept responsibility for personal injury not arising as a result of its own action or default.

Photographs and videos

We understand that you will want to take & share photos and videos whilst you are at the Centre. Please help us by making sure the use of devices should not distract from the safe running of the activity.

You may also want to take photos in and around the Centres.

- Ensure you have the permission of any individual or group in shot.
- Avoid taking photos or video in proximity to accommodation, or bathroom facilities.
- Be aware of other users of the site & any rules they may have.

Image Consent (Return Form Appendix 3.4)

FSC may take photographs or film at events and courses we run or have a presence at. By attending you give us permission to use any general crowd photos you appear in on our website, social media, printed literature or for any other marketing purposes. For photographs or videos of under 18's who can be identified, we will ask for the consent of the parent/guardian, teacher or group leader with a written form before using them. If you are over 18 and do not want your image to be used please make a member of FSC staff aware.

Smoking and Vaping

FSC Centres are all non-smoking. Smoking and/or vaping is not permitted in the bedrooms, dining rooms, public rooms or minibuses. If you do need to smoke or vape please ask the Head of Centre for

directions to the designated smoking location or an area where you can vape. Please refrain from smoking or vaping in front of younger guests.

Drugs & Alcohol (Policy: Appendix 1.1)

The term 'drug' has been used in this policy to include all drugs and substances, legal or illegal, which could adversely affect behaviour or performance, and which can lead to an increased risk of accidents and/or injuries occurring whilst staying at an FSC Centre or engaging in fieldwork. This policy covers both the use and misuse of alcohol and drugs.

Unaccompanied Young People (Return form: Appendix 3.1)

FSC will accept unaccompanied young people as participants onto courses. Examples include where they join another school, participate in a DofE Expedition, or attend the FSC Marine Science Camps. FSC recognise that your child will not be accompanied by a responsible adult (such as a teacher or family member).

Where this is organised by a school, or organisation, the school or organisation remain responsible as outlined in the Group Leader Responsibilities. Where this is organised by a parent, they take on the role of Group Leader. Throughout the course, you must ensure that there is a point of contact available for the young person and the Centre.

Groups Under Remote Supervision (Return form: Appendix 3.2)

On some FSC courses, there may be a desire to remotely supervise groups. This approach as part of the organised educational experience, enables the group to have the broadest experience, collect more or independent data, visit more sites and by doing so, develop their own personal skills. Examples of where this may occur include Geography NEAs, Duke of Edinburgh Award, and navigation exercises.

The assistance of group leaders in supervising 'GURS' can support this delivery. This is not essential, although its use will maximise the groups experience.

If you wish to use this option, please discuss this with us before your visit. Please note that If we do not use the GURS policy, the number of sites at which your group can work independently will be restricted. You must return the GURS consent form before we can work with GURS groups.

Recreational Swimming (Return form: Appendix 3.3)

It is FSC policy that recreational swimming or natural water bathing by young persons under the supervision of FSC staff is not allowed.

- Recreational Swimming is defined by OEAP as: "would usually take place in a swimming pool".
- natural water bathing is defined by OEAP as: "swimming or paddling, in river, canal, sea or lake".

Participants may enter the water as part of a freshwater, river, or coastal study whilst undertaking a specific fieldwork or adventurous activity.

If Group Leaders of any visiting group wish to arrange swimming for their participants, they must be able to provide documented reassurance to the Head of Centre in the form of a risk assessment and the approval of the school's 'EVC' or head teacher or appropriate staff for your organisation. The Group Leader must also be able to demonstrate that adequate supervision, through appropriate qualifications and staffing ratios or the provision of qualified Lifeguards, has been considered in their risk assessment of the activity.

Appendix 1.1: Drugs & Alcohol Policy

The term 'drug' has been used in this policy to include all drugs and substances, legal or illegal, which could adversely affect behaviour or performance which can lead to an increased risk of accidents and/or injuries occurring whilst staying at an FSC Centre or engaging in fieldwork. This policy covers both the use and misuse of alcohol and drugs.

The FSC recognise that alcohol and drugs will play a part in the lives of some people and will be sympathetic to problems arising from misuse of these substances whilst not condoning such misuse. FSC also recognises the current national concern regarding excessive drinking, especially amongst 18-24 year olds and the ensuing risks and problems alcohol can cause to individuals.

The FSC has a commitment to enhancing the health and safety and wellbeing of our visitors and recognises the risks that may be caused by the misuse of alcohol, drugs and other substances.

The FSC in no way condones the misuse of drugs or alcohol, and will balance action with appropriate support for individuals who misuse them. At all times FSC reserves the right to request that an individual leaves FSC premises immediately if centre staff feel that the individual poses a risk through their activities to other visitors. Where we feel, the individual is posing a risk to themselves we may suggest they seek professional/ medical support.

The law regulating dangerous and otherwise harmful drugs is the Misuse of Drugs Act 1971, which makes it clear that it is an offence for 'the occupier or someone concerned in the management of any premises knowingly to permit or suffer on those premises the smoking of cannabis; or the production, attempted production, supply, attempted supply, or offering to supply of any controlled drug' The FSC will require individuals who contravene this law to vacate FSC property immediately and may require group leaders to remove any individuals who contravenes this law from the field centre. FSC reserves the right to contact law enforcement officers and/or to rely on the organisations disciplinary process to deal with these individuals.

The Health and Safety at Work Act 1974 requires the FSC to do what is reasonable to protect the health and safety of its staff, visiting participants and their staff and other visitors to our premises. Drug and alcohol misuse can have an impact on the health and safety of an individual and for others including FSC staff, for example in having to handle illegal substances and drug-related paraphernalia. The Head of Centre has the power to search or delegate another to search FSC premises, including individual visitors' rooms and belongings, where there is reasonable suspicion that illegal activities are taking place. Searches will be carried out by FSC staff in the presence of the group leader and / or the individual concerned. If the individual is not present the FSC still has the right to search the room, if there is reasonable suspicion that illegal activities are taking place, although this would not be an in-depth search.

The FSC is not against social drinking but recognises the use of alcohol should not have a detrimental effect on safety, or attendance and performance on a field course therefore, alcohol should not be consumed during working hours or to an extent out of working hours where it will impact on an individual's abilities to safely participate in subsequent course activities.

The inappropriate use of alcohol can create health, safety and welfare problems at Centres for FSC staff and the communities in which we are located, and can be an inconvenience and nuisance for staff, our neighbours and other customers at FSC centres.

The FSC is committed to preventing these problems from arising. If, despite the FSC's attempts at prevention, issues regarding the inappropriate use of alcohol do occur the FSC reserve the right to ask either the individuals directly or accompanying group leader to remove the individuals concerned from the centre. FSC would expect the organisation to deal with individuals through their disciplinary process on return.

Appendix 1.2: FSC Equality Policy

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. This policy is the Field Studies Council's commitment to eliminating discrimination and fostering good relations with all learners, associates and staff regardless of:

- age
- disability
- gender reassignment
- marriage and civil partnership status
- pregnancy and maternity
- race – this includes ethnic or national origins,
- colour or nationality
- religion or belief – this includes lack of belief
- sex
- sexual orientation

1. Participation in Education

- FSC will ensure that through its teaching pedagogy and resource provision that it is actively engaged in the promotion of good practice, ensuring equality of opportunity to educational and learning occasions.
- When designing and delivery education FSC will take a flexible approach, recognising prior knowledge of learners, their needs and assessment requirements and will promote a positive, inclusive and mutually respectful learning environment.
- FSC teaching staff are expected to know how to identify and challenge prejudice, bullying and stereotyping, as well as support the full range of diverse needs according to a learner's individual circumstances.

2. Selection, Recruitment and Development of Staff

- The FSC promotes a working environment in which diversity is recognised, valued and encouraged. The Equal Opportunities and Diversity Policy for employees can be found in Section 4 of the Employee Handbook. The policy covers the expectations of employees in this area and application to prospective employees in recruitment.

3. Marketing and Communication

- A variety of communications method are used by our staff to reflect the range of our visitors' preferences.
- Our publicity will be designed to encourage interest from all sections of society and from all levels of ability. It will be available in a variety of formats.
- We encourage widening participation from under-represented groups. Activities will be undertaken to stimulate interest and generate involvement from sections of society not currently attending FSC courses.
- Our booking procedures are user friendly and avoid unnecessary barriers to access. Complaints are encouraged in writing. They are investigated and acted upon in an appropriate timescale.

4. Centres

- FSC will make all 'reasonable adjustments' to ensure that people (employees, customers and contractors) can access and use our Centres. Examples of reasonable adjustments might include, providing some all access bedrooms, meeting dietary needs of residential participants, modifying learning spaces or reserving parking spaces.
- FSC will create an environment in which people feel comfortable and are able to complete their work or learning to the best of their ability.
- FSC will consider access to Centres as part of any major capital developments, ensuring that improved accessibility is made a reasonable priority.

5. Digital Services

- All digital supported services across the FSC will be performant and respectful of limited connectivity, data caps, varying device performance and will be provided using accessible formats where possible.
- Content and services will be designed and tested to be accessible to all audience types and be informed by the Web Content Accessibility Guidelines (WCAG) 2.0
- Advice and guidance will be provided for users who require support to access digital services, where appropriate and within a suitable timeframe.

6. Staff Responsibilities

- The Trustees seek to maintain that their commitment to equality is embedded within the FSC, through ensuring that FSC is fully inclusive in its strategic charity development.
- The Directors role is to ensure that the FSC's Equality Policy is implemented at all levels of the Charity and that all staff are aware of the Equality Plan and that staff apply these guidelines fairly in all situations.
- All employees are responsible for adhering to the Behaviour Partnership, challenging any incident of prejudice or discrimination and apply these guidelines fairly in all situations.

7. Tackling Discrimination

- All FSC staff are expected to know how to identify and challenge prejudice, as well as acceptable routes to report incidents.
- Members of FSC staff are designated to deal with any incidents of discrimination, including ensuring support for all parties involved in the incident.

Appendix 1.3: Behaviour Standards – Code of Conduct

<p>Care: Everyone should be encouraged to care for themselves, others and the environment.</p>	
<p><i>What this might mean for you:</i></p>	<ul style="list-style-type: none"> • Following the Country Code and respecting organisms and their environment • Using appropriate language and behaviour • Being quiet at appropriate times • Respecting the fabric of the building • Show courtesy to other people
<p><i>What this might mean for FSC staff:</i></p>	<ul style="list-style-type: none"> • Explaining why we do things the way we do • Listening to participants views • Being organised
<p>Responsibility: Everyone has a responsibility to contribute to a positive, enjoyable and safe learning environment for all.</p>	
<p><i>What this might mean for you:</i></p>	<ul style="list-style-type: none"> • Helping other people • Listening and following instructions • Looking after equipment
<p><i>What this might mean for FSC staff:</i></p>	<ul style="list-style-type: none"> • Preparing sessions that enable learning • Showing participants how to carry or use the equipment • Advising participants how to move around site e.g. not running in certain places • Ensuring clarity in the instructions that are given • Ensuring participants are informed of significant risks
<p>Rights: Everyone has a right to learn in a safe, inclusive and fair environment.</p>	
<p><i>What this might mean for you:</i></p>	<ul style="list-style-type: none"> • Following your organisation’s rules • Asking questions if you don’t understand • Participating and contributing to sessions
<p><i>What this might mean for FSC staff:</i></p>	<ul style="list-style-type: none"> • Knowing the activity and field sites well • Explaining things a different way • Having appropriate training e.g. first aid

Appendix 2.1: Outdoor Diseases

Working in the natural environment in the UK exposes staff and customers to a wide variety of known outdoor diseases. FSC take great care to ensure that the risk of infection is managed through effective control measures. This ensures that the likelihood of becoming ill is very remote. Appropriate precautions and control measures should ensure that the risk of becoming ill is reduced to at least that of any other recreational visitor to the countryside. Known outdoor diseases will have appropriate risk assessments and be included within COSHH statements.

High standards of personal hygiene, the protection of cuts and abrasions from contact with infection sources and the management of eating and drinking are in the most effective control measures for the majority of these diseases.

You may find it useful to copy this information to parents or guardians of children taking part in a visit.

The risk of infection with one of the waterborne diseases as a result of attending a field course

Leptospirosis is a bacterial infection found worldwide. Weil's disease is one form most commonly acquired from water contaminated with rat urine. For some fieldwork, sampling of water which is of poor quality is essential to the investigation being undertaken. On lowland slow flowing freshwater streams the risk of Weil's disease (Leptospirosis) means that the same precautions as for poor water quality should be taken (even if the water quality itself is good). The risk of contracting such infections is very low. If any participant undertakes work or visits a site where there could be a possibility of infection they will be advised of the precautions they should take to minimise the likelihood of infection further.

If course participants develop any of the following symptoms within four weeks of their return from the field course they are advised to consult their family doctor, mentioning the possibility of Leptospirosis.

Typical symptoms include:

- a feeling of having a 'flu-like' illness
- above normal temperature and/or a feeling of chill
- pains in joints and muscles - calf and back muscle pains being particularly noticeable

Treatment by antibiotics in the early stages is completely effective.

The risk of infection with E coli as a result of visiting farms and farmland during a field trip

E. coli O157 is a bacterium that lives in the gut of animals. It can be transmitted via contact with infected animals or their faeces and can cause illness ranging from diarrhoea to kidney failure in humans. In some cases the illness can be fatal. Children under 5 and the elderly are most at risk from the more severe consequences of the disease. Faeces or faecal material may be present in soil, on grass, farm machinery, fences, buildings, water courses, footwear and clothing as well as on the hides and in the saliva of livestock.

The best way of reducing the likelihood of contracting the disease is to avoid contact with animal faeces or surfaces contaminated with faecal material. Avoiding touching livestock or allowing them to lick you is also advisable. Thorough hand-washing with water and soap is strongly advised and it is important to stress to your participants the importance of this before they eat or drink, and after removing footwear. We encourage visiting staff to assist with the supervision of hand washing for younger participants. Sanitising hand gels are considered a useful addition but are not a substitute for thorough hand washing.

We also recommend that participants bring a plastic bag to keep clothes that need washing separate from other clothes, until they can be taken home and washed.

Pregnant Women during the lambing season

Some infections can be passed from sheep and other animals (including cows and goats) to humans. If a pregnant woman becomes infected, it could harm her and her unborn baby's health.

These infections are uncommon in sheep and very rare in humans. The number of human pregnancies affected by contact with sheep is extremely small.

Although the risks are low, pregnant women should still avoid close contact with sheep during the lambing season which runs from January to April, although the risk is present at other times of the year.

The risk of infection from tick borne diseases as a result of attending a field course

As part of the field course, the group will almost certainly be visiting moorland or woodland field work sites. They will thereby increase the risk of coming into contact with diseases carried by our native wildlife – in particular various diseases transmitted by ticks.

The better known of these tick born diseases, Lyme Disease and Q Fever, are known to occur. Although mainly transmitted by the sheep tick (*Ixodes ricinus*), these diseases are especially associated with deer and the habitats they live in.

The risk of infection as a result of fieldwork is very slight. Although participants are sometimes bitten by ticks, provided they report this and appropriate action is taken, then any risk can be immediately minimised. We operate strict protocols with all groups to ensure this happens. Any ticks removed by Centre staff and are given to participants (in case they should be required by your GP).

If course participants develop any of the following symptoms within four weeks of their return from the field course they are advised to consult their family doctor, mentioning the possibility of Lyme Disease/Q Fever and that moorland/woodland fieldwork has been carried out. Typical symptoms include:

- a persistent rash around the site of the tick bite
- a feeling of having an influenza-like illness (n.b. later symptoms are varied in nature and severity)

Treatment by antibiotics is completely effective in the early stages of the disease.

Appendix 3.1: Unaccompanied Young People

Dear Parent/Guardian,

Thank you for booking a course for your child with FSC. We recognise that your child will not be accompanied by a responsible adult (such as a family member). The Centre staff fully accept a duty of care to make the activities your child takes part in whilst at the Centre, as safe as is reasonably practicable. How we do this, is outlined in the Course Information documents.

As a Parent / Guardian, it is your responsibility to ensure you know:

- What your child will be doing on the course.
- Your child is aware of their responsibilities as outlined in the Customer Information Document.
- Where a school/organisation has made the booking, you are content that they understand their responsibilities as Group Leader.
- Where you have made the booking, you are aware of your responsibilities as Group Leader.

For further information, please contact the Centre your child is attending.

Please complete and return this form to Centre, or the person at your school/organisation, who is organising the trip.

Declaration

My Child is fit for the course and I note below any medical, SEND or dietary conditions that might affect their safety. In the event of an accident, I agree to my child receiving medical treatment, as considered necessary by the medical authorities present, and I give authority to staff at the Centre to consent to such treatment, if after reasonable efforts I cannot be contacted.

Centre:

Date of Visit:

Name of Participant:

Date of Birth:

Medical, SEND, or dietary needs which SFSC staff should be aware of:

Emergency Contact telephone Number(s) of parent /Guardian:

Address:

I understand and accept the statements in the Customer Information Document.

Parent/Guardian signature:

Print Name:

Date:

If organised through a school/organisation:

Name of School/Organisation:

Appendix 3.2: Groups Under Remote Supervision (GURS)

On some FSC courses, there may be a desire to remotely supervise groups. This approach as part of the organised educational experience, enables the group to have the broadest experience, collect more or independent data, visit more sites and by doing so, develop their own personal skills. Examples of where this may occur include Geography NEAs, Duke of Edinburgh Award and navigation exercises.

FSC has a set of procedures to follow when working with GURS including:

- Participants are fully briefed and equipped, before they carry out their activity.
- Sites used with GURS are risk assessed by FSC.
- Appropriate support e.g. first aid equipment is provided.
- Communication systems are in place including emergency and non-emergency contact.

Whilst FSC staff will remain responsible for the remote supervision of the group the assistance of group leaders in supervising ‘GURS’ can support this delivery. This is not essential, although its use will maximise the groups experience.

If you would like some/all of the visiting group leader(s) support the remote supervision of your participants, potentially in a different location to the FSC tutor. All visiting staff involved in remote supervision will need to:

- Agree your role with the Tutor in advance of the activity.
- Support FSC staff in ensuring there is a clear record of who is working where, when they are due back and appropriate communication systems are in place.
- Uphold the specifics of the safety briefing and control measures given to the group by FSC staff, and by monitoring behaviour.
- Be a point of contact for participants, with remote support from the Tutor and the Centre.
- Support FSC staff with remote supervision e.g. visiting the groups as frequently as necessary, shadowing from a distance, waiting at a check point, contacting groups in person or contacting them on the phone.
- Support FSC staff in responding to GURS emergency and non-emergency contact.

If permission is not given please note that the number of sites at which your group can work will be restricted.

Please confirm to your FSC course organiser prior to your group’s arrival at the centre that your school/college/institution/organisation agrees that your staff are competent to act as part of the GURS remote supervision system.

Signed Institution/Organisation

Print Date

Return this signed form to the Centre you are visiting.

Appendix 3.3: Swimming

The form below should be returned to the Head of Learning Location prior to an activity taking place. Swimming and paddling or otherwise entering the waters of river, canal, sea or lake should never be allowed as an impromptu activity. The pleas of children to be allowed to bathe – because it is hot weather, for example, or after a kayaking exercise - should be resisted where the bathing has not been prepared for. In-water activities should take place only when a proper risk assessment has been completed and proper measures put in to control the risks. The activities should be formal and supervised.

It is good practice that, wherever possible, group leaders seek out recognised bathing areas that have official surveillance i.e. qualified lifeguard cover. But, even then, group leaders should be aware that pupils might mingle with members of the public and be lost to view. Pupils should always be in sight and reasonable reach of their supervisors.

Visiting Group leaders should be given a copy of the following guidance OEAP (Outdoor Education Advisors Panel):

- National Guidance 7o Natural Water Bathing
AND/OR
- National Guidance 7x Swimming Pools

Please confirm that you have received, read and understood this guidance yes / no

That you have undertaken an appropriate risk assessment yes / no

That a copy of the risk assessment is attached yes / no

That you have the permission of parents / guardians and your Head Teacher or appropriate Senior Staff member to supervise swimming whilst at the Centre. yes / no

Signed Institution

Print Date

Return this signed form to the Centre you are visiting.

Appendix 3.4: Images of Young People: FSC Consent form

Name of the Group Leader _____

Group/School/Organisation name: _____ Date of Visit: _____

Occasionally, we (the Field Studies Council or a representative of the Field Studies Council) may take images (both photographic and film footage) of the young people at our centres. We may use these images in printed publications and edited film footage, as well as on websites.

From time to time, our centres may be visited by the media who will take photographs or film footage of a visiting dignitary or other high profile event. Participants will often appear in these images, which may appear in local or national newspapers, or on televised news programmes.

To comply with the Data Protection Act 2018, we need suitable permission before we can photograph or make any recordings of your participants. Please answer questions 1 to 5 below, then sign and date the form. Please circle your answer

- | | |
|---|--------|
| 1. Do you have the authority to give permission for your participants image to be used? | Yes/No |
| 2. May we use participants image in printed publications for promotional purposes? | Yes/No |
| 3. May we use participants image in film footage for promotional purposes? | Yes/No |
| 4. May we use participants image on our website and related websites e.g. social media sites? | Yes/No |
| 5. Are you happy for participants to appear in the media | Yes/No |

Please note that websites can be viewed throughout the world and not just in the United Kingdom where UK law applies.

Conditions of use

1. This form is valid for ten years from the date you sign it. The consent will automatically expire after this time.
2. We will not use the personal details or full names (which means first name and surname) of any young person or adult in a photographic image, on our website, video footage or in any of our other printed publications.
3. We will not include personal email or postal addresses, or telephone numbers on our website or in other printed publications.
4. If we use photographs of individual participants, we will not use the name of that young person in the accompanying text or photo caption, except when given to local or national newspapers.
5. If we name a participants in the text, we will not use a photograph of that young person to accompany the article, except when given to local or national newspapers.
6. We may include pictures of individuals that have been drawn by the participants.
7. We may use group photographs or footage with very general labels, such as “a science lesson”.
8. We will only use images of participants who are suitably dressed, to reduce the risk of such images being used inappropriately.

I have read and understood the conditions of use.

Signature: _____ Print Name: _____ Date: _____

Return this signed form to the Centre you are visiting.

Appendix 3.5: Off-Site in Free time

FSC does not encourage school-aged participants to leave the site (Field Centre and surrounding grounds) in their free time. But recognises that some accompanying staff may wish to organise supervised off-site activities or allow participants to go off-site in their free time in specific circumstances.

If you wish to allow your participants to go off-site in their free time then you must be aware that you are removing them from the support systems that FSC can provide whilst participants are on-site. This is not necessarily a problem if suitable alternative systems are put in place by the group leaders. FSC cannot accept any liability for the actions of participants as a result of these off-site activities (whether supervised or unsupervised). Any activities undertaken by participants should be appropriately risk assessed prior to the activity being undertaken.

All leaders of school-aged groups must fill in the appropriate attached form (s) prior to:

- 1) taking their participants off-site for supervised activities/trips
- 2) allowing their participants off site unsupervised during their free time.

(NB. you will need to complete a separate form for each different off-site activity/trip)

Name of School/College/Organisation:

Will the activity be supervised by your staff? Yes / No

Date of off site activity:

Nature of off-site activity:

Location of activity (if unsupervised, clearly state boundaries given):

If the activity is supervised: Names of all accompanying staff who will be accompanying/ supervising/ authorising the activity/trip:

If the activity is unsupervised: How will you know which participants have left the site, and account for all participants on their return?

Number of participants (please list participants names overleaf or provide a separate sheet):

Expected time of departure:

Agreed time of return:

Agreed actions on return:

Centre Emergency Contact No.:

Your Emergency Contact No.:

I have read and understood the contents of this form and will use all reasonable means to ensure the safety of my group and the safe and effective operation of the Centre.

Name of Group Leader:Signature Date:

Return this signed form to the Centre you are visiting.