

## **AAIAC Non Statutory Standards**

### **Adventuremark Provider Accreditation**

#### **Goal for Provider Accreditation**

*Management, operating systems and personnel appropriate to the scale and nature of adventurous provision and its intended target population*

This is the overall requirement that providers must meet in order to be accredited by either an approved scheme or the Supervising Body. The approved scheme or the Supervising Body must be confident that all aspects of the provider's operation are fit for purpose. The focus, frequency rigour and intensity of inspection must reflect the scope and scale of the provider's business whilst still reflecting nationally agreed standards of safety.

#### **Provider Accreditation Criteria**

##### *Staff are competent*

Staff competent to lead and deliver activities will either hold:

- The relevant NGB qualification (where there is an appropriate NGB)
- An 'in house' Statement of Competence supported by an appropriate Technical Adviser

For activities which have no NGB, and no qualifications structure, providers will need to show evidence of the experience and competence of their chosen Technical Adviser.

In addition:

- Providers will take practical steps to check the suitability and technical competence of instructors and leaders.
- Before new staff are deployed as activity leaders, providers will carry out a process of induction including familiarisation with facilities, sites and areas to be used, and typical clients).
- Providers should train their staff in dealing with foreseeable emergency situations, and in response to operational incidents that may occur.

- Providers should ensure that activities are delivered in line with good practice and with the organisation's principles.

*Risks are identified and appropriately managed*

Providers will need to demonstrate that:

- They use well-established, generic good practice for each activity.
- Experienced and qualified instructors and leaders (NGB's or an equivalent in-house scheme) are used

Providers will demonstrate that they have systems of risk assessment in place for identifying and managing risks associated with:

- Activities, sites and venues that are used regularly
- Special client groups; for example, the young, those with disabilities or those with behavioural problems
- Unusual methods of working that are specific to the particular operation.

Providers will also be required to show that they have a reliable means of informing their staff of particular measures that are to be taken to manage risks.

*Access to appropriate technical advice exists*

A provider will require the services of a Technical Advisor when the provider:

- Needs to clarify areas of uncertainty that neither the provider nor the instructors involved are suitably knowledgeable, experienced or qualified to address.
- Requires ratification of the competence of non-NGB qualified staff

Technical advisors should have:

- A proven level of technical competence
- A good knowledge of the venues to be used
- Access to, or knowledge of, the instructors involved
- Sufficient experience and maturity to make suitable sound judgments.

*Agreed operational procedures are implemented, regularly reviewed and responsive to changing events and circumstances*

Providers must demonstrate that they:

- Regularly check that agreed operational procedures are being implemented

- Review operating procedures on a regular basis
- Amend operating procedures in response to changing events and circumstances

*Internal and external communication is effective*

Providers should show that:

- Communication with customers is clear and courteous.
- Responses to enquiries, both verbal and written, are prompt.

Advertising and marketing (printed brochures, information sheets, websites, displays etc) must:

- Accurately reflect the product or service provided
- Not make claims about the service that cannot be fulfilled

Providers should demonstrate that they have effective systems for:

- Collecting information about relevant client medical conditions or injuries. This information must then be made available to leaders and instructors to guide operational practice
- Explaining the risks and responsibilities inherent in the activities to be provided. In some instances, customers may be expected to acknowledge this.
- Explaining that activities might need to be changed, or even cancelled, for safety reasons outside the provider's control (such as weather conditions, staff illness etc)
- Recording the written parental consent normally required for young people under 18, if a parent or legal guardian is not present during the activity

Providers should demonstrate effective two-way communication of information between managers and staff. This may involve:

- Opportunities for staff to give feedback about activities, including the opportunity to raise concerns about safety issues
- A system for reporting and reviewing accidents and other safety-related incidents.
- Systems for communicating important issues such as changes in procedures, current issues relating to safety at particular sites, accidents and incidents etc.

*Provision reflects the needs of targeted client groups and individuals*

Providers will need to show that systems exist to ensure that, for each target client group:

- The activities provided are appropriate
- Programmes are adapted and changed as required
- Equipment and facilities are appropriate
- Staff are appropriate (Providers working with young people under the age of 18 years must ensure that all employees declare criminal offences which are not covered by the 1974 Rehabilitation of Offenders Act. In addition, all staff in contact with children, or resident on site, should have their criminal history checked at enhanced level with the 'Criminal Records Bureau' (CRB) to ensure suitability to work with children)

*Safety critical equipment, facilities and services are fit for purpose*

Providers will be required to demonstrate that:

- All safety equipment meets the relevant nationally accepted standard.
- Items of critical safety equipment are routinely inspected and maintained and a record of the inspections kept.
- A system exists for the immediate isolation of items found to be defective
- Equipment is replaced when it is no longer 'fit for purpose'.
- They follow normal good practice within the sector as defined by NGBs or Trade Associations concerning:
  - Manufacturer's recommendations
  - Likelihood of equipment failure
  - Consequences of equipment failure
  - Nature and intensity of use
  - Age of equipment in relation to its recommended working life

## **Declaration of Scope by Providers**

Providers will be expected to provide standard information to the schemes which will include:

- Range of activities provided
- Venues
- Typical age of clients
- Age limits of clients
- Annual participant numbers
- Permanent instructional staff complement
- Temporary or seasonal instructional staff complement
- Maximum operating ratio
- Details of facilities and operating locations