



Guidance Notes for 指导说明:

**Writing Training Centre Operating Procedures as part of your
Safety Management System 编写培训中心操作程序是作为安全管
理系统的一部分** Last updated 上次更新: May 2016 2016 年 5 月

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RYA Training Centre Paperwork RYA 培训中心文件

RYA Recognised Training Centres (RTCs) are required to operate in accordance with the RYA Guidance Notes for training centres. RYA 认证培训中心（RTC）必须按照培训中心的 RYA 指导说明进行操作。

The RTCs documentation should record what happens in practise. While it is important to record centre procedures, the emphasis is on establishing and documenting a practical and workable framework under which instructors and students can operate, keeping them as safe as possible. It is not about creating an unworkable and useless mountain of paperwork that nobody can understand. RTC 文档应记录实践中发生的情况。虽然记录中心程序很重要，但重点是建立和记录一个实用且可行的框架，教练和学生可以在这个框架下操作，尽可能保证他们的安全。它不是要创建一个无法理解和无用的大量文件。

The Guidance Notes require RTCs to support their operation with the necessary paperwork. The documentation needed for the safe management of risk should be kept in one location and easily accessible. These documents will include: 指导说明要求 RTC 通过必要的文件来支持其操作。安全管理风险所需的文件应保存在一个地方，并且易于获取。这些文件将包括：

1. Health and Safety policy 健康和安全政策
2. Standard Operating Procedures (including course programmes) 标准操作程序（包括课程计划）
3. Risk Assessments 风险评估
4. Emergency Action Plan 紧急行动计划
5. Child Protection Policy 孩童保护政策
6. Staff qualifications 员工资格

Appendices are a good idea to add reference documentation such as: daily check sheets, instructor briefing notes, maps/charts of operating areas, copies of your booking and course feedback forms. 附录是一个不错的建议，可以添加参考文档，例如：每日检查表，教练总结笔记，操作区域的地图/海图，预订副本和课程反馈表。

Further information and documents for writing your Major Incident Procedures and Child Protection Policies are available on the [RYA website](#). 有关编写重大事故程序和孩童保护政策的更多信息和文件，请访问 RYA 网站。

Introduction 介绍

The following is a guide to help you compile your operating procedures, it should not be seen as the 'only' approach or for inspectors to check against. It has been developed purely as an aid. 以下是帮助您编制操作程序的指南，不应该将其视为“唯一”方法或审查员的检查。它纯粹是作为一种援助而开发的。

Further support is available from RYA Training, your Regional Development Officer (RDO) and the inspector carrying out your annual inspection. RYA 培训，您的区域发展官员（RDO）以及执行年度检查的审核员可提供进一步的支持。

Writing your operating procedures 编写您的操作程序

Standard operating procedures (SOPs) form a very important part of your training centre's supporting documentation. They should map out the key elements of operation at your centre. Think of them as a 'user guide' for instructors and personnel, covering information that is required for someone to run a course/session at your centre. They should not contain so much detail that the content is easily forgotten or ties your staff/volunteers to actions that may not always be relevant. 标准操作程序（SOP）是培训中心支持文档的重要组成部分。他们应该确定您所在中心的关键操作要素。将它们视为教练和员工的“用户指南”，涵盖某个特定职务的人在您的中心开设课程/训练所需的信息。它们不应包含太多细节，以至于容易忘记内容，或者您的员工/志愿者工作者可能并不相关的行为联系起来。

The outcomes from writing your risk assessments should play an important part of the formulation of your SOPs. These original assessments should be easily accessible for cross referencing and updating. 编写风险评估的结果应该是制定 SOP 的重要部分。这些原始评估应易于访问以便于进行参考和更新。

They should contain the **minimum necessary information** required to ensure the document is not excessive, with a continual reviewing system in place to ensure your safety management document is a 'live' document, evolving and taking into account items such as 'lessons learned' from accidents and near misses. 它们应包含确保文件不过量并包含所需的最低必要信息，建立持续的审查系统，以确保您的安全管理文件是“实时”文件，不断发展并考虑诸如从事故和过失中总结“经验教训”等项目。

The Principal of the RTC or club should take ultimate responsibility for the document, but may choose to delegate sections to people such as the chief instructors, who will be seen as the discipline experts. RTC 或俱乐部的主席应对该文件承担最终责任，但可以选择将部门委派给主教练等人员，他们将被视为该科目课程专家。

Keep the SOPs as simple as possible, the bulk of information remaining generic with references to specific disciplines or courses where appropriate. If necessary, add further discipline specific sections to avoid instructors learning unnecessary information. 保持 SOP 尽可能简单，大部分信息保持通用，并在适当时参考特定科目或课程。如有必要，请添加更多科目特定部分，以避免教练学习不必要的信息。

Finally, introducing a signing sheet will ensure your staff have read and understood the document. This should be repeated each season/annually or on revision, ensuring your staff are up to date with any changes or amendments to the training centre's operation. 最后，引入签名表将确保您的员工已阅读并理解该文档。这应该在每个季节/每年或修订时重复进行，以确保您的员工了解培训中心运营的任何变更或修改。

Part 1) An Overview 第 1 部分) 概述

Start by giving an overview of your training centre. What are the centre's aims and objectives, who are the people receiving the tuition and when/where does it operate? 首先概述您的培训中心。中心的目标和主要任务是什么，接受课程的人是什么样的人以及何时/何地运作的？

Part 2) Structure and Content 第 2 部分) 结构和内容

Here are some key areas to include: 以下是一些需要包含的关键领域:

- **Roles and Responsibilities:** 角色和职责:

- Responsibilities of the Principal and qualified instructors are laid down in the Guidance Notes. This area can be used to outline additional responsibilities specific to the centre (assistant instructors, support staff, boatswain, administrators etc.) 指导说明中规定了主席和资质教练的责任。该区域可用于概述中心特有的其他职责（助理教练，支持基地运作人员，水手，管理员等）
- Scope of authority and responsibilities within the centre's staffing structure. 中心人员配置结构中的权限和职责范围。
- Who is the management? – is it a local authority, club or private enterprise and what is the reporting/management structure? 谁是管理层？ - 它是地方当局，俱乐部还是私营企业，报告/管理结构是什么？
- Overall and final responsibility must rest with the owner of the centre. 总体责任和最终责任必须由中心的所有人承担。
- A deputy, to act on the Principal's behalf if he is absent from the centre, should be nominated. 如果他不在中心，代表主席的代理人应该被提名任命。
- Supervisors may also be nominated for specific areas of responsibility, eg: a nominated RYA Yachtmaster™ instructor for cruising courses, a senior instructor for dinghy, keelboat and windsurfing courses etc. Those with specific responsibilities should also be nominated, eg: carrying out safety inspections, investigating accidents and monitoring maintenance of boats. 也可以为特定责任领域任命主管，例如：指定的 RYA 游艇船长™长航课程教练，小帆船，龙骨船和帆板运动课程的高级教练等。还应任命具有特定职责的人员，例如：执行安全检查的人员，事故调查员和监测船只维护的人员。
- It should be stressed that all staff and instructors have a responsibility to co-operate with supervisors and managers to achieve a safe teaching environment. 应该强调的是，所有员工和教练都有责任与主管和经理合作，以实现安全的教学环境。

- **Staffing** 人员:

- The day to day staffing of sessions/courses. 训练/课程的日常人员配备。
- What are the teaching ratios, arrangements in place for staff briefings, instructor arrival times and content of the daily briefing? What are the appropriate qualification levels for instructors working on each course? eg: a senior instructor must lead 'day sailing' courses. 教学比率，工作人员的会议安排，教练到达时间和每日会议的内容是什么？每门课程的教练有哪些适当的资格等级？例如：高级教练必须指导“日间航行”课程。
- Child protection: explain your policy for staff who work with children, references taken, any training provided etc. The Child Protection Policy should be located in your RYA file and records of any references/self-disclosure/CRB forms kept onsite in a suitable secure location. Records of staff qualifications and

certificates must be held in the RYA files. 孩童保护：向与孩子一起工作的员工，所提供的参考资料，提供的任何培训等说明您的政策。孩童保护政策应位于您的 RYA 文件中，并且任何参考/自我披露/ CRB 表格的记录应保存在合适的安全的位置。员工资格和证书的记录必须保存在 RYA 文件中。

- **Students 学员：**

- This should include important information relating to students, information to be briefed or gathered before, during **and** after their training. Resources can be added to the appendices such as; booking forms, next of kin, health declarations, feedback form etc. 这应包括与学生有关的重要信息，在培训之前，期间和之后要简要介绍或收集信息。资源可以添加到附录中，例如；预订表格，亲属，健康声明，反馈表等。
- Booking forms are to be completed prior to the course, under 18s to be completed by a parent/guardian, emergency contact and medical information and briefings to be provided. Any requirements such as appropriate clothing to be worn should be included in the joining instructions or information sent to candidates prior to the course. 预订表格应在课程开始前完成，18 岁以下由家长/监护人填写紧急联系和医疗信息以及提供简要说明。任何要求，如穿着合适的衣服，都应包括在参课说明或在课程开始前发送给课程申请人的信息中。

- **Safety 安全：**

- Safety at an RTC is paramount, therefore centres and staff must do all they can to avoid unnecessary risk. RTC 的安全性至关重要，因此中心和员工必须尽其所能避免不必要的风险。
- Risk Assessments: must be carried out and continually updated, helping to shape the operating procedure, eg: in a powerboat risk assessment, a risk of **'Man Overboard'** might be identified. One of the control measures might be to **'brief the students to hold on centrally at all times'**. Another might be **'Recovering people from the water'** control measure **'always switch the engine off when in close proximity to someone in the water etc'**. 风险评估：必须进行并不断更新，有助于形成操作程序，例如：在机动艇风险评估中，可能会发现“人员落水”的风险。其中一项控制措施可能是“告知学生让其随时了解中心情况”。另一个可能是“从水中救援落水人员”控制措施“在靠近水中人员的情况下始终关闭发动机”。

Risk Assessments should be located in your RTC file and referred to in the SOPs. 风险评估应位于您的 RTC 文件中，并在 SOP 中引用。

In a written Risk Assessment there are two main areas that must be clearly identified; the risk and the control measure put in place to reduce the risk. You may wish to add who may be affected, severity of risk etc. 在书面风险评估中，必须明确定义两个主要方面；为降低风险而制定的风险措施和控制措施。您可能希望添加可能受影响的人，风险的严重程度等。

- Emergency Action plan: a copy should also be kept in the RYA file, with an additional copy on display in the centre and on board each of the safety boats. The Emergency Action Plan should also include a communications list with a flow chart and all relevant contact numbers that will be required in the event of an incident. For all serious incidents it is essential that the RYA is notified as soon as possible. 紧急行动计划: 副本也应保存在 RYA 文件中, 并在中心和每艘安全船上展示一份附加副本。紧急行动计划还应包括一个通讯清单, 其中包含流程图以及发生事故时所需的所有相关联系号码。对于所有严重事故, 必须尽快通知 RYA。
 - Communication policy: ensure there is a means of communication between instructors and the shore, whether via hand signals, VHF or any other appropriate means. 沟通政策: 确保教师与岸上之间的通信手段, 无论是通过手势, 或高频对讲还是其他任何适当的方式。
- **Operating Area 运营区域:**
 - Daily operating area: this area may change on a daily basis, but you will have a normal operating area, eg: the area you usually use for the majority of courses. 每日操作区域: 此区域可能每天更改, 但您将拥有正常的运营区域, 例如: 您通常用于大多数课程的区域。
 - This section should include any additional operating areas and those outside your normal operating areas, such as: day sailing venues, intermediate/advanced powerboat passages etc. 此部分应包括任何其他开展课程区域和正常课程开展区域以外的区域, 例如: 日间航行海域, 中级/高级机动艇航道等。
 - Determine outer limits of your operating area, reference the Guidance Notes for information on operating area limits. 确定您的课程开展区域的外部限制, 参考指导说明以获取有关课程开展区域限制的信息。
 - Diagrams and charts are a good way to define the sailing area with limits and potential hazards clearly marked, descriptions alone can be confusing. 图画和图表是定义航行区域的一种好方法, 其中限制区域和潜在危险区域要明显标记, 仅仅用描述可能令人困惑。
 - Operating restrictions - instructors need to be aware of courses that are to be delivered in particular areas and how operating areas are managed: 操作限制
 - 教练需要了解将在特定区域开展的课程以及如何管理课程开展区域:
 - Who makes the decision? - chief/senior instructor in charge on the day. 谁做出决定? - 当天负责的主教练/高级教练。
 - How? - aims and objectives of the courses being offered, ability of the students, environment, conditions and other water users. 如何做? - 提供课程的目标和任务, 提及学生的能力, 环境, 条件和告知教练关于水域其他共同使用者。

- **Courses/Training 课程/培训:**

- RYA recognition determines which courses are offered, depending on equipment and craft available, qualifications of instructors, facilities and operating area. RYA 认证决定提供哪些课程，具体取决于可用的设备和船只，教练的资格，设施和课程教学区域。
- Use this section to include areas such as 使用此部分包括以下区域:
 - Courses offered, general information, common practise, eg: '**All courses are run by appropriately qualified instructors**'. 提供的课程，一般信息，通用实践，例如：'所有课程均由合格的教练执行'。
 - You may wish to add any centre specific information rather than required practise. 您可能希望添加中心特定信息而不是某些必需的条目
- Activities being run outside RYA courses should also be included in this section. 在本节中也应包括在 RYA 课程之外开展的活动。
- Guidance is given in the Instructor Handbook. 教练手册中给出了指导。

- **Boats and Equipment 船只和设备:**

- All boats/equipment must comply with the guidelines set out in the Guidance Notes and any relevant local legislation. 所有船只/设备必须符合指导说明和任何相关当地法规中规定的指导原则。
- This section can be used to make reference to required areas such as: maintenance logs, boat check procedures, use of boats. 此部分可用于参考所需的区域，例如：维护日志，船只检查程序，船只的使用。
- Here are some examples of policies relating to boats that may form part of the SOP appendices 以下是可能构成 SOP 附录的船只相关政策的一些示例：
 - All craft are checked by instructors prior to going afloat. 在船只下水之前，教练会检查所有船只。
 - All craft must carry the necessary equipment as per Guidance Notes (A list of the equipment your boats carry should be held in the appendix). 所有船舶必须按照指导说明携带必要的设备（船只应携带设备清单应附在附录中）。
 - All powerboats have their killcords checked prior to and during sessions. 所有动力艇在课程开始之前和课程期间都要检查其安全绳的佩戴。
 - All dinghies use masthead floats on beginner courses. 所有的小帆船都应该为初学者装上桅杆浮球
 - Maintenance: maintenance log must be completed at the end of each session and reported to the boatswain. 维护：维护日志必须在每次课程结束时完成并报告给课程负责人。

Accidents 事故

- Everyone must know where first aid equipment is kept. 每个人都必须知道急救设备的存放地点。
- There should be a list of trained first aiders available. 应该有一份训练有素的急救人员名单。
- Someone should be nominated to check and replenish first aid boxes. 应该有人检查签名并补充急救箱。
- There should be a procedure, understood by all staff and instructors, for reporting and recording accidents (Accident Book). 所有员工和教练都应该有一个程序来报告和记录事故（事故记录簿）。
- There should be a routine established for contacting next of kin in the event of a serious accident. 如果发生严重事故，应该建立一个联系亲属的例行程序。

Accident Reporting 事故报告

All centres should use an accident book to record any incidents requiring first aid treatment. 所有中心都应使用事故簿记录任何需要急救治疗的事故。

UK centres may be required by law to report certain accidents or illnesses to the HSE Incident Contact Centre. Full details can be found on the [HSE website](#). Overseas centres may have a similar national requirement. 法律可能会要求英国中心向 HSE 事故联络中心报告某些事故或疾病。有关详细信息，请访问 HSE 网站。海外中心可能有类似的国家要求。

Part 3) Summary and Layout 第 3 部分) 总结和陈述

Remember, your operating procedures need to be easily read and understood by your instructors. Lay them out in a logical order, with a contents page at the beginning and subsequent pages labelled clearly. 请记住，您的操作程序需要您的教练轻松阅读和理解。按逻辑顺序排列它们，开头的内容页面和后续页面标记清楚。

- Ensure all necessary supporting paperwork such as booking forms and feedback forms are clearly marked in the appendices. 确保附录中明确标明所有必要的支持性文书工作，如预订表格和反馈表格。
- Train your staff in the operation of the centre and add a 'sign sheet' at the beginning of the file to confirm they have read and understood the SOPs, forming part of a more comprehensive induction process. 在中心运营中培训员工，并在文件开头添加“签名表”，以确认他们已阅读并理解 SOP，构成更全面的入职流程的一部分。
- Date the document and amend the date each time the document is reviewed to ensure it stays current. 每次审核文件时，将文件记录日期并修改日期，以确保其保持最新状态。
- Your operating procedures are a very important aspect of your training centre's set-up and if written well they will act as a guide to best practise and will ensure that staff are up to speed with the key elements of operation. 您的操作程序是培训开设中心的一个非常重要的方面，如果写得好，它们将作为最佳实践的指南，并确保员工能够快速掌握操作的关键要素。
- Remember to include all the necessary information to demonstrate that your training centre is well managed and conforms to the guidelines, and include any relevant information regarding training other than RYA training to ensure that you have procedures in place. 请记住包括所有必要信息，以证明您的培训中心管理良好并符合指南，并包括有关 RYA 培训以外培训的任何相关信息，以确保您已制定相应的程序。

Resources 资源

Here are some other resources available to you via the [RYA website](#): 以下是通过 RYA 网站向您提供的一些其他资源：

- **RYA Guidance Notes RYA 指导说明**
- **Guidance for Major Incident Planning 重大事故规划指南**
- **RYA Child protection policy RYA 孩童保护政策**