# **Neptune Sailing**



**Safe Operating Procedures** 

# **CONTENTS:**

	Page	
Information for Customers		
Information for Instructors	4	
Responsibilities of the Management Committee, Principal, Chief Instructor and water sports instructors / volunteers	5	
Operating limits	7	
Risk Assessment and Operating Procedures – Dinghy Sailing	8	
Risk Assessment and Operating Procedures – Entrapment, Dinghy Sailing	11	
Emergency Procedures	13	
Safeguarding	15	
Instructor Qualification Matrix (Water Sports)	16	
Annex: Guidance "Summer Sun – What risk? – Outdoor working"		
Reviewed January 2018 – minor changes - emphasis added – contact numbers updated		

### Health and Safety in Sailing Activities - Information for Customers

Neptune Sailing is a charitable company limited by guarantee, voluntarily run and managed. Neptune Sailing is managed by a committee of dedicated volunteers and is responsible for the management, development and co-ordination of water sports activities, facilities and equipment at Neptune Sailing. The committee works with the RYA (Royal Yachting Association), schools, youth groups and local clubs & organisations to provide a variety of water sports opportunities within the local community.

Watersports Activities can make a unique contribution towards personal development. It is instrumental in preparing young people for adult life by raising achievement through boosting motivation, promoting health and fitness, and addressing issues in social education and citizenship.

Neptune Sailing aims to support young people in achieving their full potential by:

- The promotion of community participation in healthy recreation, in particular by the provision of facilities for water sports, in particular dinghy sailing.
- To educate young people through the provision of sailing, or sailing related activities, and other training, so as to develop their physical, mental and social capabilities, so that they may grow to full maturity as individuals and members of society and their conditions of life may be improved.

The safety of participants is of the highest priority in all activities offered by Neptune Sailing This pack contains information on the safety practices and procedures followed by our instructors and managers, to ensure that all our customers have a safe, enjoyable and worthwhile experience.

Included within these pages you will find:

- Safety management statements for Neptune Sailing.
- Risk assessment and safe operating procedures for the individual activities provided.
- A table of instructor qualifications for water sports activities.
- A statement of emergency procedures for the Centre.

Please also check any specific information sent to you by contacting the Principal or Chief Instructor regarding the course or activities you have booked.

Please feel free to contact us if you require any additional information.

## Health and Safety in Water Sports - Information for Instructors

The safety of participants is of the highest priority in all activities offered at Neptune Sailing.

As a Neptune Sailing instructor you will have undergone training provided by the relevant National Governing Body, or by Neptune Sailing where no national award exists. You are expected to act in accordance with the principles of safe practice taught during your training.

All instructors must also be familiar with and observe Neptune Sailing's safe operating procedures. On appointment, or following a revision of the procedures, you will receive and sign for a copy of the safe operating procedures for the activities you instruct. You will also receive the emergency procedures for Neptune Sailing.

If you have any concerns regarding your own safety, or of the safety of participants, you have a duty to report these concerns to the centre's Senior Instructor on duty in the first instance. You may also bring your concerns to the attention of the centre Principal or officers of the company.

Any suggestions from instructors for amendments to the safe operating procedures are also welcomed. However, until such amendments are formally adopted, existing procedures stand and must be followed.

Principal: Henry Stogdon Tel: 07963 322870

Email: principal@neptunesailing.org.uk

Chief Instructor: Nigel Holmes Tel: 07707 056158

Email: courses@neptunesailing.org.uk

# Responsibilities of the Management Committee, Principal, Chief Instructor and Water Sports Instructors

#### Management Committee

The management committee is responsible for the management of the Centre and the provision of water sports activities.

In relation to Health and Safety, the management committee discharge the following responsibilities. They may delegate specific tasks to other competent officers, but retain responsibility and must monitor that all tasks are completed.

- Conduct an annual safety audit of the centre premises, facilities, and activity provision.
- Ensure all safety equipment is inspected regularly and maintained / replaced in accordance with the Company policy.
- Authorise all activities at the centre and ensure all activities are supervised in accordance with the instructor qualifications and instructor-participant ratios defined in the Centre instructor qualifications matrix.
- Ensure all instructors and volunteers are familiar with and follow the safe operating procedures for the activities they supervise.
- Provide information for parents, either directly or through accompanying group leaders, and to adult participants. This information should be sufficiently detailed so that parents / adult participants could not reasonably claim to have been misled as to the nature of the activities offered or the level of supervision that will apply.
- Ensure parents, accompanying group leaders and adult participants are reminded that it is important to declare participants' relevant medical conditions and convey these to the instructor in charge of the session.
- Maintain a system of incident, near-miss incidents and equipment defect reporting
- Encourage instructors and volunteers to discuss and report safety concerns at any time and provide formal opportunities for these to be raised, for example at instructor or committee meetings.
- Place no obligations upon instructor or volunteers that are inconsistent with the requirements of the relevant safe operating procedures.

The Principal and Chief Instructor advise and assist the Management Committee in these additional duties.

- Reviewing and maintaining safe operating procedures for activities offered at the centre.
- Training and validating instructors to supervise activities at the centre.
- Operating a monitoring system for instructors supervising activities at the centre.

#### Principal

The Principal is responsible for ensuring that the centre and its activities are managed and conducted in line with RYA guidelines and the centre's Safe Operating Guidelines. The Principal will:

- Provide the management committee will health and safety advice relevant to on-water activities.
- Act as the Company's Technical advisor, where they hold the relevant NGB qualifications:

- Dinghy Sailing RYA Senior Dinghy Instructor, with at least 5 years experience
- Power boating RYA Powerboat Instructor together with the RYA Safety Boat certificate, with at least 5 years experience
- Keel Boat Sailing RYA Senior Dinghy Instructor with Keel Boat endorsement, with at least 5 years experience

Where the Principal does not hold one, or any of the required qualifications, the Chief Instructor may take this role, or a suitably qualified external advisor may be contracted.

 Act as the Company's point of contact with the RYA and provide the Company with timely information regarding any changes to the RYA's policy's that relate to the Company's activities.

#### **Chief Instructor**

The Chief Instructor is responsible for ensuring that the day-to-day activities are delivered in line with the Company's Safe Operating Procedures and RYA guidelines. They will:

- Ensure all instructors / volunteers are qualified to deliver activities in-line with the instructor matrix.
- Ensure all of the Company's instructors and volunteers are informally monitored: where
  concerns are raised regarding the quality or safety of the activities delivered by an
  instructor / volunteer, the Principal will be informed and will formally monitor the instructor /
  volunteer in question.
- Ensure craft and equipment is appropriate and in an appropriate condition for the activities conducted.

The Chief Instructor may delegate the above responsibilities on a day-to-day basis to a Senior Instructor of suitable experience

#### Senior Instructor

A role for a Senior Instructor is defined in the activity-specific procedures. The qualifications and responsibilities of Senior Instructors are defined in the activity-specific procedures.

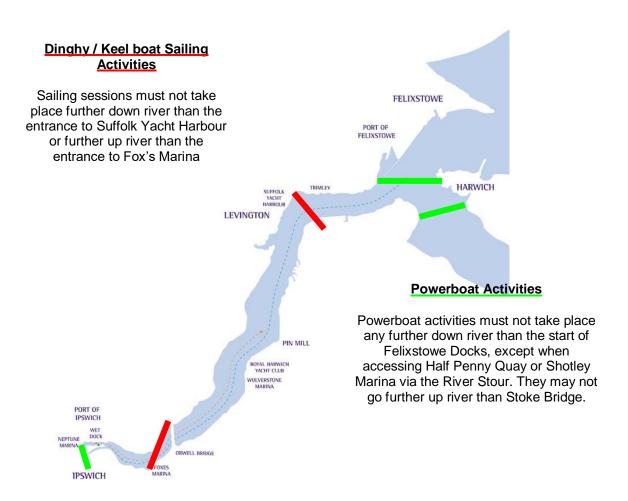
#### Responsibilities common to all instructors and volunteers

All instructors and volunteers, have a responsibility for the safety of those they supervise in water sports activities, and also for their own and their colleagues' safety. These common responsibilities include:

- Always have regard to their own and others safety while at work
- Be familiar with, and abide by, the safe operating procedures for the activities they lead or instruct
- Abide by all safety instructions from the Principal, Chief Instructor or nominated Senior Instructor.
- Report all safety concerns (including formal incident/near miss/defect reporting).

NB: Any instructor can decline to go afloat if they feel they have insufficient experience or competence to discharge their responsibilities dependent on prevailing conditions on the day.

## **Operating Limits**



#### Activities outside of the standard operating limits

Any activities planned to exceed these operating limits must have the prior approval of the Principal or the Chief Instructor. They will conduct a risk / benefit assessment before approving the activity. The Senior Instructor will need to provide full details of the activity, when asking for permission, including:

- A passage plan, including timings, craft type, description and alternative exit points. (A copy should be carried afloat)
- A nominated \*responsible shore contact. The responsible person must be fully briefed in action to be taken in the event of an emergency or in the event that the group leader does not report in within the agreed time limit.
- A full list of attendees, including instructors and volunteers, their details and emergency contact details. (A copy should be carried afloat)
- Tidal information
- Emergency action plan for the day.
- The powerboats accompanying the trip must carry spare fuel and a flare pack.

If permission is given for the activity, the Principal / Chief instructor must be contacted on the day to confirm that the activities can take place taking account of prevailing conditions.

\*A responsible person is someone of at least 18 years old, who has been fully briefed on action to be taken in an emergency and is in possession of Neptune Sailing's Emergency Contact List.

## Risk Assessments and Operating Procedures

#### **Dinghy Sailing**

All dinghy sailing is supervised by RYA qualified instructors. Dinghy Sailing is conducted in accordance with the operating procedures listed below.

Risk	Control Measure				
Drowning, following capsize or entrapment	Participants wear a correctly fitted buoyancy aid at all times				
	Buoyancy aids are subject to an annual inspection and a visual check prior to every use				
	Dinghies are subject to an annual maintenance schedule, and are visually checked prior to each use				
	Dinghies are of an appropriate type for the activity and the participants				
	Participants are briefed on capsize procedure				
	Sessions are managed as detailed in the procedures below				
	All dinghies designed for more than 1 sailor must have mast head buoyancy before going afloat (Wayfarer, 420, Feva, Omega)				
	Appropriate supervision is provided for participants with declared special needs or medical conditions that place them at additional risk				
Physical injuries	Participants are briefed as detailed in the procedures below				
resulting from equipment misuse, craft collisions, manual handling, slips trips or falls	Instructors ensure that all participants wear appropriate clothing and footwear				
	Sessions are managed in ways that reduce these risks				
Hyperthermia, hypothermia, sunburn.	Instructors ensure that participants are appropriately dressed for the prevailing weather conditions, and adapt the activity as conditions dictate				
Water-related diseases	Instructors remind participants that open cuts, grazes or wounds are suitably covered				
	Participants are given the Water Sports Health Fact Sheet before their first session				

#### Responsibilities of Senior Instructors in charge of dinghy sailing:

The Senior Instructor in charge of the session is responsible for ensuring that the following procedures are followed.

#### **Staffing**

- Staffing and instructor-student ratios must be in accordance with Neptune Sailing's minimum standards
  for dinghy sailing, see instructor matrix. The instructor matrix must be checked carefully before any
  activity is undertaken that is outside the normal centre routine
- All instructors involved in the session must be briefed and understand their responsibilities
- Any instructor can decline to go afloat if they feel they have insufficient experience or competence to discharge their responsibilities in the conditions on the day

#### **Equipment**

- Dinghies must be visually checked before the session to ensure that:
  - they are suitable and appropriately rigged and equipped for the intended activity and weather conditions
  - they are in adequate condition

- they have adequate and secure buoyancy
- they are appropriate for the number and size of participant(s)
- they have the appropriate equipment on board
- The instructor must determine the number(s) and type of safety craft required for the safe operation of the session
- Powered safety craft must be operated in accordance with the Safety Boat Operating procedures and the Senior Instructor must ensure that appropriate levels of safety cover are on station before releasing dinghies from the shore
- Participants' buoyancy aids must be checked to ensure that they are the appropriate size, in good condition, correctly adjusted and properly fastened
- Participants must have appropriate clothing and footwear for the intended activity and weather conditions
- Participants must be reminded that any open cuts should be covered with a waterproof plaster, and to speak to the instructor if further advice is required

#### Conduct of the session

- Before going afloat, the instructor must obtain a weather forecast for the duration of the session and check any other safety information posted at the centre
- A register must be taken at the start and end of the session, including all instructors and participants.
   This must be left at the Centre together with emergency contact information for all participants. Regular head counts must be made during the activity
- A safety briefing must be given before going on the water, and during the session as required. The
  instructor must decide at which point to include the following items.
  - Safe methods of moving within a dinghy to avoid injury
  - Safe methods of manoeuvring a dinghy to avoid injury
  - Safe manual handling of dinghies
  - Capsize and person overboard procedures
  - Care on slippery surfaces
  - Importance of staying together and within the defined sailing area
  - Importance of responsible behaviour and listening to instructions
  - The communication methods in an emergency including whistles, calls and hand signals, as appropriate
- The programme of activity must be appropriate to the needs and abilities of the group and modified in response to changing weather conditions or deteriorating morale
- The instructor must maintain control of the group so that he or she can quickly reach any group member in difficulty
- Particular attention must be made when allowing a group to cross the shipping channel. The Senior Instructor must ensure the shipping channel is crossed in a controlled fashion, making the decision to cross according to the size and ability of the group, river traffic and the prevailing tidal, weather and wind conditions. Under no circumstances should a group be allowed to cross the channel if a ship is in sight between Pin Mill and Freston Tower, whilst operating in the vicinity of Woolverstone Marina.
- The Senior Instructor should contact Ipswich on channel 68 if unsure of shipping movements
- If participants have declared medical special needs or medical conditions that place them at additional risk the instructor must ensure that appropriate supervision is provided
- The instructor must either remove an individual from an activity, or suspend the activity, if the behaviour of an individual or group is such as to create a danger to themselves or others
- Instructors remain responsible for the supervision of all participants until they are handed back to the
  visiting group leader or parent at the end of the session. A final head count must take place at this point

#### **Emergency Planning**

- Instructors must be familiar with the centre's emergency planning procedures
- 1:1 or 1:2 tuition in double-handed boat where there is no other instructor or \*competent volunteer on site
  - The student/s must be at least 15 years old and be a competent sailor/s
  - The Senior Instructor must clearly brief the student/s on what action to take in an emergency.
  - The Senior Instructor must carry a mobile, hand-held VHF radio and a first aid kit.
  - 1:1 or 1:2 tuition in double handed boats, where there is no other instructor or \*competent volunteer on site, is the only sailing activity where the Senior Instructor can make a risk assessment not to have a manned rescue boat on station.
  - A \*\*responsible person must also be informed when there is no other instructor or competent volunteer on site. The responsible person must be fully briefed on action to be taken in the event of an emergency or in the event that the Senior Instructor leader does not report in within the agreed time limit
  - These activities can only take place with the expressed permission of the Principal or Chief Instructor
- 1:6 tuition with no other instructor or competent volunteer on site
  - The students must be at least 15 years old and be competent sailors
  - A responsible person must also be informed when there is no other instructor or competent volunteer on site. The responsible person must be fully briefed in action to be taken in the event of an emergency or in the event that the Senior Instructor does not report in within the agreed time limit.
  - These activities can only take place with the expressed permission of the Principal or Chief Instructor.
- \* A competent volunteer is someone who is at least 18 years old, holds a Powerboat Level 2 certificate and is fully aware of Neptune Sailing's SOPs and Emergency procedures
- \*\* A responsible person is someone of at least 18 years old and has been fully briefed in what action to take in an emergency and be in possession of Neptune's Sailings emergency contact list

#### Reporting

- All incidents, accidents, near misses, and hazards must be reported using the appropriate form
- Defects and damage must be reported using the Centre's fault reporting book
- Any safety concerns arising from the session must be reviewed. Any concerns relevant to the safe operation of the centre must be communicated to the Principal

#### **Dinghy Sailing - Entrapment**

Risk: Drowning through entrapment.

#### Prevention

	Control Measure				
Before Going Afloat	Participants wear a correctly fitted buoyancy aid at all times				
	Buoyancy aids are subject to an annual inspection and a visual check prior to every use				
	Dinghies are subject to an annual maintenance schedule, and are visually checked prior to each use				
	Dinghies are of an appropriate type for the activity and the participants				
	Participants are briefed on capsize procedure				
	All dinghies designed for more than 1 sailor must have mast head buoyancy before going afloat (Wayfarer, 420, Feva, Omega)				
	Briefing new sailors of the risk of entrapment and the protocols for an inverted dinghy and the following:				
	Never swim under an inverted hull.				
	<ul> <li>Keep dinghies tidy, especially lines in the boat.</li> </ul>				
On the water	Sessions are managed in line with the SOPs for dinghy sailing.				
On the water	Instructor ratios are maintained as per the instructor matrix				
	Powerboat:dinghy ratios are not exceeded, as per the Safety Boat SOP.				
	Powerboats are used, managed and equipped in line with the SOPs.				
	Appropriate supervision is provided for participants with declared special needs or medical conditions that place them at additional risk				
	During a beginner's course, where mast head buoyancy has been used, the instructor must demonstrate an inversion without buoyancy.				
	Instructors must keep a working knowledge of the number of sailors in each dinghy during a session.				
	"Count heads" as soon as they attend a capsized dinghy.				

#### Actions to take if an entrapment is suspected.

- 1. If time allows notify all safety boats of the incident. The entrapment takes priority over this action.
  - a. All other safety boats should ensure the safety of the rest of the group and when this is achieved go to aid the safety boat dealing with the incident.
- 2. Approach the dinghy and confirm the entrapment visually and / or by speaking to any other crews who were on board.
- **3.** The fastest way to create a positive outcome is to right the dinghy.
  - a. The quickest and preferred method is for those in attendance to stand on the upturned hull and to use the centreboard to right the dinghy.
    - Beware that the moment that a person stands on an upturned hull it is reducing the air pocket under the upturned hull; therefore speed is of the essence.
  - b. Alternatively the safety boat can be used to push or tow the dinghy, to right it.

This approach can put the casualty at higher risk of harm from the propeller, as it is normally unclear where the casualty is in the water. Also this is not as quick as the aforementioned technique.

#### An instructor swimming under the hull to try to extract the casualty is not advised.

- 4. If on extraction there are concerns over the casualty's well-being, specifically if drowning or near drowning is suspect contact the emergency services.
  - a. When extracting the casualty from the water wherever possible lift them into the boat with the casualty in a sitting position to reduce the casualties risk of suffering from Hydrostatic shock and its associated effects on the body.
  - b. \* If drowning/near drowning is suspected lay the casualty with their head towards the rear of the safety boat, as this will aid postural draining of the lungs once the safety boat is underway. If conscious the recovery position may be appropriate, dependant on any other injuries, as it will also aid postural draining of the lungs.
  - c. If the casualty is not breathing administer 5 rescue breaths before administering chest compressions, then continue CPR at 30:2.
  - d. Protect the casualty from the cold, casualties who have a drop in internal temperature have a far lower survival rate.
- 5. All incidents of entrapment or entrapment near misses must be reported to either the Chief Instructor or Principle and recorded following the incident, accident and near miss protocols.

\*Be aware that postural draining techniques that utilise gravity are not advised if there is a significant concern of a severe head injury to the casualty. Having the head lower than the rest of the body will acerbate injuries such as compression injuries.as it will acerbate the increase in intracranial pressure.

## **Emergency Procedures**

Emergency procedures and contact arrangements for the centre are given on the following page. A copy of these procedures, with the contact numbers, can also be found on the centre notice board and also in each of the grab bags on the safety boats.

The contacts listed will be able to offer support in the event of an emergency. One of the emergency contacts must be alerted in the event of life-threatening injuries, or likely media interest. Contact should be made at the earliest opportunity, responsibility to the casualty permitting.

#### **First Aid Equipment**

- First Aid Kits can be found in the grab bags of each Safety Boat and in the cupboard marked with the First Aid sign in the main centre building.
- Items used from a First Aid kit should be re-stocked after use, before the kit is put away: spares can be found in the First Aid cupboard in the main centre building.

#### Incident, Accident and Near-miss reporting.

- An incident is any situation which involves the damage to more than would be expected through day to day wear and tear - or theft of equipment or centre property
- An **accident** is any injury sustained to a visitor, student, volunteer or instructor, whilst visiting the centre or taking a part in any of its activities
- A near-miss is where a significant accident or incident was narrowly avoided.
- Where any incident, accident or near-miss takes place, an incident, accident or near-miss form must be completed by the Senior Instructor on duty as soon as possible after the situation has been managed
- Report forms can be found in the relevant file in the centre, on the bookcase nearest to the male changing entrance
- Any significant incident, accident or near miss must be reported to the Chairman, Principal or Chief Instructor of Neptune Sailing
  - A significant accident has occurred if a person is injured and is advised to seek medical attention
  - A significant incident has occurred when craft, equipment or the centre has been damaged, rendering them unusable or that would hinder the operation of the Centre
  - o A significant near-miss is where either of the above could have taken place

# **Emergency Checklist**

Safeguard yourself, the group and the casualty(s) from further danger.

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Examine the casualty(s) & give emergency aid.

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If the casualty requires medical attention.....

Phone 999 or radio Coastguard 16 Send relevant medical details with the casualty

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Alert centre emergency contact (see overleaf)

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**Alert Parents** 

The emergency contact or visiting group leader may do this

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Look after the rest of the group Until transferred to their visiting leader or parents.

# **Neptune Sailing**

## **Emergency Contact Numbers - 2019:**

Henry Stogdon	07963 322870
Nigel Holmes	01473 832309 07410 906050
Mick Leverett	07729 854106 01473 780502
Rob Horne	01473 829600 07808 063785

### Telephone locations:

In emergency ask to use MDL Marina office telephone (open 24 hours).

Group instructor must carry VHF radio.

## Safeguarding Flowchart

What to do if you are worried that a child or young person is at risk of abuse, harm or neglect or makes a disclosure

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Concerns identified about a child or disclosure made by a child

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If the child requires urgent medical attention, call an ambulance and inform the hospital that you have a child protection concern, **999**.

If the child is at imminent risk call the police 999.

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Report your concern to the Centre Welfare Officer

Safeguarding Officer: Rob Horne
Telephone: 01473 829600
Mobile: 07808 063785

The welfare officer will:

- Contact \*Customer First, 0808 800 4005, a 24hr service.
- They will also provide you with advice and support.

Make a record of anything the child has said and / or what ahs been observed, if possible with dates and times.

**Disclosures:** If a child discloses any information you must inform them, at that point in time, that you are duty bound to report the matter further.

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If the Welfare Officer is not available, contact Customer First directly, **0808 800 4005**.

Delay may put the child at further risk

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Customer First will provide advise and guidance on any actions that may need to be taken

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Complete an Incident Report Form as soon as possible after the incident

#### Other Useful Numbers:

RYA Child Protection Helpline Coordinator: 023 8060 4104

NSPCC 24hr Helpline: 0808 800 5000

<sup>\*</sup> Customer First is the first point of contact for anyone who has concerns about a child, young person or vulnerable adult, staffed by professionals who can provide advice, support and guidance.

## Instructor Qualification Matrix - Water Sports - 2019

The table on the following pages confirms the minimum instructor qualifications required by Neptune Sailing for the supervision of water sports.

#### Key:

#### Sub-Activity:

Define the activity to which the qualifications apply. Where there is more than one row for the same activity, this indicates that there is more than one staffing regime permitted, as confirmed in the remaining columns.

#### Technical Adviser

This column confirms the minimum qualification and level of experience that must be held by our technical adviser in this activity.

#### Senior Instructor

This confirms the minimum qualification held by the senior instructor in charge of an activity and is present on site whenever the activity takes place.

#### **Instructor**

This column confirms the minimum qualification that must be held by an instructor.

#### **Assistant Instructor**

Where relevant, this column confirms the minimum qualification that must be held by those assisting the Senior instructor and instructors to supervise an activity.

#### Staff Student Ratio

This column confirms the maximum group size permitted with the instructor(s) specified in the previous columns. Note that managers and group instructors must determine an appropriate instructor to student ratio taking account of the conditions on the day and the experience and maturity of the group. Frequently a smaller group size will be appropriate.

Up to two unqualified accompanying adult leaders may participate on the water with their group without counting as students in the ratios, provided these persons are judged competent to participate without supervision. This judgement must be made by the senior instructor on site (where the matrix requires that a senior instructor is present)). If there is any doubt about their competence, or the senior instructor judges that it is inappropriate to enlarge the group in this way, then unqualified accompanying group leaders must count as students in the ratios.

#### **Qualifications**

All qualifications are assessed national governing body awards,

## Main Activity: Dinghy Sailing

Sub-Activity	Student Experience	Technical Adviser	Senior Instructor	Instructors	Assistant Instructors	Staff / Student ratios
Single handed craft	Beginners	RYA Senior Dinghy Instructor with a minimum of 5 yrs qualified.	RYA Senior Instructor Dinghy (coastal)	RYA Dinghy Instructor (Coastal)	RYA Assistant Instructor Or RYA Dinghy Instructor (Non- Tidal) Or RYA Level 2 / RYA Stage 3 Proficiency plus in house assessment by independent RYA Senior Instructor	1:6
Crewed craft	Beginners	RYA Senior Dinghy Instructor with a minimum of 5 yrs qualified.	RYA Senior Instructor Dinghy (coastal)	RYA Dinghy Instructor (coastal)	RYA Assistant Instructor Or RYA Dinghy Instructor (Non- Tidal) Or RYA Level 2 / RYA Stage 3 Proficiency plus in house assessment by independent RYA Senior Instructor	1:3
Crewed or single handed craft	Within the defined local water sports area, where more than half the students are competent sailors (Level 2 or Stage 2 competence, at discretion of SI)	RYA Senior Dinghy Instructor with a minimum of 5 yrs qualified.	RYA Senior Instructor Dinghy (coastal)	RYA Dinghy Instructor (coastal)	RYA Assistant Instructor Or RYA Dinghy Instructor (Non- Tidal) Or RYA Level 2 / RYA Stage 3 Proficiency plus in house assessment by independent RYA Senior Instructor	but not more than 6 boats per instructor (e.g. 3 Wayfarers with 3 students in each, or 4 Fevas with 2 students in each)