

Marine Operations, Procedures, and Policies

CWM 01 (Section 4)

Volunteers

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Definitions and Abbreviations

Definition	Description

Abbreviations	Description
CWF	Challenge Wales Form
CWM	Challenge Wales Manual
CWP	Challenge Wales Policy
DBS	Disclosure and Baring Service

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4. Volunteers

4.1 Introduction

All volunteers of a charity are deemed to be employed by the charity with regard to the charity's duty of care and for insurance purposes; therefore all volunteers are required to complete the Volunteer Form (CWF 08).

Additionally those involved in offshore activities are required to complete a Medical Declaration Form (CWF 01).

4.2 Qualification of a Volunteer

To become a volunteer crew with Challenge Wales, and before you can take responsibility for young crew members on board, there are some criteria that has to be met which includes a Disclosure Barring Service (DBS) background check, just to make sure there is no known reason why you shouldn't be working with young people. Prospective volunteers should satisfy themselves that they are prepared to undergo such a check before proceeding to become a volunteer.

To commence the process a Volunteer Form (CWF 08) has to be completed and submitted to the board for approval together with a Medical Declaration Form (CWF 01) as described in 4.1 above.

In addition to the completion of forms CWF 01 and CWF 08, the prospective volunteer must complete at least one Challenge Experience day or a longer voyage as a full fare paying client. This will be the qualifying assessment voyage

The two referees that will have been nominated on the Volunteer Form will be contacted after the voyage and, subject to a successful response from them, the new applicant will be invited to attend a Volunteer Induction at the Challenge Wales office.

Finally you will be invited to undertake the DBS check, the process of this will be explained during the Volunteer Induction. By prior request it is possible to undertake the DBS application process on the day of the induction but the prospective volunteer must request this prior to the induction taking place to ensure that they provide the necessary documentation on the day.

Note; Volunteers who do not undertake a trip with Challenge Wales in a 12 month period will be required to undertake another full fare paying trip to re-validate their volunteer status. Volunteer crew also need to attend at least 1 shore side day and a crew training day in a 12 month period to retain their volunteer status.

During application the prospective volunteer will be invited to complete a Gift Aid form (CWF 05), this will enable Challenge Wales to obtain additional benefit from the Gift

Aid scheme when appropriate. Volunteers will also be invited to join the charity's membership scheme.

Those wishing to be volunteers but not crew (that is take a shore-side role) will not be required to undertake a sailing voyage as a client but all other processes will apply.

4.3 Membership Scheme for Volunteers

Challenge Wales has a Membership Scheme for volunteers who wish to contribute to the running of the charity and at the same time take advantage of the benefits that being part of the organisation can bring.

The scheme will entitle the individual to various benefits depending on what type of membership is applied for, these options are detailed below.

In addition to volunteering, members of Challenge Wales can play an active part in some of the decision making by joining one of the management sub committees which deals with finance, marketing, young people, boat operations and maintenance.

There are three types of membership;-

- **Crew Members:** for those who wish to support the aims of the charity and benefit from crewing concessions.
- **Shorebased Members:** for those who wish to support the aims of the charity and assist with the land based activities of the charity
- **Friends of CW** for those who wish to support the aims of the charity by making a regular donation to Challenge Wales

Any application for membership will be subject to approval by the Board of Trustees.

All memberships will automatically terminate at the end of the month following the last subscription payment made.

4.3.1 Crew Members

Qualification

Only individuals who have undertaken a minimum of one Challenge Experience sail can apply for Crew Membership. On completion of this sail the individual can apply to join and will be sent membership pack containing the appropriate forms etc for the application.

Membership Fee

Payment by Standing Order

A **Table of Fees** (CWF 61) can be found in Appendix 2.

Benefits

- Free CW Crew Polo Shirt
- Act as a crew member on voyages as required/when available on a rotation basis
- Learn about boat maintenance
- Build up “miles” and sailing experience
- Helping young people improve themselves
- Free Enhanced DBS Check
- Various discounts on trips when not acting as crew for self & one other
- 10% discount on RYA Courses (Run by CW)
- Discount on CW Branded Merchandise
- Monthly newsletters
- No crew fee on young people trips
- Receive invitations to social functions

Training

In order to ensure the safety of all crew members and guests on the boat we need to ensure that we all have a consistent level of competence and have the opportunity to improve our sailing skills and qualifications.

All members will receive an RYA “Sail Cruising and Yachtmaster Syllabus and Logbook”; this will be used as the basis of volunteer training on the boat. Although training will be given along the lines of the RYA Syllabus it must be remembered that the award of an RYA certificate, of any particular level, is also subject to other criteria such as completing voyages of certain duration with the appropriate RYA instructor on board.

There will also be opportunities for sailing members to take part in First Aid courses (RYA approved), VHF courses, and other Challenge Wales courses, when available, at discounted rates.

Trips when acting as Volunteer Crew

Crew members when acting as volunteer crew on trips are asked to make a contribution to the variable cost of the trip i.e. food/diesel etc.

A **Table of Fees** (CWF 61) can be found in Appendix 2.

These fees will be invoiced to volunteers at the end of each month.

4.3.2 Shorebased member

Qualification

“Shorebased Members” will not be required to undertake the qualifying sailing trip as for the Crew Members but will be given the members application pack on request.

Membership Fee

Payment by Standing Order

A **Table of Fees** (CWF 61) can be found in Appendix 2.

Benefits:

- Learn about boat maintenance
- Helping young people improve themselves
- Discount on CW Branded Clothing
- Variable discount on voyages as a passenger and one other
- Monthly Newsletter
- Receive invitations to social functions

4.3.3 Friends of Challenge Wales

For those who wish to support Challenge Wales but have no desire to be actively involved.

Membership:

Payment by Standing Order

Monthly donation payable by standing order/Gift aided)

Benefits

- Quarterly Newsletter
- Receive invitations to social functions

4.4 Induction Training

All sailing volunteers must participate in induction/familiarisation training. This can be undertaken during the volunteer training days which are undertaken periodically subject to demand and boat availability.

Volunteers cannot participate in young people trips or commercial/corporate trips unless this induction has been completed. An exception to this can be considered if the new volunteer has had a familiarity and safety tour of the boat which covers predetermined topics and the ratio of clients to crew enables the safe and proper operation of the boat and is subject to the skipper of the day's discretion.

4.5 Crew Structure and Qualifications

Challenge Wales will normally be crewed by six Challenge Wales personnel namely:- Skipper, Mate, two Watch leaders and two less experienced volunteers or mentors and Adventure Wales by four namely Skipper, Mate and two watch leaders. In the case of Adventure Wales only one Watch Leader will be present on day sails and other voyages where appropriate.

The two mentors may, if the circumstance so dictate, be supplied by the young person organisation at the time and these will be responsible for the discipline and wellbeing of the individuals on board.

Marine qualifications will be, as a minimum, in accordance with MCA requirements for a vessel of this type and in the particular area of operation.

Challenge Wales will ensure that adequate first aid/medical cover is provided for the particular voyage being undertaken.

4.6 Booking a Trip

Booking a place as crew on any sailing trip is simple; volunteers should first check out the website and then decide which trips they would like to participate in. The website shows trips for both young people and adults, volunteers must then email to reservations@challengewales.org and state which trips they wish to participate in or are available for. If they do not do this then it will be assumed that they are not available and no direct contact will be made with an offer of crewing.

Volunteers should not refrain from making themselves available for crewing on the basis of not wanting to be “greedy”, a selection process will decide who will be the crew on any particular trip based on the level of skills required and on a rotational basis to give all as equal opportunity as possible to go sailing in a crew capacity.

Volunteers should never assume you are crewing on any particular trip, confirmation of their trip will be made by email as soon as possible before the day of departure.

Once the core Challenge Wales crew are in place additional Challenge Wales members can join the trip, subject to berth availability, but they will be charged at the client’s rate less 10%.

At certain times of the year we only have limited clients which mean there is opportunity for additional members to come along and gain more experience and knowledge of sailing on CW. Members, over and above the crew requirement, are normally be offered these places at a discount as part of the privileges of being a member but during the off peak period these are offered at the standard crew donation of £10. These opportunities will give members valuable additional experience and informal training. Please note that

these places are only offered subject to availability and if we receive any late client bookings then you may be asked to stand down at short notice.

Please note that the website changes regularly as bookings get confirmed, volunteers should save the website as one of their favourites and check regularly.

Unscheduled trips that occur will be announced by email to all qualifying members as soon as the client has confirmed the trip in question. Volunteers wishing to make themselves available for these trips should make this known by making contact in the afore mentioned way, selection and notification will be made in the usual way.

4.7 Expenses

Volunteers will not be entitled to out of pocket expenses incurred in the joining or leaving of Challenge Wales vessels, wherever they are berthed, unless by prior agreement from the office.

Expenses incurred by way of supplying goods or produce, for the benefit of the charity or its clients, and by prior approval of the Skipper or other official of the charity, will be reimbursed subject to the presentation of appropriate invoice/receipt and the completion of an Expense Form (CWF 17).

4.8 Clothing and Safety Equipment for members

Individuals who wish to be part of the crew of the yacht would normally be expected to supply their own clothing for protection against the elements i.e. warm clothing, foul weather gear and footwear. Under some circumstances Challenge Wales will supply some of these items but it must be by prior arrangement and subject to availability. Volunteers are therefore recommended to ensure they have their own gear suitable for the voyage being undertaken.

NB: Only Challenge Wales safety equipment is acceptable while sailing on Challenge Wales vessels.

4.9 RYA Training and Qualifications

Challenge Wales places great value in the contribution made by its voluntary sea staff and wishes to develop their culture of safety and training. The charity therefore encompasses RYA training and qualifications, as circumstances permit, in its program and offers practical opportunities, sea miles, and experience.

4.10 Being a Volunteer:

4.11.1. What can a volunteer expect from Challenge Wales:

Challenge Wales appreciates the time that volunteers are giving, and without volunteers Challenge Wales would not exist.

We want to give the opportunity to make a difference, do something new, do something that may also challenge them.

Challenge Wales has a volunteer policy which is attached to the end of this document; a copy can be viewed on the boat.

4.11.2. What Challenge Wales Expects from volunteers

We rely on volunteers to crew the boat, to assist with marketing and numerous other activities.

Our volunteers are the face of the charity as such we ask volunteers to:

- To comply with all the Charity's procedures, policies, and any other directive that may be issued by the Charity.
- Engage with the clients, whether they are adult or young persons.
- Take your turn with undertaking and/or overseeing others with all aspects of tasks including cooking and cleaning.
- Take your turn with "on board" duties when the yacht is in port as required under CWM 01 Section 2.31
- Be aware that when on the boat or wearing Challenge Wales crew clothing that they are representing the charity.
- Be friendly, polite, courteous, helpful at all times
- Refrain from using mobile phone when on the deck of the boat, particularly when sailing or when talking to clients.
- Turn up on time – this is usually at least 30 minutes BEFORE the clients are due to arrive. The yachts require a minimum number of crew and without these minimum numbers the yacht won't sail and there are preparation jobs to be done before guests arrive.
- Inform the Skipper if you encounter any problems with other volunteers or guests on board or they don't understand anything that is expected from them.
- Help to tidy up the yacht after each trip in readiness for the next (this may include stowing the sails correctly in the locker, cleaning the galley or the heads, removing rubbish etc.
- Comply with the strict Drugs and Alcohol Policy, a copy of which is permanently shown on board. Under no circumstances should Challenge Wales volunteers be under the influence of drink, drugs or other substances.
- Board and depart from the vessel only by the safe means of access provided. When alighting from the yacht for the purposes of mooring this should only be done with prior permission of the Skipper and with extra care.

- Let us know if they have any medical or dietary requirements so their needs can be catered for.
- Feel free to give us feedback on what we are doing and/or share their ideas with us.
- Be an ambassador for Challenge Wales.

4.11.3 Challenge Wales Open Days / Awareness Days:

To raise awareness of Challenge Wales quite often the yachts will attend festivals or events or be moored in high profile places during weekends to attract people. On these occasions we need volunteers to help sail the boat from one place to another (sometimes this may only be from Penarth to Cardiff) and back again and to show people around.

Training Note: Before you show round guests yourself you will receive training and undertake a tour with one of the Challenge Wales volunteers.

4.11.4 Help Support and Keep In Touch With Challenge Wales

Keep in touch

- Become a supporter of Challenge Wales on **Facebook** – just log in and search for Challenge Wales. You can also find a link to the Challenge Wales website on the footer of all pages on www.challengewales.org. This is one way that we will tell our supporters what is happening and help spread the word about Challenge Wales. Once you are a fan on Challenge Wales on Facebook please interact and comment if you like something.
- Find us on **Twitter** – just log in to your account and search for Challenge Wales. This is used mainly as a marketing tool but frequent updates will be posted here. You can find us at: www.twitter.com/challengewales
- As a volunteer you will now be on our mailing list and have a direct email address for the charity (andy@challengewales.org) If your availability changes or you have some ideas then please email us. You may find you can help us with marketing or showing people around the boat on particular weekends. If you can help then let us know.

Raise funds for Challenge Wales for free

- **Do you use Google for searching the web?** If the answer is yes, then why not use Easysearch instead. It's free to use (it's a super search engine that combines Yahoo!, MSN Windows, Ask and others) and for every two searches done Challenge Wales receive 1p. It doesn't sound much but it all adds up. Visit our unique easysearch page and use it every time you search the web: <http://challengewales.easysearch.org.uk/> You can even use it to search for Google, Facebook and other familiar websites you already use. Save the URL as your home page on your work and home computer. If all our volunteers and supporters used Easysearch only 10 times a day it would generate several thousand pounds a year for the charity.
- **Do you shop online?** Easyfundraising is a shopping directory listing over 2000 stores including Ebay, Argos, HMV, Play.com, The AA, Banks and utility companies. Just use the links on the Easyfundraising site when you shop to visit the merchants

websites, and at no extra cost to you, Challenge Wales will receive a free donation of up to 15% of every purchase you make. It is completely FREE to register and you won't pay a penny more for your shopping when you use the site. In fact you can even SAVE MONEY as many retailers offer discounts, special offers and even 'e-vouchers' exclusive to Easyfundraising. If you shop online anyway then why not raise valuable extra funds. Visit: <http://www.easyfundraising.org.uk/challengewales> and when you 'register as a user', select **Challenge Wales** as the organisation you wish to support. There are also opportunities to raise funds for free by just signing up to an e-newsletter. Check it out today.

- Once you have signed up to Easysearch and Easyfundraising then ask your friends and family to do the same.

4.12 Sailing, Challenge Experience, and Corporate Days

The guests will be advised of a start and end time to the day. All Challenge Wales crew/volunteers must be on board AT LEAST 30 minutes BEFORE the guests are due to arrive. You often find that guests arrive early.

On arrival you will be advised, by the Skipper as to who the First Mate is. When you arrive you will need to find a bunk or a crate to store your belongings. You are advised not to bring valuables on board but if you do a ships safe is available subject to available space.

There will be jobs to be done, a pre-trip brief will be given by the Skipper which will establish the level of participation expected from the guests and therefore identify the pre arrival job list, similarly at the end of the day as a minimum the boat will need to be cleaned thoroughly.

When guests arrive you may need to direct them to a bunk to store their bags/sailing clothes on.

Once the guests are on board a safety briefing will take place by the Skipper. To make sure the guests get the most out of sailing the yacht the Skipper will encourage them to take the helm or participate in all aspects of the sail. If the guests wish to pull up the Mainsail or Yankee/Staysail then the First Mate will show them by example and explain what is happening and how the sails are raised and will supervise the guests at all times.

Challenge Wales crew need to be aware that the guests may need assistance and guidance even if they say they have experience and have done it before.

Most guests like to experience the helm. Changing helmsman should not be taken lightly and should be co-ordinated by either the First Mate or Skipper. The person taking over the helming will need to be advised of what they are doing and where they are heading

for. When a guest is helping a Challenge Wales volunteer (with sailing experience) should be alongside/close by to assist if need be and to give confidence to them.

Challenge Wales crew should be up on deck most, if not all the time keeping an eye on and helping the guests. Challenge Wales crew/volunteers should chat to the guests during the trip and make them feel welcome. If they enjoy the trip this time they may come back again or suggest the trip to someone else.

Challenge Wales staff should remind guests to use suncream and drink fluids regularly.

Eating arrangements – when on a corporate or private trip Challenge Wales crew do not eat food at the same time unless circumstances make it difficult (i.e. severe weather). Challenge Wales crew will take it in turns to have their meals in the saloon.

If any of the guests want to make a donation after the trip, remind them to fill in a gift aid envelope.

If any of the guests want to become volunteers, please ensure they fill in their details on the Enquiry Form (CWF 18).

If any of the guests want to purchase any Challenge Wales merchandise then please complete the appropriate documentation.

After the guests have left the yacht needs to be cleaned ready for the next trip - this will include ensuring all life jackets and waterproofs are hanging up in the right place, galley is cleaned (including hob) and all rubbish removed, the heads are cleaned. Job cards for these routines are in place to ensure these tasks are completed.

4.13 Manning a stand at an exhibition, event or show

If you are requested to man a stand you need to portray Challenge Wales to a high standard and follow the general rules for stand etiquette:

- Smile and welcome visitors to the stand
- If the stand is busy this will often attract others
- If chairs are provided on the stand do not sit on them. They can be used if a visitor wants to discuss something further.
- Do not rush over to visitors and seem desperate. You make eye contact first, smile and then talk.
- **NEVER** leave the stand unattended
- **NEVER** come on the stand with valuables. Valuables need to be kept out of sight but ideally stored elsewhere. Items will walk so keep wallets/phones in your pockets.
- **DO NOT** use your mobile phone on the stand. If a call needs to be taken excuse yourself and then walk off the stand. Do not take a phone call while talking to potential clients.

**Appendix 1 Schedule of Volunteer and Membership Fees (1
Page)**

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