



Normal Operating Procedures

N.O.P.'S

Learning Outcomes:

By the end of this section you will be able to-

- Understand the term N.O.P. in the context of surf coaching
- List the key points that should be included in an N.O.P. at a surf school, club, centre.
- Comprehend the reasons Why an N.O.P. is needed.

Example - Normal Operating Procedures for Surf School

I. Preparing for Session

- 1.1 Collect any relevant information concerning the individual / group using agreed specific question/answer guidelines
- 1.2 Check resources for availability, safety and appropriateness.
- 1.3 Ensure that arrangements are made sufficiently flexible to allow modification of the activity to satisfy group/individual needs.

2. Meeting Participants

- 2.1 Be punctual and make the participants feel welcome and at ease.
- 2.2 Ensure equipment is SAFE and appropriate to the participants ability level, (specifically boards, suits, etc.)

- 2.3 Participants should be made aware of rules, codes of behaviour, organisational and health/safety requirements and the need to minimise damage to the environment

3. Introducing Participants to the Surfing Lesson

- 3.1 Ascertain participant's previous experience and knowledge (where applicable) and adjust lesson plan accordingly.
- 3.2 Make allowance for any medical problems identified when preparing for the session

4. Instructing and Supervising Guest Participation

- 4.1 Emphasise safety points and procedures and their functions. The safety and welfare of both participants and instructors are paramount
- 4.2 Endeavour to create and maintain a positive, friendly and enjoyable atmosphere throughout the session
- 4.3 Ensure that any disagreements or conflicts between instructors and participants (or between participants) are dealt with firmly and quickly in accordance with ESF/ ISA. guidelines. (N.B. Don't let individual behaviour compromise the safety of the group or themselves.)
- 4.4 Incidents, accidents, and/or emergencies are to be dealt with, reported and recorded accurately in accordance with ESF/ ISA/ Surf centre guidelines.
- 4.5 Be environmentally aware and friendly

5. Ending the session

- 5.1 Allow sufficient time for a cool down and de-brief / discussion with participants
- 5.2 Ensure that the participants are given details concerning any further sessions following the initial lesson
- 5.3 Supervise participant's departure to ensure their personal safety and welfare.

5.4 Check (for damage), clean (as appropriate) and logged in all equipment issued for the session.

5.5 Ensure the environment / facility is left in a condition acceptable for future use.

6. After the Session (Instructor Specific)

6.1 Incidents, queries and problems relating to any aspect of the session should be discussed with appropriate person(s) and recorded in the log book.

6.2 Any evaluation, (self or otherwise) should take place within review framework.

6.3 Each instructor should be encouraged to make constructive contributions to departmental and centre meetings and briefings.

7. Instructing to a basic level

7.1 Presented and explain any appropriate skills, techniques and knowledge. 7.2

Ensure that explanations / demonstrations are clear and technically correct.

7.3 At all times monitor the participant's understanding of the lesson and give them the opportunity to ask questions.

7.4 Correctly identify the strengths and weaknesses of each participant's performance and give them information and advice on ways to improve their skills

7.5 Each session should progress in the approved step-by-step framework as appropriate.

7.6 Feedback from, and tuition by, the instructor should aim to promote the participants' self-esteem, motivation and safe enjoyment of the surf.

8. Supervision of Participants

8.1 Participants must abide by agreed rules and guidelines and should be reminded of them as and when appropriate

8.2 Any assistant instructor(s) who are not qualified must be overseen by a qualified instructor.

Example - Normal Operating Procedures - Instructor Specific

1. Instructors

- Instructors must be fully qualified ESF/ ISA coaches (includes holding an appropriate lifesaving qualification)
- Instructors must be fit, be punctual and suitably dressed
- Instructors will not smoke or be under the influence of alcohol/drugs whilst on duty. At all times instructors must behave and act in an acceptable fashion.
- Instructors should be friendly and helpful to all participants and people making general inquiries.

2. Monday Night Grom Sessions

- Arrive at the beach in good time
- Ensure relevant signs, boards, equipment racks, etc. are placed outside
- Brief instructors/volunteers and other staff as appropriate
- Greet and check in participants, brief them on the session and their equipment and, if necessary, assist them to put on their wetsuits
- Ensure that the instructor for each group is ready to start the session without any undue delay
- Answer phone and give out information to the public, as and when necessary.
- At the end of each session collect equipment and check it for damage / wear and tear. Repair / replace equipment when necessary
- Keep the club's log book and accident report book up to date.
- At the end of the day take down any flags, signs etc. and put them in the appropriate place.

3. Beginner Lesson-Specific

- Clients' equipment to be in safe repair, ready for use.
- Instructor to wear appropriate coloured ID vest.
- Emergency Action Plan (signals) will be explained to everyone.
- No more than **8 students** to be instructed in the water at one time by each coach for novice lessons.
- No surfing by instructors (except demonstrations) in beginner's sessions.
- Surfing allowed only as prescribed by instructor in charge on intermediate sessions
- Correct boards to be used for ability level.
- Clients' safety is paramount and takes precedence over all other considerations.
- Only designated rescue or soft board will be used by instructors except when demonstrating advanced techniques to intermediate (or higher) level students.
- A.B.C. format will be adhered to as far as conditions and ability levels dictate.