

INSIDE OUT

BUSHCRAFT
& ADVENTURE



POLICY

Events Management Policy

Version 2024.1



Inside Out Education Ltd.

Statement

This policy is designed to outline the response of Inside Out Education and its policies to event and business management. We committed to providing a beneficial environment for both our customers and our staff.

Section 1 | Business Organisation & Processes

1.1 In reflection of both business growth, and demands on the business attributed to office tasks, general operations and the management of two sites; it has been decided that a hierarchical system should now be established; the aim of this being to promote effective team stability and cohesion, while also establishing a chain of command for events and event management ([see Appendix A](#)).

1.2 Each staff role sets a correspondingly different bench mark in terms of job role, expectations and standards; which must be demonstrated by the respective members of staff as part of their induction, CPD and ongoing development.

1.3 Company Director (CD):

- Salary Controlled Contract of Employment;

1.4 Bushcraft & Adventure Management (BAM):

- Salary Controlled Contract of Employment;
- Must complete all mandatory training; along with training in Mental Health First Aid & Designated Safeguarding Training.
- Hold or be willing to obtain at least First Aid in the Workplace (Level 3), and provide medical oversight in the management of medication for participants;
- Must have achieved all elements of the Outcrafter Collection, including a supporting portfolio of evidence;
- Must have comprehensive evidence to support ongoing Bushcraft Practice.
- Must show an active attitude to self development in Bushcraft & Adventure Skills, leading through example while sharing an extensive knowledge in Bushcraft and the skills attributed to it;
- In addition to the above, must take part in regular training both in house and through external provision in Bushcraft - developing skills and maintaining standards;
- Must be aware of industry standards for both Outdoor Education and Bushcraft Competency, as set down by the Institute of Outdoor Learning (IOL) and Health and Safety England (HSE); ensuring that attributed standards and relayed and maintained;
- Form part of an active development team, leading through example and providing regular training opportunities for other staff in Bushcraft & Adventure Skills;

- Must model high standards in activity management and delivery;
- Must model, manage and maintain high standards in their own conduct and site management; including the distribution of tasks to other staff;
- Responsible for program delivery as part of a leadership team;
- Must complete training and regular reviews in the management of 'high risk' activities including (but not limited to): knife skills, axe skills, provision of medication and controlled substances and kitchen management;
- Wages for salary controlled positions set based on experience, value to the business and on agreement of **at least** two senior staff.
- Adhere to all policies and training delivered as part of their induction with Inside Out.

1.5 Bushcraft Instructor (BI):

- Zero Hour Contract of employment;
- Work is subject to unique event work offers that can be accepted or declined;

In addition to attributes listed for AS & ASS, staff in the role of BI must also:

- Must complete all mandatory training;
- Must have achieved all elements of the Outcrafter Collection, including a supporting portfolio of evidence.
- Must have comprehensive evidence to support ongoing Bushcraft Practice.
- Must show an active attitude to self development in Bushcraft & Adventure Skills, leading through example while sharing an extensive knowledge in Bushcraft and the skills attributed to it;
- Must model high standards in activity management and delivery;
- Must model, manage and maintain high standards in their own conduct and site management; including the distribution of tasks to other staff;
- Responsible for program delivery for high quality workshops specialising in Bushcraft Skills;
- Hold or be willing to obtain at least First Aid in the Workplace (Level 3), and provide medical oversight in the management of medication for participants.
- Adhere to all policies and training delivered as part of their induction with Inside Out.

1.6 Adventure Staff (AS):



- Fixed Term, renewable Contract of Employment (subject to review);
- Work is subject to unique event work offers that can be accepted or declined;
- Must complete all mandatory training;
- Must have achieved Stage One in **Fire, Forest, Cook** and **Camp** Craft elements of the Outcrafter collection, complete with a comprehensive evidence portfolio;
- Must complete training and regular reviews in the management of 'high risk' activities including (but not limited) too: knife skills, axe skills, provision of medication and controlled substances and kitchen management;
- Support in the day to day running of activities on site, including kitchen, toilet and site wide management of standards;
- Support in the emotional, behavioural and physical needs of participants;
- Adhere to all policies and training delivered as part of their induction with Inside Out.

1.7 Adventure Support Staff (ASS):

- Fixed Term, renewable Contract of Employment (subject to review);
- Work is subject to unique event work offers that can be accepted or declined;
- Must complete all mandatory training;
- Must achieve/complete Stage One in **Fire, Forest, Cook** and **Camp Craft** elements of the Outcrafter collection across the space of 18 months (not counting breaks in employment);
- Support in the day to day running of activities on site, including kitchen, toilet and site wide management of standards;
- Support in the emotional, behavioural and physical needs of participants;
- Adhere to all policies and training delivered as part of their induction with Inside Out.

1.8 Voluntary Bushcraft & Adventure Support Staff (VASS):

- Fixed Term, renewable Contract of Employment (subject to review);
- Work is subject to unique event work offers that can be accepted or declined;
- Must complete mandatory training, suitable to their aged;
- Where aged 16 or under, and still within legal school age (before the the end of June in their Year 11 school year), must hold a valid Norfolk County Council Working Permit;
- Must achieve/complete Stage One in **Fire, Forest, Cook** and **Camp Craft** elements of the Outcrafter collection across the space of 18 months (not counting breaks in employment);
- Support in the day to day running of activities on site, including kitchen, toilet and site wide management of standards;
- Support in the emotional, behavioural and physical needs of participants;
- Adhere to all policies and training delivered as part of their induction with Inside Out.

1.9 Office Duties and Tasks are/remain the responsibility of the senior and salary controlled staff/company directors discretion.

1.10 Mandatory training must be completed by all staff, irrespective of role within the first three months of employment; failure to do so can result in immediate termination of contract.

1.11 Mandatory training to include:

- Basic Bushcraft Training & Annual Refresher;
- E-Learning Manual Handling (renewed every five years);
- Food Hygiene Level 2 and Safeguarding Children Level 1 (renewed every 2 years).

1.12 All staff, irrespective of role must provide two professional working references (completing an in house reference form; personal recommendations that do not answer questions regarding safeguarding cannot be considered) and hold a valid enhanced DBS certificate.

- It is recommended that staff register their DBS on the DBS update scheme (cost met by themselves). Where staff do not register on the update scheme, the cost of annual renewal of DBS certificates is met by the member of staff and must be obtained prior to contracts being signed (regardless of whether a renewed contract).

1.13 The office tasks range based on demand and event, but must include the competent and comprehensive management of:

- HMRC Correspondence
- Companies House Correspondence
- all business related bills
- staffing, work distribution and staff pay
- Payroll
- all company related policies and procedures
- all bookings and invoices
- all business to customer and business to business communications
- Invoice and payment follow up
- Social Media
- Marketing and communications
- Resources and stock
- Communication with media as part of an enhanced marketing campaign (renewed for 2022).
- GDPR data and materials

1.14 Office hours are publicly advertised and set at 10:00-16:00 Monday to Friday, excluding bank holidays and term time holidays for bushcraft and adventure camps.

1.15 Staff that require work offers, will receive work offers by email. Work offers are valid to the named member of staff for 48 hours. If the member of staff does not either accept or decline a work offer within the 48 hour window; the the work offer is automatically withdrawn and can then be offered to an additional member of staff;

1.16 When accepting a work offer, it becomes a legally binding agreement between employer and member of staff. Should the member of staff not be able to honour the work offer, they should contact their line manager in



writing asking for unpaid leave and to withdraw from their work offer.

1.17 Failure to honour agreed work; withdrawal from work offers can result in less work offers being made and/or dismissal.

Section 2 | Event Management & Organisation

2.1 As part of a decision made in the January 2022 SLT meeting, Inside Out will refocus on the following strands:

- Primarily child based activities along with;
- the promotion of IOL Bushcraft Competency with all staff being required to complete standards set within an inhouse syllabus (Outcrafter Collection)

2.2 Children's events will be the primarily focus of 2022; with the primary events being:

- Bushcraft & Adventure Camps (out of term time)
- Weekly Bushcraft Club (Outcrafters)
- Monthly Bushcraft Club (Outcrafters)
- Family Events and Workshops
- Special events throughout the year
- *Home School Groups and events
- *School experiences and events

2.3 Irrespective of the event, staff remain payable only between 08:00 and 20:00. Where camps are the case, a voluntary rota, reduction in overall activities and demands and appropriate distribution of breaks to ensure that manpower remains suitable to the amount of participants at an event.

2.4 Events can be run from and between three potential venues:

- Inside Out Education (IOE) Lakeside Woodland
- IOE Sandpits Woodland
- Offsite, including school venues, sporting clubs, third party venues and centres hired for use by Inside Out Education Ltd.

2.5 All events are subject to pre-event and post-event checks (including safety, resourcing, participant and staffing checks). This is a form found in the staff hub on the Inside Out Website. Failure to complete a pre-event event check classes as Gross Misconduct and can result in immediate dismissal.

2.6 All events are to be rated using the Emergency Response Policy (ERP - [click here](#)). The ERP code for the day should be visible via a flag (when using the Lakeside Woodland) and coloured disks on staff lanyards.

2.7 Staff must wear lanyards at all times when on shift.

2.8 Zones that are managed and maintained within the woodland are to be clearly demarcated by red lines (rope). Participants must remain within these zones unless supervised by a member of staff that is aged 18 or over. See also Woodland Security (Section 3).

Section 3 | Woodland Security

3.1 Staff must wear staff lanyards at all times when on shift.

3.2 Approved visitors to Inside Out must wear an appropriate (see below) visitor Lanyard at all times when visiting:

- Yellow | Visitors who have provided a valid enhanced DBS certificate and proof of ID on arrival;
- Red | Visitors who have not provided proof of enhanced DBS.

3.3 Visitors who have not provided, or do not hold, valid enhanced DBS certificate must wear a red lanyard and must not, at any point, be left unsupervised with participants or staff under the age of 18.

3.4 Neither of the IOE woodlands are permitted to have security fencing; and are therefore (with effort) able to be accessed from a variety of points around the woodland spaces. Visitors to the either woodland not wearing a lanyard must be reported to a member of staff immediately.

3.5 Visitors that do not have prior arrangement to be there, must be escorted from the woodland immediately and asked to arrange a time suitable to Inside Out to revisit the woodland.

3.6 Visitors, participants and staff under the age of 18 must not access either woodland without an adult member of staff being present. Participants are and should be asked to remain in the carpark until such time as a member of staff welcomes them onsite.

3.7 The unpinning rules of the behaviour management policy at Inside Out state that participants must remain within the woodland space, and within red safety lines at all times when visiting. Failure to do so will result in an immediate ban from using any services held or provided by Inside Out Education Ltd. As such, a starting tour for all new arrivals must be carried out - where the rules and boundaries are clearly demarcated and shared. School staff remain responsible for ensuring the behaviour management policy, and boundaries, remain upheld by their students.

3.8 The woodland space can be monitored, at the discretion of Inside Out staff, using personnel on site, cameras suitable for outdoor environments and supervision of local legal services. Trespassing should be reported to both landowner and legal services.

Section 4 | Management of Activities

3.1 Activities are either provided from either of the two IOE woodlands, or using an external setting venue.

IOE Lakeside Woodland

3.2 Lakeside is limited to 50 participants for day visiting events and 30 participants for residential events.

3.3 The IOE Lakeside Woodland has onsite, composting toilets (3 for participants, 1 for staff); two lockable cupboards (including one for COSSH items), a projectile range (complete with safety net), assault course (including a shallow pool, tunnel, rope swing and water



slide), a purposebuilt Bushcraft Kitchen, designated boys and girls sleeping areas and six teaching shelters.

3.4 Lakeside is a 6.3acre, non-boundary woodland surrounded by large fields (East & South), a farming track (South) and a large (fenced off) lake (West). The boundaries are clearly demarcated by plastic fencing, natural boundaries (hedges), solid 2.4 meter fencing (West) and red lines.

3.5 All events run from IOE Lakeside must be supported by at least **two** members of staff.

3.6 IOE Lakeside is predominantly Pine Woodland (70-80%), with the remaining mix consisting of Elder, Silver Birch, Oak and Sycamore.

3.7 IOE lakeside is predominantly sandy soil, with large flint deposits.

IOE Sandpits Woodland

3.8 IOE Sandpits is a smaller, 1.8 acre woodland, adjacent to a rural road and surrounded on the remaining three sides by arable fields.

3.9 The adjacent road is fenced off using temporary fencing, natural boundaries (hedges) and the road itself has signs demarcating children's activities and/or children crossing to notify traffic.

3.10 IOE Sandpits has a composting toilet block comprising of three composting toilets (2 for solid & liquid waste, 1 for liquid waste only) and a small storage structure.

3.11 IOE Sandpits should therefore only be used for more advanced learners and not used as an introductory woodland for new/novice learners.

3.12 IOE Sandpits is a mixed woodland containing Silver Birch, Rowan, Oak, Ash (immune to Ash dieback), Lilac Bushes and Rhododendrons.

3.13 The woodland is predominantly Sandy Soil.

3.14 Due to the size of the woodland, it is recommended that the woodland is only used once or twice a month for short events only.

All activities should:

3.14 Have adequate staffing for the event. Inside Out Education Ltd considers these ratios (in line with industry standards) to be appropriate:

- For onsite events staff should work on a 1:10 ratio, not including a lead member of staff;
- For offsite events, staff should work on a 1:8 ratio (this can include staff from the setting);
- The above excludes activity specific ratios identified with the Risk Reduction Analysis (e.g. Tool Work & Archery)

3.15 Where possible, and where participants are mixed genders, staff teams that also contain mixed genders should also be provided.

3.5 Make use of the team/klan system promoted by Inside Out to support organisation, team work and team development and behaviour management.

3.6 Participants are not required to 'request' to go the toilet, nor do they need permission for a drink or a snack throughout their visit to Inside Out. They are however required to inform a member of staff that they are going, and ensure they get a verbal acknowledgement from the member of staff too.

3.7 Activities are all subject to Dynamic Risk Assessment, Pre-Event & Post-Event Checks, Adequate staffing, Emergency Response Policy (and assessment of measures) and an agreement between participant/centre and Inside Out Education Ltd.

3.8 Participants under the age of 18 must have a registration form registered with Inside Out, completed by a parent or legal guardian.

3.9 Participants under the age of 18, attending through a third party booking (i.e. a school or club) do not require a registration form; however the setting must provide a list of participants (including staff) complete with any dietary, medical or learning needs. Settings must complete an 'External Setting Declaration Form' upon arrival, confirming they have consent for all attendees (staff and participants) to take part in activities provided by Inside Out Education Ltd.

3.10 Where it is felt that an activity is too dangerous to run, or presents adequate risk to personal health; Inside Out Education Ltd reserves the right to cancel the event.

3.11 All events are subject to minimum numbers (8 Participants). This number can vary depending on the event and is subject to the discretion of a senior member of staff.

3.12 All events are subject to terms and conditions, which can be found on the Inside Out Website ([click here](#)).

3.13 Above all else, participants should be encouraged to participate in all activities, overcoming social barriers, potential apprehensions and overall experiencing enriching learning experiences through the activities that Inside Out provides.

Section 5 | Clan System

5.1 In conjunction with the behaviour management policy, Inside Out operates a team based program for all events called 'Clans'.

5.2 This makes use of connections between our learning content and the Viking/Saxon settlers of Britain that heavily influenced the Bushcraft Skills, Language and Social structure of Britain that is still in place today.

5.3 There are **two** clans which children can be assigned too:

- Kauna Clan
- Laguz Clan

5.4 Participants are split between the two clans based on the following factors:

- Siblings
 - Where possible, siblings and/or family members are to be split across the clans to promote social inclusion.
- Family/association
 - In circumstances where family, teachers, social associates are either staff or attendees of Inside Out, then participants should be in the opposing clan, to again promote inclusion and independence.
- Age/Gender/Skill



- Clans should ideally contain an even range of participants, ranging in age, previous experience (both in and outside of Inside Out) and gender.
- Clans can earn and lose tokens (Viking Money) through activities, behaviour, teamwork, supporting of camp life and general positive social attitude.
- Staff are to remain supportive of all children, regardless of clan; and model behaviour that support understanding.

Section 6 | Residential Accommodation & Overnighter Supervision/Care

6.1 Wild Camping is an important part of the experience provided here at Inside Out. It is and should be considered as much a part of the experience, both learning and participation as all other elements of the camp and/or program.

6.2 It is expected that new starters, young participants and/or participants that present with social anxiety may struggle with overnighter stays. Staff are trained as part of their initial training to support and encourage wherever possible participants to participate in the overnight experience; the same as they would any other activity. However, this must never be at the expense of:

- The participants future involvement in residential experiences (regardless of whom they are with);
- The participants social, emotional and physical wellbeing;
- Any other factor that may cause lasting harm to the participant and/or business

6.3 It is the policy of Inside Out that all camping equipment should be provided, ensuring that all equipment is safety and quality checked and is suitable to the environment that children will be wild camping in. This includes:

- Sleeping bags with a comfort rating of zero or under;
- Sleeping bags that are non-allergenic
- Mummy style sleeping bags that promote insulation and warmth;
- Adequate roll mat, providing insulation between participant and the ground and insulation in a hammock (depending on sleeping arrangement)
- Weather proof liner, that is both wind proof and waterproof but also promotes breathing to prevent the build up of moisture.
- Building resources, including waterproof layers for shelters*
- Hammock resources, including:
 - Appropriate size hammock
 - 3x3m waterproof tarp and all/any associated lines and pegs
 - Underhammock

6.4 Staff are not expected to remain awake when all participants have gone to sleep; although are advised

to remain vigilant, ensuring that site boundaries are checked, lanterns and/or battery powered lighting is extinguished and candle lighting is replaced to ensure it lasts until sunrise.

6.5 Round the clock care is provided for participants, with unduty staff available for both the boys and girls sleeping village (again, not at the exception of 6.4). Designated staff can be identified by a distinguishable light in their sleeping area, and clear lighting to their sleeping area over night. Participant will be informed of who is on duty overnight and informed that they can seek out that member of staff, should they need them for any reason (without hesitation). Designated staff are to be no more than 80m (visual range) of the camping village.

6.6 Where staff are needed over night, they must wake up an additional member of staff for safeguarding reasons; this is irrespective of whether the child is family or associate.

6.7 Sleeping arrangements for participants are to be arranged as follows:

- By gender*
 - Boys sleep in a northern sleeping village; furthest from the toilet block and are encouraged to urinate at the base of tree, away from the shelter village, when it is dark ('nature wee')
 - Girls sleep in the southern sleeping village, closest to the toilet block which remains lit overnight.
 - *Individuals that associate different to their biological gender are to sleep in private hammock spaces associated to their biological gender. They will not be expected to share a shelter.
- By Age
 - Participants that are 11 or under should sleep separately to participants aged 12 and over.
 - Staff sleep in separate areas that are within visual range of the camping village
- By Medical Need
 - Back up/additional tented accommodation is available for participants that have specific needs.

6.8 Changing tents are provided at the Lakeside Woodland; one for the girls and another for the boys. These tents are to be used only by the assigned gender and should also be used a storage space for personal belonging.

6.9 Changing should once again be split by age, with 11 and unders changing separately to the 12 and overs.

6.10 For individuals that associate differently to their biological gender, they should change using the large toilet and changing space.

6.11 Staff are expected to still have adequate time to rest between shifts; and unless on duty, their sleeping space is offlimits to all participants.



6.12 Visiting Staff from schools, clubs or third parties have a separate sleeping village in the South Western end of the woodland. This is a comfortable distance from all activities and should remain privately theirs for the duration of their visit.

6.13 The teachers village (6.12) is equipped with:

- Two 4m Canvas Bell Tents
- Two Framed Camping Beds per tent
- Two envelope style sleeping bags per tent, plus additional blankets and a thinner secondary sleeping bag.
- Two bean bag style chairs per tent.
- Coir Matting/Carpeting
- Washing up bowl for personal washing
- Gas Hob (per tent) and gas heater (per tent)

6.14 The teachers village is outside of the red line area and therefore should not be accessed by participants.

6.15 For larger events, Inside Out Education Ltd may book third party accommodation.

Section 7 | Event Catering

7.1 All known dietary requirements should be recorded by parent/legal guardian, provided by teachers or representative staff for visiting external settings or collect as part of an annual/pre-contract information form for staff.

7.2 All known and recorded allergens or dietary requirements should be shared with staff as part of a staff briefing at the start of an event and should be listed on the pre-event survey.

7.3 The IOE Lakeside Bushcraft Kitchen is equipped with:

- 3 sets of Food Safe, colour coded boards
- 3 food preparation space, to further limit cross contamination risk

7.4 All staff are required to complete an e-learning course in Food Hygiene (Level 2), along compulsory refresher every two years. Allergen awareness posters are also available in the staff cupboard.

7.5 Staff are required to have comprehensive understanding and knowledge of the Risk Reduction Analysis for preparing food and should model the behaviour and standards expected of food preparation for participants.

7.6 Food products will always be stored in their original packaging; clearly listing sell and used by dates. Inside Out Education Ltd is not authorised to use products that have surpassed their used by date, and these products should be disposed of immediately.

7.7 Food products that are open; should be stored using food safe bags or containers. It can be kept for up to 24 hours, at which point it should be disposed of.

7.8 When preparing meat products staff and participants must always use the appropriate chopping board and ensure that meat is only ever prepared 'on demand'; and not left in open exposure at any point or for an extended period between cooking. When cooking meat products, food probes (stored in the Kitchen Cupboard) should be used to ensure that it is cooked to the safe temperature. Information on safe temperatures can be found on the Food Safe website

(click here) or on laminated posters in the Bushcraft Kitchen.

7.9 Participants, especially young, are encouraged to eat food that is provided (providing there are no known allergens). This however is never to be at the detriment of:

- Participants eating enough to be able to safely participate in activities;
- Social, Emotional and psychological health.

7.10 Where participants cannot eat food provided, alternatives should be prepared.

7.11 It is important that behaviour relating to waste are modelled by staff at Inside Out; ensuring that waste is limited wherever possible.

7.12 Wherever possible, food waste should be burned using the kitchen alter fire. This will prevent the interest of local wildlife searching out left overs that may be in the bin or on the floor.

7.13 Staff are to manage spaces vigilantly, ensuring that food waste is not left on the floor where it can be consumed by local wildlife. Staff are to have adequate knowledge and understanding of the Inside Out Environmental Policy (click here) which elaborates on this further.

7.14 Inside Out Education Ltd is not expected to hold a food hygiene licence. While it has been explored, it is felt by both local council and Inside Out Education Ltd who feel that too many elements of food hygiene licence would fail to apply to a 100% outdoor setting. As previously mentioned, all staff are to hold Food Hygiene Level 2 as a standard with appropriate refresher courses every two years.

7.15 It is important that preparation of food remains true to the provision. Inside Out Education Ltd is a Bushcraft provider, and food preparation should model and use the skills that are covered by this term. This includes combining Food Safety Standards with outdoor and open fire cooking experiences. This includes (but is not limited to) preparation of food:

- Using cast iron cooking resources
- Cooking on embers
- Cooking by radiation using whittled or crafted tools

Section 8 | Pastoral Support

8.1 While onsite, participants should be encouraged to take part in all activities, including day time activities, activities that take place at night and wild camping. It is understandable that participants may come with apprehensions towards some of these elements and staff should, wherever possible, support participants to achieve and break down barriers to achievement.

8.2 The Clan system will ensure that all participants have named, designated staff who they can form appropriate relationships with while onsite. All staff are expected to:

- Get to know participants on a first named basis



- Listen to and consider apprehensions that participants may have and work to support them in overcoming these
- Ensure that participants understand that support is from all of the staff team, and not directly from one member. Participants can seek out any member of staff for support - providing they are available.
- Encourage and support participants to learn, take part and become more confident in the workshops, activities and skills that are on offer.
- Encourage and support participants to try food that is prepared (see Event Catering).
- Support participants when they have overnighter issues.

8.3 Staff are expected to support without applying personal bias to a situation. It is important to understand that participants point of view, while similar to their own, may be caused by a range of factors that we do not yet understand. Applying personal or experiential bias to that situation, may affect the participants ability to describe what they are feeling. Allow time for participants to explain, in their own words, how they are feeling while also ensuring that participants know:

- Everyone wants them to achieve
- Achievement can look different for everyone
- Missing home is completely normal, and while it doesn't feel it, is an incredible positive fact. It means that home, family are special and quite rightly should be missed. Encourage participants to build memories and stories to take back their special place.

8.4 Encourage respect over fear. It is natural to at first be fearful of some of the elements and activities we work with, including (but not limited to) fire and tools. Fear however encourages irrational and frantic behaviour, which in itself presents a risk. Carefully explain risks while also modelling and teaching how risks can be avoided or managed.

8.5 Staff are encouraged to respect space of participants and other staff. The bushcraft environment will involve living in close quarters, with limited privacy. While this does promote team cohesion and skills, it is important to respect when someone requires privacy; giving them space to do so provided it is safe.

8.6 Staff are encouraged to recognise that it is not always participants that require support, and are encouraged to ensure that they are modelling good team work and supportive behaviours with other staff as well as with participants.

Section 9 | Safeguarding

10.1 This section is a summary of elements relating to event management - staff are expected to have comprehensive knowledge and understanding of the Safeguarding Policy held by Inside Out Education Ltd in addition to the following points.

10.2 All staff should hold (at minimum) an e-learning course in Safeguarding Children Level One. This is to be renewed every two years.

10.3 All staff must pass relevant background checks and hold a valid, enhanced DBS certificate - which should, ideally, be registered on the DBS update scheme. Where this is not the case, staff are required to re-apply for a new enhanced DBS certificate before signing a new/renewed contract.

10.4 Staff should use the incident reporting form (available on the staff hub) to report any incidence that occur while participants are onsite.

10.5 Inside Out Education Ltd also has three, in house, Designated Safeguarding Officers:

- Nathan Cant (Designated Safeguarding Officer)
- Sam Glencross (Designated Safeguarding Officer)
- Laura Cant (Designated Safeguarding Lead)

10.6 Laura Cant is the Head of Safeguarding at Inside Out and all matters relating to Safeguarding should go through or be reported directly to Laura.

10.7 Relations & interactions with participants should always maintain appropriate - encouraging participants to participate with a nurturing pastoral approach, while maintaining boundaries appropriate to the role. Staff should refer to the Safeguarding Policy and training for advice and guidance on this.

10.8 Staff should avoid, wherever possible, working solo with a participant. They should remain in 'hearing' distance, if not 'visual & hearing distance' (preferred) wherever possible to do so. Where this is not possible, staff should report disclosures or incidence immediately to the DSO or DSL.

10.9 Inside Out Education Ltd operates a whistle blower policy within its safeguarding policy and work with local council (LADO) to ensure that matters related to safeguarding are always handled appropriately.

Section 10 | In house event booking & communication

11.1 All, direct bookings should go directly through the website. Customers are encouraged to complete purchases themselves using the website, but can also be placed over the phone, with staff at Inside Out handling website booking.

11.2 Upon booking completion, customers will receive an email confirming the booking. This will confirm:

- Payment
- Whether customers have paid using full payment or deposit options
- If paying by deposit, when full payment will become due
- Dates of booking
- Participant booking

11.3 All bookings will ask customers whether this booking will be their child's first visit to Inside Out. Where the 'yes' is indicated, Inside Out Education Ltd will follow up the booking with a welcome email requesting that customers:



- Complete a registration form for their child taking necessary consent
- Direction details for their event
- Links to helpful webpages including:
 - Kit List
 - What to expect
 - FAQ's
 - Terms and Conditions

11.4 Customers are required to complete consent forms at least **two weeks** prior to an event where possible; at the very latest **48 hours** prior (depending on when the booking was received). See participant consent.

11.5 New customers will also receive a welcome card through the post with links to:

- YouTube welcome video from Company Director (Nathan) and Bushcraft & Adventure Manager (Sam).
- Further links to:
 - What to expect page
 - FAQ's
 - Kit List

11.6 For Camp bookings, two emails should be sent to customers prior to the booked event:

- 4 weeks prior | Email with links to the kit list and link to pay of remaining balance
- 2 weeks prior | What to expect email including programme highlights, times, directions and kit list links.

11.7 For all other bookings, in addition to original booking email, customers will receive one email at least **three days** prior to their event, with details on:

- What to expect
- Event or programme highlights
- Times
- Directions & drop off information
- Kit List

11.8 In addition to the above, the Outcrafter (Bushcraft Club) will also receive the following emails/correspondence for bookings:

- Top Up emails
- Up this week emails
- Notification emails for up and coming events.

During an Event

11.9 Inside Out Education Ltd operates a 'no news, is good news' policy on correspondence during an event, with parents only being contacted if their is a 'direct' need.

11.10 Inside Out will try and update

- Login page
- Declaration Form
- Consent
- Participation
- Behavioural management
- Pastoral support

Section 13 | Participant Consent

- Before

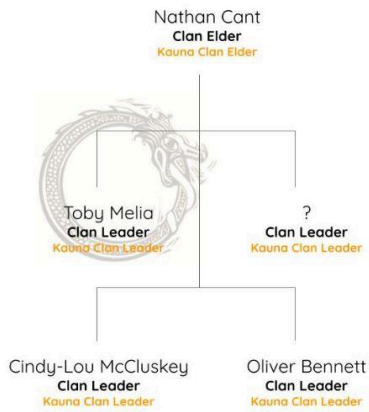
Section 12 | External Setting Booking

12.1 External settings class as any booking from a third party directly to Inside Out Education Ltd. This can include, but is not limited to:

- Schools
- Clubs or Groups
- Corporate Events
- Birthday Parties

12.2

- Communication
- Confirmation



Rune Facts

Pronunciation
"Kow-na"

Meaning

Associated with ritual fires, attributed to warmth, enlightenment and knowledge.

Clan Spirit Animal
Nordic Dragon



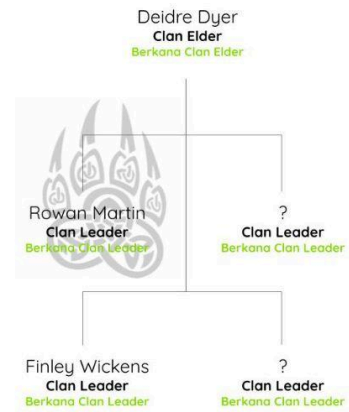
Rune Facts

Pronunciation
"Lar-gooz"

Meaning

Associated heavily with flowing water, lakes and the power that comes with water itself. Represents opportunity and danger.

Clan Spirit Animal
Nordic Wolf



Rune Facts

Pronunciation
"Ber-kana"

"kana - spoken in quick pronunciation"

Meaning

Attributed to the Birch Tree, and it's rapid and easy growth. Also refers to creation.

Clan Spirit Animal
Nordic Bear





APPENDIX B