Company Headline

Having worked across two decades in the Outdoor Sector, Ropes Course Inspection & Training (RCiT) was founded in 2021. Driven by extensive prior knowledge of the sector from construction, to maintenance, inspections & staff training, Ropes Course Inspections & Training aims to make your experience effortless.

Registered office: Brinkley Middle Road, Tiptoe, Lymington, SO41 6FX

Structure

Ropes Course Inspection & Training Ltd is owned and operated by Matthew Prince. Although RCiT may use third party contractors or freelancers, Matthew Prince is the sole director & employee.

CPD

Through the Association of Mountaineering Instructors, MCI's are required to undertake 5CPD points every 3years for maintain valid membership.

Click here to see AMI CPD policy

As an ERCA trainer you are required to undertake CPD to maintain your Train the trainer qualification.

Click here to see ERCA Trainer CPD policy

In addition to the above RCiT will seek opportunities for its staff to:

- Shadow other inspectors & outdoor professionals
- Attend industry workshops or conferences

Additional Trainers / Staff

Third party contractors or freelancers will be required to hold the relevant NGBs / Competencies and insurance for the activities they are running. Copies of these will be collected and stored for the duration of their work with RCiT.

In addition to collection of certificates, prior to commencing work with RCiT, we will endeavour to verify currency in using their qualification through a telephone conversation and collection of references from a suitable employer or mutual professional.

If we believe that they are not actively using their qualification RCiT will cease to use them for delivery of our courses.

New inspectors joining RCiT will undertake a formal induction following the below format

- Reading & agreeing to our policies and work risk assessments.
- Shadowing other inspectors on at least two inspections.

Competencies

Staff members of RCiT must meet the following competencies to undertake work for the company.

- To undertake inspections
    - Recognised wire rope & wooden pole inspection certificate
    - Substantial high ropes operational experience (at least 5years)
    - Substantial high ropes inspection experience (at least 5years)

- To provide technical advice & site specific assessments
    - Minimum of Mountaineering & Climbing Instructor (MCI) qualification + substantial experience (at least 5years) of the relevant field. I.E at least 5years of operational experience with high ropes courses.

- To deliver staff training
    - Minimum of ERCA Instructor award with at least 2years operational experience.

- To deliver ERCA Courses
    - ERCA Trainer status & actively working as a trainer.

PPE

All RCiT PPE used in the delivery of our courses is inspected at maximum intervals of every six months.
PPE is purchased from reputable supplies and is logged on an online database (GearLog).

Course Bookings

Participants wishing to attend any RCiT courses are required to complete our booking form. This contains information such as their contact details, emergency contact details, medical information, previous experience and acceptance of our terms and conditions.

Completed course booking forms are kept for a period of 10years.

Touch points	Actions
Course enquiry	• Open course - Send booking form • Closed course – Quote for course & send centre booking form for all attendees
Booking form back	• Store on Google Drive in relevant folder. • Ensure the folder is dated
At least 1 week before course	• Send course email detailing: o Prerequisites o Timings o Course Location o PPE o Clothing requirements o Pre course reading o Training Manual o Course assessment o Personal / Med form o Results
1st day of course	• Register of attendance • Verbally confirm everyone's details are as booking forms. • Any new injuries let the trainer know.
End of course	• Issue feedback form
Post course	• Training body to issue certificates

Inspections

RCiT is capable of providing all types of ropes course inspection; Inaugural, Periodical & Operational. Our process below highlights key touchpoints with operators along the journey from initial enquiry to completed inspection.

Pre Inspection

- Client enquires for inspection.
- RCiT will send a booking form & questionnaire to facilitate EN 15567.
  - Part 1 & Part 2 (Inaugural)
  - Part 2 (Periodical)
- We require the relevant documents from the operator or builder (Design Calculations, Drawings) for an Inaugural Inspection.

Day of Inspection

- Inspector will ensure they get a signed copy of self-declaration to EN 15567 Part 2.
- Inspector will ask if there are any areas they are concerned about from their operational inspections.
- Meet the trained rescuer & discuss rescue plan.
- Conduct the inspection; ground upwards.
- Discuss inspection findings with the operator highlighting any critical actions.

Post Inspection

- Alterations & Amendments document will be produced for the operator highlighting any required works and timescales.
- Critical actions require photographic evidence of their completion.
- Invoice will be due within stated timescale.
- Temporary certificate will be produced if applicable.

Click here to see our Inspection Risk Assessment

In addition to ropes course inspections, RCiT are also competent to deliver PPE inspection for adventurous activity equipment.

Technical Advice & Training

RCiT is competent to give technical advice on the following topics:

- High Ropes Courses (Traditional & Adventure Park)
- Climbing & Bouldering Walls
- Accessible Roped activities
- Zip Wires
- 3G Swings
- Outdoor Walking, Climbing & Mountaineering (Summer conditions)
- Procedure reviews & writing
- Auditing & record keeping
- Accident reporting
- Equipment selection
- Staff Training
- AALA, Adventure Mark & LOtC application guidance

During any of our training courses, we will ensure:

- All courses are comprehensively planned and that any required course material or equipment is available to candidates.
- Candidates shall be provided with a safe, professional and positive environment to maximise your learning and ask questions.
- Assessments are consistent, fair and free from bias.
- Clear guidance and advice is given to candidates who either fail or defer assessments.

Prior to any training course taking place at a new venue we will seek evidence that:

- PPE is inspected at intervals not exceeding six months

- Appropriate inspections have been carried out on their facilities; Inaugural, Periodical & Operational.

Click here to see our Technical Advice & Training Risk Assessment

Assessment results, question papers & forms are retained for six years after completion date.

Adverse Weather

RCiT operates all year round and will brief participants / clients in advance of bookings about specific weather considerations depending on the time of year.

- RCiT will not operate in wind speeds more than 25mph. This will be monitored whilst delivering courses or inspections via a ammeter.
- RCiT will follow ROSPA guidance on lighting, adopting the 30/30 rule.

Prior to the start of any training or inspection, RCiT staff seek a weather forecast so they are knowledgeable about conditions and what to expect.

Critical Incident Plan

- The RCiT website is set up with holding landing page which can be activated in the event of a critical incident.
- RIDDOR reports will be completed where necessary within 72hrs.

- Full members of the Association of Mountaineering Instructors (AMI) have access to the Instructor support Policy. Incidents will be reported to the chair within 72hrs to start the policy support. https://www.mountain-training.org/membership/ami/member-area/professional-standards/instructor-support-policy

- Through RCiT insurer AIM, we have access to the following tools
    - Crisis communication: Access to professional public relations support and crisis communication services to manage adverse media publicity and reputational exposure.
    - Counselling assistance: Qualified counsellors will provide confidential support and advice by phone to employees or their family members who are suffering from emotional upset or feeling worried and anxious about a personal or work-related problem.

- Critical incident support contacts can be contacted to support RCiT's response to a critical incident.
    - Kelly Metcalfe (HODC Visitor Services Manager)
        - 07771 346613
    - James Redfearn (Hampshire Scout Operations Manager)
        - 07817 601486

Critical incident immediate actions

1. Focus on immediate safety & wellbeing of individuals. Move people away from immediate danger if safe to do so
2. Emergency actions to isolate the source of harm at the scene
3. Call the emergency services if necessary
4. Provide first aid
5. If possible evacuate the scene further and move people to safer locations
6. Liaise with emergency services
7. Continued first aid and medical assistance
8. Contact company critical incident support contacts.
9. Organise local logistics to support those affected
10. Politely ask group members not to post on social media
11. Launch holding landing page on website & email automatic reply
12. Produce an incident report

Critical incident secondary actions

1. Launch AMI Instructor support
2. Draft media holding statement
3. Notify insurers and seek legal advice as appropriate.
4. Complete RIDDOR report if necessary
5. Communicate with and support group members
6. Participate in any incident review or investigation.

Data Protection

Ropes Course Inspection & Training Ltd (referred to as "we," "our," or "us") is committed to protecting the privacy and personal data of our clients, customers, and other individuals (referred to as "you" or "your"). As a limited company, we recognize the importance of maintaining the confidentiality, integrity, and security of your personal information. This Data Protection Statement outlines our practices concerning the collection, use, disclosure, and retention of personal data in accordance with applicable data protection laws and regulations.

- We may collect and process various types of personal data for legitimate business purposes, which may include, but are not limited to:
  - Contact information (e.g., name, email address, phone number)
  - Financial information (e.g., billing information, bank account details)
  - Business-related information (e.g., company name, job title)
  - Transaction history
  - Communication records (e.g., emails, correspondance)

- We use your personal data for the following purposes:
    - To provide you with our products or services.
    - To process transactions and fulfil orders.
    - To communicate with you, respond to inquiries, and provide customer support.
    - To manage our business operations and maintain accurate records.
    - To comply with legal obligations and regulatory requirements.
    - To send you marketing communications (where you have provided your consent).

- We adhere to the following data protection principles:
    - Lawfulness, fairness, and transparency: We process your personal data lawfully, fairly, and in a transparent manner.
    - Purpose limitation: We collect and process your personal data only for specified, explicit, and legitimate purposes.
    - Data minimization: We collect only the personal data that is necessary for the purposes for which it is processed.
    - Accuracy: We take reasonable steps to ensure that the personal data we hold is accurate and up to date.
    - Storage limitation: We retain your personal data for no longer than necessary for the purposes for which it was collected.
    - Security: We implement appropriate technical and organizational measures to protect your personal data.
    - Data subject rights: We respect your rights concerning your personal data and provide mechanisms for you to exercise those rights.

- Your Rights
    - You have certain rights regarding your personal data, including the right to:
    - Access the personal data we hold about you.
    - Rectify inaccurate or incomplete personal data.
    - Erase your personal data under certain circumstances.
    - Restrict or object to the processing of your personal data.
    - Receive your personal data in a structured, commonly used, and machine-readable format (data portability).
    - To exercise these rights or if you have any questions or concerns about the processing of your personal data, please contact us

- Control of Documents
    - Documents relevant to the courses, training & inspection processes, including procedures, checklists, forms, and guidelines, shall be controlled to ensure their availability, validity, and appropriate distribution.
    - Documented records shall be maintained to show revision history.

- Control of Records
    - Records shall be legible, identifiable, and retrievable, and their retention periods shall be defined in accordance with legal, contractual, and operational requirements.

- All records are stored in a protected Google Drive account.
- Any physical documents or materials containing confidential information should be stored in locked cabinets or secure areas when not in use.

Management Review

- Management reviews shall be conducted at planned intervals to assess opportunities for improvement and to consider the need for changes to the management system, resources, or objectives.

- The management review process shall include the review of customer feedback, internal audits, and any relevant external information.

Internal Auditing

- The internal audit will occur yearly & shall cover all relevant aspects of the management system, including document control, records management, inspection procedures, competency of personnel, and adherence to applicable standards and regulations.

Confidentiality Statement

At Ropes Course Inspection & Training Ltd (RCiT) we recognize the importance of maintaining confidentiality and protecting sensitive information. This confidentiality statement outlines our commitment to safeguarding the privacy and confidentiality of all data, documents, and records obtained during our work practices.

- Confidential information refers to any data, documents, or records obtained or created during the inspection process.
  - This includes, but is not limited to, inspection reports, client information, design specifications, technical drawings, photographs, trade secrets, proprietary information, and any other information marked or identified as confidential.

- All individuals involved in the inspections or training must keep confidential information secure and protected from unauthorized access, use, or disclosure.

- Confidential information should not be discussed or shared with external parties unless authorized by the client or required by law.

- Confidential information should only be shared with authorized individuals who have a legitimate need-to-know basis for performing their duties.

Impartiality Statement

We are committed to upholding the highest standards of professionalism and impartiality in delivering inspections and training. This impartiality statement outlines our commitment to ensuring fair and unbiased assessments during our work practices.

- Employees must disclose any personal, financial, or professional interests that may pose a conflict of interest.

- In cases where a conflict of interest exists, appropriate steps will be taken to mitigate or eliminate the conflict, including the assignment of a different inspector or third-party trainer to conduct the works.

- Employees involved in the inspection process must act independently and impartially, without any external influence or bias.

- Any pressure or attempt to influence the outcome of the inspection or assessment by internal or external parties will cause that work to cease immediately.

- All reports and recommendations must be based solely on the objective assessment of safety and compliance with relevant standards and regulations.