

Overview of Training Plan

For All Volunteers – Community Boat Induction

Introduction to the work of BMK Waterway Trust, BMK Waterway Enterprises Ltd (BMKWEL) , and the Milton Keynes Community Boat Operations Team.

Requirement to sign a Volunteer Agreement and to join the Trust as a full or associate member.

Training for Onshore Team Members – Role Induction

For volunteers working onshore in marketing, PR, sales, IT, maintenance, finance, admin, volunteer communications, rostering, etc. Training and support is provided in-the-team, as needed, by the Lead for the relevant MK Operation, BMKWEL or Trust system

Training for Boat Crew

This training is planned, organised and largely delivered by our volunteer Training Leads.

Essential entry requirements for boat crew prior to training

- Have done a boat induction and completed a Skills Profile
- Have completed a medical self-certification declaration form
- Have read CRT Boaters Handbook &/or RYA Inland Waterways Handbook
- Having done enough boat handling practice, if needed, to have the level of competence needed to go forward for training

ALL BOAT CREW will have common training in the following areas

- Knowledge of the Bedford & Milton Keynes Waterway Trust
- Covid safety training
- Basic practical boat handling
- Assisting in emergencies
- Basic management of guests
- Aspects of operating Electra, as relevant to their role

Note: Theory training is done using Zoon whilst Covid 19 restrictions apply.

SKIPPERS will study for a Certificate In Community Boat Management (CCBM) from the National Community Boat Association which covers the following

- Taking over any boat
- Health, safety and environmental management
- Group arrangements and guest management
- Advanced boat handling skills, (theory and practical)

This course has been chosen because it is nationally recognised and accredited, and is necessary for our Canal & River Trust operating licence. It covers all aspects of boat operations, not just helming, and qualifies holders to run public trips for any boat on inland category A & B waters. The CCBM qualification is valid for 5 years; then skippers must attend a refresher course and be retested.

CABIN HOSTS will have in-house and external training in the following areas

- More advanced group arrangements and guest management
- Stock control and EPOS skills
- Alcohol training
- Galley training and a level 2 Food Hygiene certificate
- A first aid qualification.

BOAT ASSISTANTS will receive in-house training in these areas

- Basic guest management
- Galley operations
- Intermediate practical boat handling skills

When will boat training happen?

Run during the day, as midweek or weekend slots

What will it cost you?

Free £0.00 (+ vat)

What learning resources will boat crew need?

We will provide everything

- All Crew: CRT Boaters Handbook &/or RYA Inland Waterways Handbook
- Skippers: Inland waters Small Passenger Boat Code by MCA & AINA

How will boat crew be assessed by the trainers?

- Practical: By observation & tick boxes
- Theory: By multiple choice / short answer questions
- Verbal assessments if preferred
- Crew will be forewarned of all testable subject areas.

What happens next?

- Training certificates, uniforms and name badges are issued, crew are provided with life jackets for use on Electra, and added to the roster to serve on cruises
- New crew are mentored for up to their first three cruises so that any issues can be addressed; retraining will be provided if necessary
- Volunteering continues in line with our Volunteering Policy and Volunteer Experience

Long Term Timescales for all Training

- Training of new onshore volunteers: as and when there are team vacancies
- Short Refresher courses will run each year, in March
- Training of new boat crew volunteers three times a year: April, May and October
- Periodic Reviews with crew teams (What's going well? what could be better if..?)
- Annual chats between volunteers and their Team Leads, around their anniversary of joining