

live the  
**ADVENTURE...**  
Tollymore National Outdoor Centre

# Tollymore National Outdoor Centre

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## Instructor Development Programme 2014 / 2015

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## What is it?

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The Instructor Development Programme (IDP) is an on-going programme in Tollymore National Outdoor Centre (TNOC), with each participant (Trainee) attending for a 12 month period.

The IDP will give participants the unique opportunity to:

- Complete a wide range of dynamic nationally recognised training and assessment courses.
- Work alongside some of the most qualified, experienced and motivated instructors in Northern Ireland, Ireland and the UK.
- Maximise learning and development opportunities through exposure to a wide range of groups and individuals as well as a wide range of courses provided by Tollymore National Outdoor Centre.
- Gain hands on experience and direct involvement in the processes of course design, administration, logistics, provision and review processes in a national centre.
- Network with a large number of employers, freelance and fulltime staff from a range of centres throughout Northern Ireland, Ireland and the UK.
- Develop their leadership competencies through real experiential scenarios.
- Improve business development skills.

**“My time at Tollymore on the Instructor Development Program not only allowed me to gain the qualifications to gain further work in the outdoors but also provided me the opportunity to work alongside a range of highly experienced instructors and coaches and to see how they operate.”**



## Who is it for?

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The programme is aimed at individuals with a deep passion for the outdoor adventure world and a commitment to further developing their own and others skills. If you are serious about a long term career in the outdoor adventure world this is an opportunity well worth considering.

Outdoor adventure skills have a wide range of applications ranging from pure coaching to personal, team and social development.

Participants on the programme must be self-directed, highly motivated and able to work as part of a professional, flexible and conscientious team, delivering quality to all our customers and each other.



## How is the programme delivered?

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Within Tollymore and Sport Northern Ireland (SportNI) we have a wealth of knowledge, expertise and experience in many of the skill sets required in running a wide range of outdoor adventure operations both from a practical and business perspective.

Participants in the IDP will have the opportunity to identify appropriate courses that they wish to participate in. These are unique and valuable opportunities and the only way to maximise these opportunities will require a high level of engagement and ownership from participants. Participants in the IDP will also be entitled to 10 days 'Training Leave' which they may take, subject to operational requirements of the centre being met. Participants may choose to attend other relevant certified training or assessment during this time, but only places on Tollymore Courses approved by the Centre Manager will be provided free of charge. In order to attend these courses, it may be necessary to reprogramme the IDP rota. This is to be done in conjunction with the Line Manager.

It is important to realise that whilst TNOC will endeavour to create the opportunities the responsibility to move forward is yours. You will be expected to self-direct your studies and further training opportunities in order to consolidate any of the training and information given to you.



# What will TNOC provide?

<p><b>Tailored Mentoring for personal development plan</b></p> <p>Throughout the year you will receive guidance towards your personal development in practical skills. In addition to this you will be encouraged to explore the various options for your own career opportunities on finishing the Instructor Development Scheme. TNOC will endeavour to point you in the direction of appropriate expertise to assist this process.</p>	<p><b>Outcomes</b></p> <p>Before the end of the programme you will have a clearer idea of the opportunities available to you and a realistic vision of how to achieve them. Outdoor adventure activities are utilised in a growing number of ways and through the mentoring process you will have narrowed down your options and researched the appropriate areas.</p>
<p><b>National Governing Body Qualifications</b></p> <p>TNOC delivers a full range of Nation Governing Body Qualifications through specific training days, places on programmed courses and utilising your own self-directed time you will have the opportunity to gain the skills and further experience required to attend a range of nationally recognised training and assessment courses in mountaineering, climbing, canoe / kayak and mountain biking.</p> <p>e.g</p> <p>2* - Foundation in Safety and Rescue - SRT - Level 1 coach -</p> <p>3* - Level 2 Coach - Coastal Navigation White-water Safety &amp; Rescue - 4 Star Leader (in preferred discipline)</p>	<p><b>Outcomes</b></p> <p>TNOC believes that regardless of your personal bias towards any particular discipline, there are a number of key qualifications required to give you a good foundation for working in the industry.</p> <p>At the end of the year you will have had the opportunity to complete or part complete many of the key qualifications required to operate in the outdoor adventure industry.</p>
<p><b>Business Skills</b></p> <p>Utilising expertise within SNI you will have an opportunity to broaden your understanding in the following areas:</p> <p>Basic accounts for a small business – inventory &amp; stock control – grant applications – the legal requirements for running a business - insurance requirements - Customer Care/Hospitality - Employment legislation – interview skills and best practice.</p>	<p><b>Outcomes</b></p> <p>By the end of the year you will have a grasp of the key technical and legal requirements to operate a business in best practice terms and carried out your own further research in the appropriate areas.</p>
<p><b>Organisational Skills</b></p> <p>Using expertise within SportNI and external assistance you will have opportunity to increase your understanding of: planning and prioritising work areas – time management – team working.</p>	<p><b>Outcomes</b></p> <p>By the end of the year you will have clear insight into the various skill sets required of you as an employee or employer to run or be involved in a quality customer focused business.</p>
<p><b>Environmental Project</b></p> <p>At TNOC we feel it is important to put something back into our working environment and to build a working relationship with other land/water users.</p> <p>All trainees will work with Mourne Heritage Trust (MHT) to plan and implement an environmental project based in the Mournes area.</p>	<p><b>Outcomes</b></p> <p>This will build your knowledge in many aspects of our working environment and give you a deeper insight into your potential impact on it. It will allow you to incorporate this awareness into your own operations in the future and allow you to encourage others in an informed manner so they can manage their own impact.</p>

## Observations

We will give you the opportunity to observe our lead instructors on a wide variety of programmes offered by Tollymore National Outdoor Centre. These programmes include:

- Instructed Climbing Wall Sessions.
- Organisation of specific training courses such as leadership training within walking clubs, rescue courses for kayak clubs etc.
- Activity specific training courses such as coasteering workshops etc.
- Skill development courses such as climbing wall coaching etc.

## Use of Facilities

As a participant on the scheme you will have access to a wide range of equipment and facilities, including kayaks, mountain bikes, climbing wall, canoe rolling pool etc. free of charge.

## Specific Training with Tollymore staff.

Our senior staff will provide a number of days (usually 2 days every 4 weeks) of discipline specific training and mentor you through the IDP programme. They will impart their knowledge and expertise to help develop your outdoor and business skills.

## Developing Experience

During less busy periods in the centre, participants will have the opportunity to develop personal skills both through formal training with the full time staff and personal trips to go climbing, walking and paddling, appropriate to the participants ability.



## Food & Accommodation

Trainees will be provided with food and accommodation for the duration of the scheme.

Accommodation is in a modern on-site apartment with 3 bedrooms, 2 bathrooms and spacious kitchen. The location of the apartment gives you the opportunity to take full advantage of the local environment to further all aspects of your disciplines. The accommodation is 7 days a week for the duration and there is a strict no overnight guests and no pets policy.

All meals are generally prepared by the TNOC kitchen staff and are served in the main centre dining area. Again food is provided 7 days a week for the duration of the programme.



## What you must do.

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### Learning Log Book

To keep a track of your opportunities and additional research we will supply you with an “IDP Log Book”. In this you will record all aspects of training, observations, personal research and comments. This will form the basis for any feedback, steering and mentoring through the year. This is also a useful tool for future employment or placement opportunities.

### Leading Sessions under Supervision

As your experience and skills develop, you will have the opportunity to lead sessions under the supervision of qualified instructors. Feedback and advice to the participants will be provided on a regular and structured basis.

### Networking

Tollymore National Outdoor Centre is continually visited by active climbers, paddlers and walkers, many of whom are potential employers. This scheme provides participants with an ideal opportunity to network with a wide variety of people from Northern Ireland, Ireland and the UK.

### Assisting on courses

Participants on the scheme will generally not be required to work alone on sessions with participants, but may lead parts of sessions in order to gain experience and receive feedback from the instructor in charge. Instructional staff will be in a position to both brief and review the participant on running a session and how they might plan to deal with any situation that may arise. The delivery of instructional sessions will become a learning opportunity for the participant.

As the participants gain experience and qualifications, it will be at the discretion of the lead instructor as to what the role of the participant might be. The lead instructor will still have overall responsibility for the group, but if conditions / the group / the environment are appropriate there may be opportunities for the participant to take a more leading role.

“ **The Instructor Development Programme was a great opportunity to get experience with groups, learn from experienced instructors and made me more employable. Also it provided a lot of training opportunities with regards to further qualifications.** ”



## Additional Information.

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### Roles and duties

Whilst on the Instructor Development Programme you will become involved in the many day to day duties around the centre, in the stores and the grounds as well as covering the reception desk / front of house and climbing wall. These duties are allocated on a rota basis to Trainees. These duties play a crucial role for the centre in terms of its smooth and safe running, customer care. They will give you a real insight into the running of a busy national centre whilst also supporting your development.

You will have a range of operational duties as part of their role on the IDP.

Responsibilities include:

- Those associated with the role of 'Centre Assistant'.
- Those associated with 'Front of House' duties.
- Those associated with 'Stores and General Duties'.
- Those associated with the Climbing Wall.

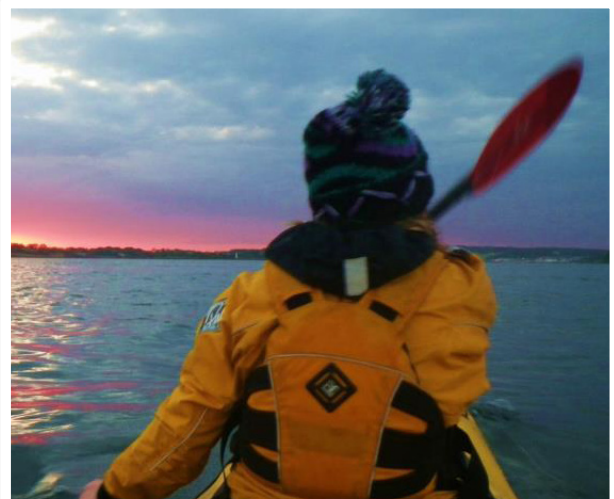
### Working schedule

The Instructor Development Programme requires that participants attend Tollymore National Outdoor Centre on average 5 days per week, which will include weekend and evening work. A general work programme will be completed in advance, with a detailed programme completed monthly. This will allow accurate planning for attendance on courses, attendance at the climbing wall, planning leave and other matters. The programme is based around a fixed cycle and is designed to provide participants with an insight into the responsibilities, demands and rewards pertaining to working as an instructor and participants are therefore expected to be available on the same basis as full time instructional staff.

The course is delivered from the start of September to end of August.

*\*Further information on roles and responsibilities is contained within the IDP Job Description*

**“ I came into the Instructor Development Program with only experience in rock climbing but was given the opportunity to try out a range of other outdoor sports. I was able to branch out and gain qualifications in both paddling and mountain biking which has made me more employable as a freelance instructor.**



## Kit & Equipment

As a committed outdoor activist it is useful to have your own equipment and it is useful to come prepared at the start of the programme. We realise not everyone will have the full complement of kit required and therefore it is possible to sign out equipment from our stores on short term loan specific to your planned activity.

TNOC has excellent relationships with most major suppliers and can on occasion arrange discounts during the programme.

You also have the advantage of expert guidance on any planned purchases from our fulltime and casual staff.

## Kit lists

### Mountaineering and Climbing

Waterproofs  
Walking boots  
Rucksack 45-50L  
Compass (Silva Type 4)  
Harness  
Helmet  
Rock Shoes

### Paddling

Wet Suit  
Wet suit Boots  
Helmet  
Cag  
Buoyancy Aid  
Knife  
Throw line

### Miscellaneous

Head Torch  
Thermals  
Fleece  
Gloves & Hats  
Flask  
Water bottle  
First Aid Kit  
Bivi-bag (plastic)  
Whistle  
Personal Toiletries





# Frequently Asked Questions

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## Do I need transport?

TNOC is ideally located for easy access to hill walking and climbing opportunities in the area, many of the paddling opportunities are a short distance from the centre. It is useful to have a car but on occasion TNOC will do their best to accommodate transport to nearby activity areas.

## How fit do I need to be?

You will probably increase your fitness level during your stay but it is important to come with a reasonable level of fitness to begin with. Many of the training days will be long and a good level of fitness will help the concentration.

## Phone and internet

There is some mobile reception at the centre but generally poor. However all the buildings do have Wi-Fi allowing for internet access on your own laptop.

## Bedroom arrangement

All bedrooms are on a shared basis with either 2 or 3 to a room depending on male female ratios of trainees.

## Can I bring my own boat and bike etc.?

Yes, there is ample secure storage for any personal equipment within reason.

Any loss or damage to your equipment is not the responsibility of TNOC / SportNI.



**“ I applied for the Tollymore trainee scheme to help me change my career having spent 7 years managing supermarkets! During the year I became qualified, gained valuable experience and made the connections I needed to work as a freelance instructor before establishing my own successful biking company. Definitely a pivotal year in my life so far!**

# Tollymore National Outdoor Centre

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Our Instructor Development Programme is delivered from Tollymore National Outdoor Centre located on the northern edge of the Mourne Mountains on the fringe of Tollymore Forest Park. It is Northern Ireland's National Centre for Mountaineering and Canoeing Activities and is funded and managed by Sport Northern Ireland. Tollymore offers an unrivalled service to customers regardless of their level of experience. To this end we provide a wide range of courses in rock climbing, hillwalking, canoeing and kayaking, mountain biking, mountaineering and orienteering to groups and individuals.

## Our Staff

Our instructors who will work along with you are among the most experienced and active outdoor professionals in Northern Ireland. They are involved in the development of many National Governing Body award schemes such as the Mountain Leader Award, Mountain Instructor Award, level 1 – 4 kayak & canoe coach awards and spend much of their own time climbing and kayaking around the globe. With their years of experience gained whilst climbing and kayaking in South America, Russia, Himalayas, Africa and European Alps they want to see you develop your skills and share their experiences with you. All of our staff are committed to the on-going development of the Centre and its staff.

## Facilities

Our facilities include a 40ft high ropes course, a challenging low ropes courses, the Hotrock indoor and outdoor climbing walls (inc. outdoor bouldering wall), strength and conditioning facilities, kayak rolling pool, and mountain bike skills course. Our centre also holds a wealth of reference material and the perfect environment in which to read it. Other centre facilities also include ensuite accommodation, and a range of meeting and conference rooms.

## Our Expertise

We are the only National Centre on the island of Ireland and one of only 3 in the UK approved to provide all canoe sport courses up to and including Level 5 Assessment in all disciplines, and all hillwalking and rock climbing courses up to and including Mountaineering Instructor Award Training and Assessment. TNOC is the only Centre in Ireland approved to run such a wide range of courses at such a high level.

## Equipment

TNOC carries a wide range of state of the art equipment for all of its activities. TNOC works closely with a wide range of climbing and canoe / kayak equipment manufacturers ensuring access to the latest innovations in equipment.

## Our Range of Courses

We provide an extensive range of skills and leadership courses in an array of activities, from hillwalking and rambling, through to sea kayaking, white-water skills and coaching courses. We also provide a full range of other courses, which are based on our skills, experience and location

The main function of this scheme is to provide a range of learning and development opportunities for suitably experienced and interested individuals who wish to work towards developing a career in outdoor adventure sports.

# Instructor Development Programme

## Module Plan 2014 / 2015

Below is the proposed module timetable for 2014 / 2015. Participants on the scheme initially have a variety of levels of experience in the various disciplines and the timetable is designed to take this into account as well as the seasonal aspect of many of the practical skills to be covered. National Governing Body training or assessment courses will be included throughout the year, as appropriate pre-requisites are achieved.

Participants will also have quarterly review meetings with programme instructional staff to discuss any relevant aspects of progress and aspirations.

The first week of the programme in September is primarily focused around an induction into the operating procedures of the centre and associated systems. Following this the primary focus will be as listed below:

September - October	November - December	January - February	March - April	May - August
Mountaineering and hill walking skills	Mountain Navigation Skills	Mountain skills consolidation	Winter Mountaineering skills	Consolidate Mountaineering skills
Single pitch rock climbing skills	Mountain bike skills	Mountain Bike skills	Mountain bike skills	Consolidate rock climbing skills
Sea Kayaking Skills	White Water skills	White Water Canoe / Kayak	White Water multi day trips	Consolidate Mountain Bike skills
Open Boat skills	Open Boat Skills	Sea kayak theory modules	Employment legislation	Consolidate WW skills
FA Training	Inventory & stock Control	Basic accounts for small business	Interviewee skills & best practice for interviewers	Consolidate sea Kayak skills
Customer care & hospitality	Time management in business.	The legal requirements of a small business	Environmental project	Consolidate open Boat skills
Meet Mourne Heritage Trust to discuss environmental project	Understanding and prioritising work areas.	Environmental project		Environmental project
High & Low ropes training	Climbing wall skills			
	Environmental project			



## **Tollymore National Outdoor Centre**

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