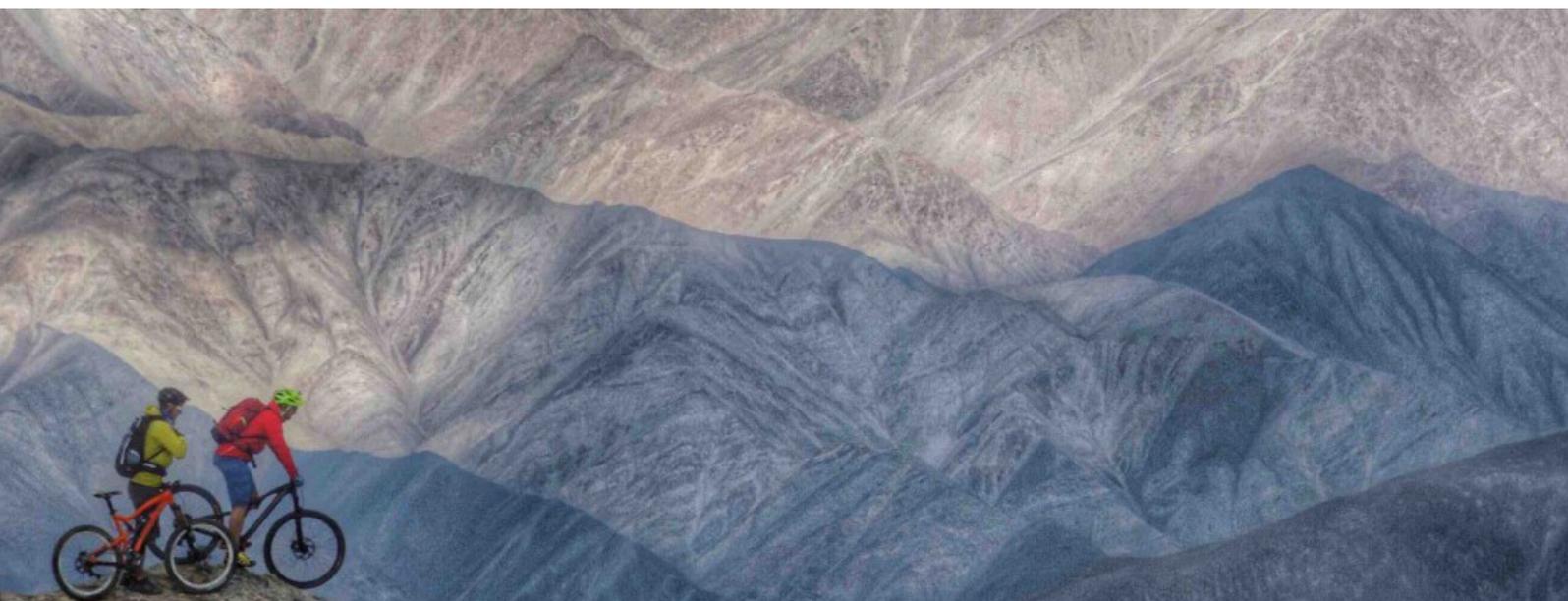


CAPS MTB



Creating a European Professional Standard for Mountain Bike Instructor-Guides



D2.7 - EO-MTBing project delivery organisation's Internal Operating Procedures (IOP)



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EO-MTBing Internal Operating Procedures

Note: this document lays out the internal operating procedures of EO-MTBing and is separate to the articles of association.

Articles of association may only be changed by a simple majority vote at the annual executive board meeting. Internal operating procedures may be updated/changed on a more frequent basis to serve the operating needs of the association. All changes must be agreed upon by a simple majority vote at any meeting of the executive committee, attended by at least 2/3 of the committee.

Acknowledgement of the knowledge sharing ethos of EO-MTBing

EO-MTBing was formed in an 'open source' spirit of cooperation, contribution and, above all, the open sharing of knowledge, ideas and good working practices.

Members are expected to contribute not only their time but also their ideas.

This is all done in the full acceptance of the fact that these ideas and this work will be freely shared wherever this sharing will have a perceived benefit for the sport of mountain biking and the profession of MTB Instructor-Guide in particular.

General membership rules

- For 2018 onwards, annual subscription is set at €500 per member organisation with the option to contribute an additional 'investment subscription' of €1500 for any organisation willing.
- As of 2019, the annual subscription fee for member organisations is variable and based on three criteria:
 1. A 'basic' contribution of €500 per organisation
 2. A standard contribution of €5 per instructor-guide qualified to and choosing to adopt the EO-MTBing level (usually the top level in a given country). This entitles these individual IGs to 'Domestic' EO-MTBing membership.
 3. An additional contribution of €50 per IG who chooses to take individual EO-MTBing membership at 'International' level
- These three criteria will be combined to form the total annual contribution from a member organisation to EO-MTBing in any given year.
- Invoices will be issued by EO-MTBing each January and will be based on a 'forwards-backwards' principle whereby the invoices' 3 main components are charged so that the fixed part of the fee is paid in advance and the variable part of the fee is paid retrospectively, in one combined invoice.
- Invoices are payable within 30 days.
- For example: an invoice issued in January 2022 would include:
 1. The fixed €500 fee for 2022 (i.e. paying forwards)
 2. The €5/person 'domestic licence' fee based on the organisation's numbers from 2021 (i.e. paying backwards)
 3. The €50/person 'international license' fee based on the organisation's numbers from 2021 (i.e. paying backwards)
- Payments: the invoice fee must be paid by bank transfer direct to the EO-MTBing bank account,
- Penalties - see Article 43

- Work contributions: a delegate from each member organisation should attend both the Spring and Autumn EO-MTBing meetings.
- Currently the spring meeting is attached to the annual IMBA Europe spring summit. The Autumn meeting (usually 3 days) is organised by one of the member organisations in their own country during the period September-December.
- If unable to attend either meeting, written explanation is requested in advance so that provisions may be made to incorporate some participation via remote methods.
- Participation in workgroup meetings is highly desirable and should be expected when joining the organisation.

New member organisations joining EO-MTBing

Organisations joining EO-MTBing for the first time will be sent an initial annual membership invoice along with a copy of the Articles of Association and the Internal Operating Procedures.

If they agree to abide by these documents in their entirety then they should proceed by paying the invoice, at which point they will be considered an Aspiring Member of EO-MTBing, with rights as detailed in Article 13.

They will then follow either the TtT or Benchmarking process.

Once they have delivered their first top-level (i.e. EO-MTBing level) training course with a positive evaluation from an international assessor (see the examination handbook) they will be considered a Full Member.

Training Procedure for an organisation to join EO-MTBing

We recognize two sorts of aspirant members: those with a mature existing scheme (to train mountainbike instructor-guides) and those without a mature existing scheme.

Those without existing schemes or with short/relatively undeveloped schemes (to be determined by the EO-MTBing committee) will be required to follow the TtT process detailed below.

Those with mature existing schemes with national recognition and a pool of experienced tutors (to be determined by the EO-MTBing committee) will follow the benchmarking process detailed below.

Train the Trainer (TtT) procedures

New members without pre-existing training schemes matching the above criteria will follow the TtT process as follows:

- Identify the organisation who will administer and deliver the courses in their country
- Become members of EO-MTBing. The fee is currently €500/year basic cost with an additional future contribution depending on the number of EO-MTBing qualified instructor guides in the organisation (see above)
- Select a minimum of 3 (ideally 4, up to 6) experienced professionals. Their profiles should include the following:
 - o A guide with great professional experience in leading groups of different levels in varied terrain, ideally across Europe (experience training guide-instructors very beneficial)
 - o A skills instructor with professional experience working with all age groups and ability levels (experience training guide-instructors very beneficial)
 - o Someone from a more academic educational background with experience training professional sports instructors/guides

- Someone with experience creating structure and content of training courses (this expertise can be within the national organisation, rather than one of the future trainers themselves)
- These individuals will be the future MTB instructor-guide trainers, helping to create the training courses and delivering the training courses to students.
- They will attend a series of EO-MTBing Train the Trainer (TtT) courses. Typically these will involve, at the minimum, 3x1 week courses: Foundation, Instruction and Guiding
- Current tuition costs are €2000 total per person for 3 weeks of training, based on 8 students per course.
- Where there are less than 8 students, for example if a country chooses to proceed with TtT on their own, the cost per student will increase accordingly.
- These courses are run at cost (no profit) by EO-MTBing so any savings we can make will be passed on to the Aspirant Members. With this in mind we will try to arrange courses that work for several national organisations together.
- Any networking that can be done with neighbouring countries, to encourage simultaneous membership, will help in this aspect.
- At the end of these courses a joint action plan is then agreed and signed by both parties to define the remaining steps required before delivering EO-MTBing approved courses. (example co-delivering a course under supervision, any extra training or professional experience, etc)
- They will now need to create their course structure, with help from the EO-MTBing team.
- This step involves a lot of work, which is something the team needs to know in advance. We define the training content for the top level qualification but it will be the Aspirant Member who decides on what is included at each intermediate level and to create the teaching resources in their own language.
- Guidance and advice will be provided for this step but the majority of the work will be completed by the Aspirant Member organisation. This is why experience in this is so important.
- Depending on the above, they are now ready to deliver an EO-MTBing approved course under the supervision of an EO-MTBing evaluator.
- If successful, they move on to Full Membership and can continue delivering EO-MTBing level courses.
- By joining EO-MTBing they must remember that they have not purchased a product but instead have committed to an association of mainly volunteer experts. With this membership comes a commitment to contribute to the work of the association and, in time, to help newer members follow the path they have followed themselves.

Benchmarking Process.

- The aspirant member sends all requested documents to the EO-MTBing assessor. A full checklist will be sent after payment of the initial annual fee and will typically include:
 - a. Full details of the existing training courses including a breakdown of the subjects covered with number of 'classroom' hours per subject
 - b. Logistical details of the courses including costs paid by candidates and locations etc
 - c. A re-worked breakdown of the training course content according to the contents of the EO-MTBing standard, which clearly shows how the current training scheme compares to the standard in terms of hours spent on each topic, along with a list of which subjects need to be covered in more detail to meet the standard. A template document will be supplied.
 - d. CVs of the current team of tutors delivering the courses

- Once these documents have been agreed upon, the assessment cost of €1000 must be paid before any detailed work can commence.
- The EO-MTBing assessor will determine off-site (if) what, where and how their existing program is to be synchronised with the EO-MTBing standard. If possible, this step may be synchronised with an EO-MTBing meeting so that both parties may be present. Otherwise communication will need to be remote.
- At it's simplest, the member organisation may just include any 'missing' content into it's existing courses or...
- ...they may create a new top level course to meet the EO-MTBing standard.
- Once approved in principle by the assessor, the aspirant country can begin delivering their new program.
- An EO-MTBing assessor will visit the candidate member to do an on-site assessment during a candidate EO-MTBing training course (their top-level course) and finalise the synchronising procedure.
- The organisation will then be considered Full Membership and can continue delivering EO-MTBing level courses.

Costs of benchmarking:

- 4 day assesment (on and off site) totalling €1000
- Travel costs for the EO-MTBing assessor's on-site visit (needless to say we will do all we can to minimise this aspect)
- Accommodation and food provided by the aspirant member organisation
- Any extra synchronising costs to be determined, depending on the customised program. An example would be any extra training for tutors or any additional meetings required.

EO-MTBing final level exams

Unless an exception had already been approved by the executive committee, member organisations should arrange their final candidate instructor-guide evaluations according to the guidelines detailed in the seperate document 'EO-MTBing final evaluation handbook'

Presentation and representation EO-MTBing

- Using the EO-MTBing logo: See Articles 37-41 for general rules.
- The logo must be used in its original form with no alterations to graphics or colours.
- All placement of logos/links should be notified to EO-MTBing by email.
- **Rules of clothing:**
- All EO-MTBing members, when working, are representing the Association and must present themselves in a professional manner.
- Member associations must ONLY make EO-MTBing logo'd clothing and equipment available to instructor-guides registered with EO-MTBing so that ONLY INSTRUCTOR-GUIDES WHO ARE EO-MTBING CERTIFIED MEMBERS CAN WEAR THE LOGO.
- Licensed instructor-guides wearing logo'd clothing must also carry their numbered membership cards at all times.
- It is forbidden to wear the logo if not a current member of EO-MTBing.
- **Rules of presentation / correspondance:**
- All official EO-MTBing correspondance/documents should feature the logo prominently on the page at approximately 10% the width of the page/format. If in doubt, please contact the organisation. Templates are available on request.
- Additionally, all work relating to an Erasmus+ or other European Commission funded project must adhere to their graphic regulations as defined by the European Commission.

- **Web Content:**
- Whenever the EO-MTBing logo is displayed on another website, be it an organisation, partner or individual member, IT MUST BE IN THE FORM OF A LIVE LINK TO WWW.EO-MTBING.EU such that readers may link through to the main EO site.

EO-MTBing Website

- changing content: web content may only be altered by or with permission of the current designated responsible member.
- Private section (not currently active); only accessible via username and password to current members of EO-MTBing

Assurance / Insurance:

- protocols after incidents: Any serious accidents (those involving the emergency services/overnight hospital treatment) must be notified to the national organisation, who must proceed according to the minimum requirement of EO-MTBing:
- written account of accident including:
 - o initial risk assessment
 - o details (name and contact details) of all people present (injured person, instructor-guide, witnesses)
 - o details of mechanism of injury
 - o details and nature of injury
 - o measures taken to protect injured party
 - o measures taken to protect group
 - o if possible, photographs/video taken of accident site within 72hrs of incident
 - o signed statements from witnesses
- all this to be signed by injured person to show there is agreement on the events.
- Recommendations from national organisation/EO-MTBing on measures taken.

Commissions within EO-MTBing

- see article 31

Sanctions and Blame

Serious infringements by member organisations are covered by article 43 and article 44.

Serious infringements by individual Instructor-guides should be dealt with by the member organisation and notified to the EO-MTBing committee according to the following guidelines:

- Usage of the EO-MTBing logo or brand whilst not an active member of EO-MTBing: temporary or permanent exclusion from the national organisation.
- Unprofessional conduct which potentially brings the name of EO-MTBing into disrepute: permanent exclusion from EO-MTBing and temporary or permanent exclusion from the member organisation.
- Other infringements: at the discretion of member organisations according to their own regulations.

Independent Instructor-Guides from Countries without EO-MTBing approved schemes.

- This scenario concerns independent IGs who wish to join EO-MTBing but whose home country does not have an EO-MTBing approved training scheme.

- It must be made clear that the optimal long-term solution is the creation of a national association of Instructor-Guides with a view to joining the TtT scheme.
- Where this is unrealistic however, an IG may complete their training in another country with an EO-MTBing approved scheme.
- When they have fully qualified to the EO-MTBing level, they may apply **via the organisation that trained them** for individual EO-MTBing membership.
- Their annual membership of EO-MTBing should continue to be arranged via their original training organisation.
- if they are unable to remain permanent members of that organisation (for example if a national federation does not allow foreign members) then they should arrange their membership via IMBA Europe.

Assisting the formation of national MTB instructor-guide associations

Creating a national association of MTB instructor-guides is recognised as the ideal preparatory step for joining EO-MTBing. This should be assisted in the following ways:

- Where multiple IGs, organisations, clubs or businesses from a country have expressed an interest in EO-MTBing, they should be placed in contact with each other with a view to creating a national IG association.
- Our principal of membership non-exclusivity should be clearly explained – by never offering an exclusive membership to one organisation in a country we actively incentivise cooperation between multiple parties in the country. This ties in with our mission of knowledge and good-practice sharing.
- By putting them in contact with other recently-formed national associations so their experiences may be shared.

Multi-national MTB instructor-guide associations

- Where the creation of a national association of MTB instructor-guides capable of joining EO-MTBing is not realistic due to either limitations in the size of a country (limited population) or the size of the MTB market (limited market) then there should be the possibility to create a joint association with a neighbouring country or countries.
- Any such arrangement should be approved by the executive committee of EO-MTBing by a simple majority vote.

EO-MTBing Aspirant Instructor-guide Internship Possibilities

- An Aspirant is a student MTB Instructor-Guide who has not yet fully qualified to the EO-MTBing level.
- To achieve the status of Aspirant, a student IG should have passed an evaluation within their domestic training program to ensure a working knowledge of essential safety skills relevant to the role of MTB Instructor-Guide. This will often be covered by the 1st or 2nd level of their national qualification.
- The exact criteria for this attainment of Aspirant status is left at the discretion of the national training organisation.
- Aspirants are encouraged to research their own exchange possibilities and even communicating with potential hosts.
- However once communication is established, the aspirants' own 'domestic' tutor should also be included and involved in all communication.
- Aspirant IGs are permitted to complete part of or all of their 200 hours (minimum) internship in partner EO-MTBing nations, following these guidelines:
 - o This exchange must be approved by their 'domestic' tutor

- There must be a nominated 'exchange tutor' who will mentor them during their exchange
- This tutor should be approved for the role by their own national organisation, who must be members of EO-MTBing.
- All work experience is recorded in an EO-MTBing approved logbook. This should include a daily self-evaluation where any guiding has been done, which can then be added to by the tutor to create constructive feedback.
- The logbook should also clearly show the number of hours worked by the intern.
- All work related duties count towards their total internship hours, not just instruction/guiding.
- A longer-term development plan for the intern must also be in place. This should be agreed between the intern, tutor and their domestic tutors at home. It must involve an incremental increasing of instructor-guiding responsibilities depending on the intern's progress which correlates to their initial learning goals.
- As regards working conditions, it is suggested that so long as an intern is present as an 'additional' member of the team they should expect to receive accommodation and food as a basic package.
- They should expect to involve themselves in all areas of the operation, not just instruction/guiding. This might include bike maintenance, uplifts and any duties that the rest of the team perform, even when not directly bike related.
- However it should be remembered that their primary purpose is to gain relevant industry experience and their learning process must be shown in the structure of the tasks they are asked to perform.
- If ever (national laws permitting) they progress to a point where they are able to effectively replace an instructor-guide and work independently with clients, they should expect to be paid at at least 50% of the local daily guiding rate.
- The aspirant (and their tutor) must adhere to national laws where they are working, which vary from country to country. In particular this will affect whether or not the aspirant has the right to work on their own with groups or exclusively in the presence of a qualified IG. It might also relate to maximum group size and other variables.
- The aspirant must be correctly insured in terms of public liability and professional indemnity for all their duties by the host organisation.
- The aspirant themselves must ensure they have adequate travel and medical insurance.
- A contract should be signed between the intern and the host organisation detailing: work dates, accommodation/food, any wages, work duties, use of equipment, travel arrangements, domestic tutor's details, probation period, confirmation of PL and PI insurance from host, confirmation of travel and medical insurance from intern.
- The intern must abide by the internal rules of the host organisation, for example with relation to presentation, representation on social media etc.

Evolution of the standard.

The standard itself must be free to evolve and develop with time according to the following protocol:

- Review: at the autumn general meeting any suggested updates to the standard will be discussed.
- at the following executive workgroup meeting these ideas should be discussed with any potential alterations roughly mapped out.
- These alterations should then be presented in final form at the next workgroup meeting.

- They will be voted on by a simple majority of the executive committee (distance voting in case of absence)
- These changes will be presented to all members at either the Spring or Autumn general meeting.
- If included into the standard there are 2 protocols for inclusion into the member organisations training schemes:
- Protocol 1: the change does not alter the total number of hours of the standard. In this case member organisations should try to include the update into their schemes immediately with an outside limit of 1 year.
- Protocol 2: the change alters the total number of hours of the standard. In this case member organisations have 1 year to present their plans to implement the changes and 2 years to fully incorporate them.
- In both cases, these changes must also be communicated to previously qualified instructor-guides, ideally with the option for a short training course to update them on the current standard.

Working Groups:

- Working groups should be created at either the spring or autumn general meetings.
- They must consist of at least 2 different member organisations, including at least one member of the executive committee.
- Their composition and purpose must be agreed upon by a 2/3 majority vote at the general meeting during which they are formed, with 1 vote per organisation and a deciding vote for the president of the EO-MTBing in case of deadlock.

Finance

- A financial report of the previous year will be presented each year at the autumn meeting by the Treasurer.
- Any spending from the EO-MTBing account over €500 should be notified to the entire executive committee by email and approved by the treasurer.