



Freelance Staff Information Pack

www.adtrex.co.uk



Executive Summary

ADTREX Ltd are a Kent based company specialising in the delivery of high quality DofE Expedition Programmes and DofE Adult Leader Training.

Our intention is for staff to feel supported, valued and satisfied with their period of employment with us. We constantly strive to provide the required information and resources in a timely manner leading up to a programme in order to allow staff to maintain our high standards of safety and service.

At ADTREX Ltd we encourage open communication, a professional working environment and a working philosophy based on trust and mutual respect. This information pack provides information relating to the background and structure of the Company, the role of freelance staff involved in the delivery of our training and expedition programmes, the selection process and the support we provide.

This pack is intended to communicate an outline of the system that all freelance staff employed by ADTREX Ltd are obliged to adhere to, promote and endorse. Further detail will be given at each stage of the recruitment & selection process.

Should you require any further information or clarification please do not hesitate to contact us on 01227 390922 or email info@adtrex.co.uk

We look forward to working with you.

Kind Regards

Scott Smith, Owner

ADTREX Ltd Contact Details

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1. Welcome To ADTREX Ltd

Welcome to ADTREX Ltd, a company that is committed to providing the highest levels of safety and service in the delivery of both training and expeditions.

We are a Kent based company providing high calibre D of E walking expedition programmes for young people along with expedition training for both DofE adult leaders and participants. We offer young people the opportunity to develop and challenge themselves intellectually, physically, emotionally, and socially. Our Adult Leader Training provides individuals and organisations with the skills and knowledge to delivery safe, well organised DofE expeditions and training.

We are licensed under the Adventure Activities Licensing Authority (AALA) and are Approved Activity Providers (AAP) for the delivery of the Expedition section of the Duke of Edinburgh's Award.

We are committed to providing professionally delivered innovative learning that combines adventure, challenge and personal development in a positive and creative environment. Our Bronze, Silver & Gold DofE Expedition Programmes give participants the opportunity to broaden their knowledge and experience through a systematic, progressive journey promoting personal development.

1.1 Background & Track Record

ADTREX Ltd was established in 2010 with the vision of taking DofE expeditions to new levels of safety and quality. All our programmes are centred on the development of young people through a combination of training and experiential learning. Our management team has over 35 years' professional outdoor experience and all our staff are dedicated to ensuring our expedition programmes and training courses are delivered to the highest standard .

Since 2010 we have acquired an impressive track record. Our expert team has organised and safely led numerous expeditions programmes and training courses. Our business has gone from strength to strength with expeditions to many of the UKs National Parks, increased development in the provision of Expedition Training and Leader Development Training.

1.2 Location

Based in the South East of England we are in the most densely populated area of the UK and as such are able to offer a very personal service to our clients, we are on call should a "face to face" meet be needed and are able to work closely with our clients. The majority of our clients are located in the South East of England.

1.3 The Company Structure

At ADTREX Ltd we offer adventurous, challenging and developmental outdoor opportunities for groups and individuals. We currently have two areas of operations within the company consisting of:

D of E Expeditions

Expedition Training Courses

D of E Expeditions

D of E Expeditions follow the D of E guidelines for the provision of expeditions and are based on a 3 - 12 month development programme depending on the level of award. The standard programme consists of a 2 day training & planning programme, a 2 - 4 day training & practice expedition followed by a qualifying expedition of 2 – 5 days.

Expedition Training Courses

Expedition training courses aim to give both adults and young people the skills to participate in an expedition or to lead & teach others. Our training courses have a wider application than expeditions, however the selection of courses that we offer is predominantly focused on an expedition setting. The majority of our courses are nationally recognised qualifications.

2. Roles and Responsibilities of Freelance Staff

All freelance staff are employed as a self-employed person contracted for the duration of the course/training and/or expedition. They are therefore required to adhere to ADTREX Staff Administration Instructions, policies and procedures.

2.1 ADTREX Leader (Training Instructor)

The ADTREX Leader has the highest duty of care during the delivery of a training programme/course for all technical matters that concern health & safety of the participants. Their greater level of skills, qualifications and previous experience gives them a higher level of technical competence and therefore the higher duty of care. They are to ensure that the delivery of any training programme/course is as per the learning outcomes and programme provided by ADTREX Ltd and is in line with current best practice.

2.2 ADTREX Leader (DofE Supervisor/Assessor)

The ADTREX Leader has the highest duty of care during the expedition period for all technical matters that concern health & safety of a team. Their greater level of skills, qualifications and previous experience in an expedition environment gives them a higher level of technical competence and therefore the higher duty of care. They are to review and advise teams on all decisions relating to the health & safety of the team, this should happen before and during expedition planning and before any unaccompanied expedition commences. They are to ensure that risks are minimised and development opportunities for the team are maximized. They are to implement a remote supervision plan and agree the communication plan and meeting points with the teams as required to maintain the safety of the team. They are to conduct a review with expedition teams at the end of each day and an assessment outcome review at the end of qualifying expeditions.

2.3 Course Director

Course Directors will liaise closely with ADTREX Ltd prior to the course to ensure that the clients desired outcomes are delivered. They will be responsible for the management of the delivery of the course/training in the following areas: working with the client, managing your staff of ADTREX Leaders, overseeing and organising all logistics during the course/training, liaison with any third parties involved, ensuring the health & safety of all ADTREX Leaders, participants and visiting staff. Take control of any incidents/accidents and complete near miss/incident/accident reports as required by ADTREX Ltd and the client. Report back to ADTREX Ltd the outcome of the course/training and highlight any observations and recommendations. They will ensure that all training follows current best practice. All Course Directors will have shadowed an experienced ADTREX Ltd Course Director prior to employment.

2.4 Expedition Coordinator

Expedition Coordinators will liaise closely with ADTREX Ltd prior to the expedition to ensure that the clients desired outcomes are delivered. They will be responsible for the coordination of the expedition in the following areas: working with the client, managing your staff of ADTREX Leaders, overseeing and organising all logistics during the expedition phase, liaison with any third parties involved during the expedition phase, ensuring the health & safety of all ADTREX Leaders, participants and visiting staff. Take control of any incidents/accidents and complete near miss/incident/accident reports as required by ADTREX Ltd and the client. Report back to ADTREX Ltd the outcome of the expedition and highlight any observations and recommendations. They will ensure that all expeditions follow current best practice. All Expedition Coordinators will have shadowed an experienced ADTREX Ltd Expedition Coordinator prior to employment.

3. Roles and Responsibilities of Client Staff

Client staff (school/organisation) have the highest duty of care during the expedition/training course for all pastoral matters that concern the welfare, health & safety of the team. Their greater level of skills, qualifications and previous knowledge/experience of the participants gives them a higher level of pastoral competence and thereby a higher duty of care. ADTREX Ltd recognises that as an employee of the Local Authority, Trust, college

etc the Client staff has the authority and ultimate responsibility to stop any activity on the expedition/training course if they feel that Local Authority, Trust, college etc standards of health & safety are not being met. As a quality outdoor activities provider, we do not expect this situation to arise and commit to work closely with the relevant Local Authority, Trust, college etc representatives to ensure a quick, safe and effective solution to such a situation.

4. Freelance Staff Support

ADTREX Ltd have an extensive support structure ensuring we maintain high quality service and safety to our staff and our clients, including:

4.1 Insurance

All staff are covered by ADTREX Ltd comprehensive insurance whilst working for ADTREX Ltd for the duration of any programme including up to £5 million Public Liability insurance. Staff are however strongly advised to take out their own insurance cover for provision outside of this. This is standard practice within the industry.

Staff working on expeditions who are using their vehicle to facilitate them being able to remotely supervise/assess teams need to have business insurance for their vehicle.

4.2 Operational Policies & Procedures

All staff involved in the delivery of ADTREX Ltd expedition programmes are provided with access to the following operational policies and procedures:

- Staff Administration Instructions
- Staff Feedback Forms
- Standard Operating Procedures
- Risk Assessments
- Participant Emergency Procedures
- Staff Emergency Procedures
- Incident/Near Miss/Accident Report Forms
- Health & Safety Policy
- Safeguarding Policy
- Staff Code of Conduct
- Complaints Policy

In addition to this, all staff have access to all ADTREX Ltd policies and procedures through the ADTREX Ltd website or office.

4.2 Incident Management

ADTREX Ltd operates effective and efficient incident management procedures to provide support to freelance staff working on our expedition programmes. We also have external incident management support from Pharos Response.

4.3 Operations Room

During the delivery of an expedition programme ADTREX Ltd maintains a 24 hour Operations Room. This provides operational support and information. The ops room holds:

- Itineraries and programmes for all activities.
- Satellite tracking of team progress.

- Satellite communications (if required).
- Records of Expedition Situation Reports.
- Personal information on all team members including medical history.
- Operations Manual that details procedures for the provision of operational support.

4.4 Satellite Communications

ADTREX Ltd provides satellite telephones on certain expedition programmes. This ensures two way communication between the Ops room and the expedition.

4.5 Mobile Phones

ADTREX Ltd will provide all DoFe teams and ADTREX operational staff with a company mobile phone. This allows for emergency and essential communications between ADTREX staff, expedition teams and emergency services as required. The issuing of company phones also ensures that no personal mobile numbers are exchanged between ADTREX staff and participants in line with ADTREX & DoFe Safeguarding Policy.

4.6 Satellite Tracking & Emergency Distress

ADTREX Ltd provides satellite tracking equipment to all teams on all Expedition Programmes. These allow the ADTREX Ltd operational team working on Expedition Programmes and ADTREX Ltd on call emergency support staff to monitor a team's progress and be able to react to an emergency distress activation should a team activate this function on their tracking device.

4.7 Radios

All operational staff and the main POC from the school/organisation involved in the delivery of an ADTREX Ltd expedition will be issued with VHF radios.

4.8 Contingency Planning

Expeditions and outdoor activities are conducted in a very dynamic environment and are therefore subject to change. ADTREX Ltd has procedures in place to support itinerary changes allowing staff to make informed and supported decisions to alter a team's location, routes or activities in order to maintain safety and achieve their aim.

4.9 Expedition Equipment for Leaders

All leaders receive specific safety equipment for the programme they are delivering.

4.10 Medical Equipment

ADTREX Ltd has an escalating infrastructure in place to ensure appropriate medical equipment is available for participants, teams and basecamps. ADTREX Ltd Leaders are required to carry their leader first aid kit. This should be suitable for the nature of the programme.

4.11 Personal Protective Equipment

Staff are responsible for the provision of their own suitable PPE for the nature of the programme.

4.12 Expedition Support

ADTREX Ltd incorporates advice from external organisations and authorities into its incident management and emergency planning. This includes support and advice from the Adventure Activities Licencing Authority, The Duke of Edinburgh's Award, Royal Geographical Society, Pharos Response and MTUKI. In addition to this ADTREX Ltd has a good working relationship with clients and expedition venue providers.

5. Recruitment and Application Process

At a Glance



5.1 Freelance Staff Profile

Our freelance staff are over 18 years old. They hold the appropriate level of Outdoor NGB qualifications for the terrain/level of the award they will be operating in, this will be as a minimum the Lowland Leader/Level 3 Qualification in Basic Expedition Leadership (lowland terrain) and for mountainous terrain expeditions they must hold a minimum of the Mountain Leader qualification. All freelance staff hold a 2 day (16 hour) Outdoor First Aid qualification and have a DBS*. Freelance staff employed on our DofE Expedition Programmes are trained and experienced in remote supervision of unaccompanied groups. It is desirable that freelance staff are qualified DofE Assessors (this will increase work opportunities) and have received Safeguarding Training.

Course Directors and Expedition Coordinators hold appropriate Outdoor NGB qualifications and are experienced in DofE expeditions and expedition training along with the management of multiple staff and teams and are knowledgeable in the undertaking of QA checks.

In line with current best practice ADTRES Ltd uses the following system to recruit, select and retain freelance staff.

*Disclosure and Barring Service check must be no older than 3 years or registered on the update service.

5.2 Stage 1 - Application

All freelance staff employed by ADTRES Ltd are required to complete a Freelance Staff Application Form. This is crucial to ensure staff have the right combination of qualifications, experience, knowledge and character. Potential staff should also send PDF copies of the documents requested on the application form. On receipt of your application form and relevant documents your application will then move to Stage 2 .

5.3 Stage 2 – Reference Checks & NGB Validation

When we receive your application form and requested documents we will check the validity of your qualifications. You are required to include the names and addresses of two current references as part of your application. The references must be capable of providing a character/employment reference that encompasses the leadership qualities of an expedition leader/training instructor and their ability to work and develop young people. These references will be contacted either verbally or in written form prior to any formal offer of employment.

Note: ADTRES Ltd ensure that all Freelance staff who supervise young people on any ADTRES Ltd training or expeditions hold a current Disclosure and Barring Service DBS enhanced disclosure certificate. If you cannot provide this evidence, ADTRES Ltd will be unable to employ you as Freelance Staff. If staff have previously been screened, ADTRES Ltd will ask to see this evidence via the relevant documents. If the document is older than three years we will ask them to complete the process again, and then provide the valid documentation.

5.4 Stage 3 – Leader Assessment

Once references have been taken up and qualifications have been validated you will be contacted and invited to attend a Leader Assessment. This will require applicants to deliver a training programme while under the supervision of an experienced ADTRES Ltd Leader. This allows us the opportunity to observe applicant's instructional style, expedition experience and ability to engage with young people. During the assessment applicants will also be introduced to the ADTRES Ltd operating systems, procedures, methodology and ethos. On completion of the assessment and all being well you will then be invited to attend an in the field assessment, this will usually but not always be in the form of a DofE practice or qualifying expedition where you will be observed

working in the field. For Course Director/Expedition Coordinator posts a further interview will be conducted prior to any offer of work.

5.5 Stage 4 – Offer of Work

On successful completion of the Leader/Instructor Assessment you will receive an official offer of work along with a copy of our contract, Equal Opportunities Policy, Child Protection Policy and Staff code of conduct. When we receive a signed copy of your contract we will then be in contact again with details of work that is available.

6. Engagement for Work

At a Glance



The process is as follows:

6.1 Stage 1 - Provisional Offer of Work (this stage is only used when the programme is not 100% confirmed)

- a. You will receive a phone call/email from ADTREX Ltd to ask if you are available to work on a job/s. You will receive dates, brief outline of the task, location and the rate of pay. This will usually be in the form of a Work Availability Return
- b. You give us a provisional answer Yes, No or Maybe and put the dates into your diary for Yes and Maybe.

NOTE: Remember these are provisional dates, if other work turns up and you want to cancel the provisional dates inform ADTREX Ltd immediately. We ask that you give ADTREX Ltd first refusal before accepting any other work. Repeated abuse or forgetfulness with regard to cancelling dates will result in no further employment being offered.

6.2 Stage 2 - Confirmation of Work

- c. Once jobs are 100% confirmed we will call/email you again to confirm that you are booked in to work on a job.
- d. You will read the information provided and then confirm that you are available for the work and agree to undertake the engagement.
- e. We will then send you an Staff Administration Instruction that will provide you with all the information (less GDPR sensitive information) that you will need to undertake the job.
- f. You will read the information provided and then send written confirmation that you understand the Staff Administration Instruction.

6.3 Stage 3 - Delivery

- g. You will turn up at the specific location as requested on time, with the relevant equipment ready to work on the designated programme.
- h. You will be provided with a Leaders Pack, this will include a hard copy of the Staff Administration Instruction which will include any GDRP sensitive information i.e names, mobile numbers etc.
- i. On conclusion of the job, you will carry out any closedown procedures regarding equipment and return your copy of the Staff Administration Instruction in your Leader Pack.

6.4 Stage 4 - Post Delivery

- g. Send ADTREX Ltd any reports, feedback or returns requested along with your invoice for the work you have done.
- h. ADTREX Ltd pay.

7. Payment

7.1 National Insurance & P.A.Y.E

As freelance staff there is no 'master/servant' relationship between ADTREX Ltd and the engaged individual. All individuals are responsible for contributing to their individual personal N.I. (National Insurance) and P.A.Y.E. (Pay as you earn). ADTREX Ltd does not make these contributions for you; it is the responsibility of the freelance staff to declare earnings. All freelance staff should include their Tax reference number and self-employed code on all invoices sent to ADTREX Ltd.

8. Freelance Staff Rates of Pay

ADTREX Ltd do not pay travel expenses, however, we do understand that many of our freelance staff travel long distances to work for us and may incur additional travel expenses during the programme, these expenses have been taken into consideration in our rates of pay.

Whilst we will supply you with the group equipment to be used on any programme, you may also be required to produce resources to assist you in the delivery of any given teaching session. These resources will be at your expense and owned by you.

8.1 Payment Terms

ADTREX Ltd aim to pay all freelance staff quickly and efficiently. The following process applies:

1. Freelance staff sends Invoice to ADTREX LTD
2. ADTREX Ltd receives Invoice. (we cannot process your payment until we have received your correct invoice)
3. ADTREX Ltd process payments on receipt and aim to pay all invoices within 48hrs, however reserve the right to extend this to 30 days should it be necessary.
4. ADTREX Ltd operate an open door policy, if you wish to chase payment or need help/clarification with a particular issue or to claim for cancelled work please call 01227 390922.

Course Director/Expedition Coordinator	Payment Terms
Course Director – Bronze, Silver & Gold Expedition Training	£160.00 per day
Expedition Coordinator – Bronze & Silver DofE Expeditions	£160.00 per day
Expedition Coordinator – Gold DofE Expeditions	£170.00 per day

Training Instructor/Expedition Supervisor/Assessor	Payment Terms
Course/Training Instructor - Bronze, Silver & Gold Expedition Training	£140.00 per day
Supervisor/Assessor – Bronze & Silver DofE Expeditions	£140.00 per day
Supervisor/Assessor – Gold DofE Expeditions	£150.00 per day

8.2 Staff Cancellation Policy

ADTREX Ltd will take all reasonable steps to prevent the cancellation of pre-booked, allocated and confirmed work. In the unfortunate event of pre-booked, allocated and confirmed work being cancelled, ADTREX Ltd will apply the following cancellation policy.

Days prior to the start of the programme	Percentage of pay awarded to staff
Below 15 days	75%
15 – 20 days	50%
20 – 30 days	25%
30+ days	No payment