

International training program “Risk and safety Management skill-building in adventure tourism destinations”

Training for outdoor guides in Morocco in Refuge Toubkal, 17.2-22.2.20

Introduction

International training program “Risk and safety management skill-building in adventure tourism destinations” is financed by the German Government and implemented by GIZ in 5 countries. Morocco is part of the beneficiaries and a series of continuous professional trainings on risk and safety management are planned in Morocco over the coming 2 years.

Winter Mountain Training for trekking guides.

A first training is planned between 17.2 and 22.2.20 and is targeting outdoor guides that are providing trekking tours in winter conditions. Tour operators and travel agencies of the Regional Association of Travel Agencies of Marrakech and Safi have an opportunity to propose outdoor guides for the training.

The training will have theoretical and practical sessions and will take place in the Refuge of Toubkal. The number of participants is limited to 30. The trainings are free and a certificate of participation is provided at the end of the training. Tour operators/ travel agencies are paying for the accommodation and living costs in the refuge. Participants will have to come to the training with essential winter equipment (ice axe, crampons, a rope and boots that can fit crampons). A list with the compulsory material will be send to each participant before the training.

The training starts at 2:00 pm on the 17.2 and ends at 8:00 pm on the 21.2 with distribution of certificates. Participants are leaving in the morning of the 22.2.

Registration

Interested tour operators and travel agents have to fill in a pre-registration form sharing names and experiences of proposed candidates as well as their expectations related to the training. Final selection of the candidates is done by GIZ based on the profile of the candidates as well as on the commitment and willingness of tour operators and/or travel agents to implement and monitor the safety practices for their guides after the training.

Objective of the training

- 1/ Ensure trekking guides are trained in winter skills
- 2/ Provide basic and advanced first aid course
- 3/ Incident management
- 4/ Reinforce soft skills important for safety management

Training methodology

Training will be supported by national and international experts. Theoretical information in classroom as well as practical sessions outdoors will be alternated allowing for some flexibility in the agenda planning and adaptation to the weather conditions.

The trainers will use as much as possible visual material and will promote group work. Interactive discussion, sharing of experiences, quizzes and case studies. Each participant will have a personal card (roadmap) with an overview of the skills to learn during the 5 days course and will be able to

monitor his own progress. At the end of the day the trainers are evaluating the training sessions and take account of the comments to improve or amend the remaining training sessions.

Pre and post training evaluation will be done to assess knowledge and learnings of the participants. During the training the trainers are continuously monitoring each participant. An individual assessment is done at the end of the course.

All the educational materials used during the trainings will be available after the training on the website of GIZ and accessible for free.

The trainers don't claim to know everything and they definitely don't have the final wisdoms. The organisers are therefore keen on learning also from the participants that are invited to share their knowledge and experiences.

At the end of the training the participants will have improved

- technical skills for winter trekking
- incident management, rescue techniques
- basic and advanced first aid skills
- soft skills needed for safety management

Equipment

Trekking guides will have their usual trekking material (backpack, strong boots, gloves, hats, sunglasses, sun cream, fleece, shell jacket, down jacket, sleeping bag, water bottle) plus specific equipment: crampons, ice axe, gaiters, carabiner. Specific equipment can be rented locally before ascending to the refuge.

The organizers will provide 12 BCA trackers avalanche and 20 helmets with light.

The national red cross will provide some first aid demonstration material.

Training location

The training will take place in CAF refuge at 3500 m

<http://cafmaroc.ffcam.fr/refuges-chalets-centres-de-montagne.html>

Electricity is provided 24H.

Transport by car to Imlil (2 hours from Marrakech) and then 5 to 6 hours walking uphill until the refuge.

Trainers

The organizers are setting up multidisciplinary team composed of

- 1 international expert as mountain guide for technical winter skills training and incident management and rescue techniques in mountains.
- 1 international expert as medical doctor for advanced first aid training and rescue techniques in mountains.
- 2 national experts with longstanding experience as mountain guides to provide support for international mountain guide.
- 2 national experts of Red Cross for first aid training.
- 1 national expert for soft skills.
- 2 GIZ staff for coordination and support of the training.

Training agenda

Will be adapted according to weather conditions and to proposal of trainers.

17.2.20

Am

- Transport Marrakech to Imlil and ascent Imlil to refuge of Toubkal

Pm

- 14:00 start of the training
- Introduction of participants and trainers
- Expectations from participants and form GIZ
- Overview of training agenda and training methodology
- Introduction to mountain material
- Introduction to first aid course

18.2.20 – 21.2.20

According to weather conditions division of participants in 2 or more groups

In case of 2 groups A and B :

	group A	group B
technical skills	am	pm
incident management	am	pm
first aid	pm	am
softskills	pm	am

am = morning

pm = afternoon

Breakfast 7:00-8:00

Training session: 8:00-12:00

Lunch 12:00- 14:00

Training session 14:00-18:00

Evening session from 19:30 – 20:30 on diverse topics (related and not related to risk and safety management). External guest speakers as well as participants will be invited to share experience.

End of the training course is planned in the evening of 21.2.20 with distribution of certificates

22.2.20

Descend to Imlil and transport to Marrakech

Detailed Training content¹

1/ Winter skills

- Use of crampons and ice axe -
 - Fitting Crampons
 - Walking in Crampons
 - Ice axe braking

¹ Content will be refined after the registration and needs of participants. Winter skills are based partly on the notes of Diane McGuinness, international mountain leader.

- Cutting steps with an ice axe
- use of a rope in emergency (rope handling)
 - Safeguarding a difficult passage - as a handrail
 - Safeguarding a section of route as direct or indirect belay
 - confidence roping a client
- assessment of snow conditions, terrain and potential hazard
 - what constitutes an avalanche risk - terrain? How to assess terrain - measuring slope angle and convexity, using historic accounts of avalanche activity.
 - what constitutes an avalanche risk - snow cover? How to assess the snow pack - previous weather reports, visual assessment of snowpack
- use of avalanche transceiver, shovel and probe
 - How to store and care for transceivers
 - how to do daily transceiver checks
 - how to use a transceiver to rescue a buried avalanche victim
 - how to probe for a body
 - how to dig the victim out
- Explanation of the use of the above equipment to the customers
 - start-of-day transceiver checks
 - locating a body
- Meteorology in the mountains

2/ General guiding skills

- Client safety briefing on potential hazards, safety talks, how to provide some safety guidance to unskilled and unexperienced guests
- Instructions/briefings with centre on departure and expected return
- Use maps and instruments for orientation
- Route choice, trip planning
- Use of information technology for safety management
- Prudence, self-knowledge, vigilance, alert for environment
- Maintenance equipment - notification of damage
- Prevention better than cure ; preparation is the mother of safety (familiar with route, with weather ...)

3/ Basic and advanced first aid skills

Basic and more advanced first-aid (pre-hospital care) are planned.

The advanced first aid will cover the management of incidents when hospitals and rescue services may not be available for an extensive time period, or for situations that involve prolonged care, severe environments, and improvised equipment

Theoretical background on first aid

- System based critical thinking
- Cardiopulmonary resuscitation (CPR), techniques, indications, benefits and limitations
- Cold injuries
 - frost nip - prevention, recognition, treatment
 - frost bite - prevention, recognition, treatment
 - hypothermia - prevention, recognition, treatment
- Sunstrokes

- Fatigue
 - recognising the passengers' limits
- First aid for avalanche victims
 - Different casualty scenarios and how to treat them
 - Do's and don'ts of casualty management in the mountains
 - Care of the whole group
 - Casualty rescue procedures and scenarios
- Medical legal issues
 - tourism law and legal responsibilities on safety regulations
- Introduction to infectious diseases
- Chocking and Heimlich manoeuvre
- Introduction to Altitude-related issues
 - Acute Mountain sickness (AMS)- signs, symptoms, what to do about it
 - High-altitude cerebral oedema (HACE) and High-altitude pulmonary oedema (HAPE)

Practical skills on first aid

- Cardiopulmonary resuscitation (CPR)
- Improvised splinting
- Bandaging, litter packaging and medical kit preparation.
- Wound management including open fractures, lacerations, burns and blisters
- Wound cleaning and exploration, spine injury assessment, dislocation reduction, CPR in the remote setting, anaphylaxis and asthma.

4/ Dealing with incidents in the mountains in winter

- Immediate decision-making on the ground and role clarification (who does what in each scenario eg roping-up etc, meanwhile ensuring clients are not neglected)
- Procedures and crisis/incident management
- Calling and procedures with rescue services
- Rescue techniques
- Emergency response flow chart
- Health Assessment
- Risk management plan
- Near miss reporting
- Writing an accident report
- Learning from accidents and incidents
- Steps when a participant is lost

5/ Soft skills important for safety management

Skills related to group management, motivation, managing pace, balancing achievement and risk

- Situational awareness – safety perception & culture
- Cognitive bias
- Effective decision making
- Communication during crises and emergencies
- Communication with group and with different guides
- Stress management
- Leadership
- Working in multidisciplinary teams
- Coordination skills

