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Santasport Institute´s development work in safety

- We have had projects in this thema since 1998.
- T.O.P.S.I.E – Training Opportunities in Europe 1998 – 2001 (Leonardo)
- Towards international adventure and programme services 2005-2007 (Leader+), partners were from Austria, Tirol
- Santasport Institute made the safety analysis of tourist resorts in Lapland, which was commissioned by the Ministry of the Interior and conducted in 2002, revealed the need to develop a brief safety training programme aimed at travel industry workers. **It was decided that the main goals of the training would be prevention and attitude development.**

⇒ three years project 2005-2007 ⇒ **Travel industry Safety Passport**

- Numerous travel industry entrepreneurs, workers, educational institutes, authorities and representatives of travel organisations took part in developing the passport.
- The national Internal Security Programme listed the development of the safety passport project as one of its aims.
- The Travel Industry Safety Passport project led by the Santasport Institute produced a training concept that includes a curriculum as well as materials for course leaders and students.



[Matupa TURISTI TURVASSA ENGLyhyt.ppt](#)

The textbook is in finnish, swedish, russian and in english.

The Travel Industry Safety Passport Committee was established to guide and develop the safety passport training. (The members of the committee are the Finnish National Rescue Association SPEK, the Tourism and Restaurant Services Association MaRa ry, Service Union United PAM, Santasport Institute of the Rovaniemi Municipal Federation of Education, the Regional State Administrative Agency of Lapland, the Finnish Safety and Chemicals Agency Tukes and the Tapiola Group's risk management expert services as a representative of insurance companies)

The primary task of the Finnish National Rescue Association is registration and information provision in relation to passport training. The Santasport Institute carries the main responsibility for the training of the course leaders and the development of the teaching materials.

- The training of **the course leaders** is 2 days
 - 137 persons have been certificated
- **Travel industry Safety Passport**, one day training, has been kept 382 times
 - 201 times in North of Finland
 - 103 in Middle of Finland
 - 77 in South of Finland
 - 1 out of Finland
- 5044 have done passport
- **Travel industry Safety Passport is inside the vocational education of travel industry (in Finland), Physical Education and Outdoor activities**
 - about 400 students per year study Travel industry Safety Passport training program, but everyone is not in register
- **Travel industry Safety Passport is also inside the further education of ski instructors (ISIA)**

The qualification criteria for course leaders

The following qualifications are required to apply for the training for Travel Industry Safety Passport course leaders:

1. A strong background in the travel industry and experience in providing customer service to tourists
2. Experience in training
3. Active interest in safety issues
4. A previously completed and effective Travel Industry Safety Passport Training
5. Sufficient skills and tools for utilising electronic training materials and managing course information and records
6. A successfully completed preliminary assignment

The course leader qualification is effective for five years from the month in which the training is completed.

The Travel Industry Safety Passport Committee is responsible for developing the training. The committee monitors the training sessions to ensure that their content and programme adhere to this guide. The quality of the training is monitored by means of national analyses and individual pieces of customer feedback.

The Travel Industry Safety Passport Committee organises occasional safety passport course evaluations. These entail evaluators authorised by the committee attending and evaluating the courses held by various organisations. The evaluators report to the Travel Industry Safety Passport Committee.

Cooperation with Ski Resorts

<http://www.ski.fi/hiihtokeskukset>

- we had also project to develop **Ski Patrol** education in Finland. The first pilot education was too massive or heavy (40 days) to Finnish circumstances (years 2008-2010), but we learned....
- Next step was to develop education really together with Finnish Ski Area Association, now we have 3 modules, all together 10 days, for Ski Patrol:
 - o 1. Travel industry Safety Passport, Safety risks at ski resorts and prevention, Safety documents for ski resort services, First aid at ski areas
 - o 2. Lift rescue, hypothermia and how to handle it, independent action in emergency cases and at rescue situations
 - o 3. "Snow safety", safety risks and prevention, equipments, off-piste skiing/moving, rescue and how to organize rescue situation
- during 2012 – 2013 all Ski resorts from North of Finland took part in education and partly from other Finnish areas
 - o 44 persons were on 1. module
 - o 24 persons have done all 3 modules
- **Snow safety education (the 3. module)**
 - o to ski instructors
 - o to lift and slope workers at ski resorts
 - o to officials of municipalities

What else:

Partnership agreement with Ministry of the Interior in 2010

- Safety first – Internal Security Programme 2008 - 2011
- Basically it's the promise to develop safety in the Travel Industry and in the Physical Education and the safety of circumstances
- The Government adopted the third Internal Security Programme on 14 June 2012.
- We are also updating the agreement – this year 2013 together with MTI

Cooperation with MTI, The Lapland Multidimensional Tourism Institute in the Travel Industry safety.

Leading the safety work in the network of Finland's Sport Institutes

In Finland there is 11 **sport institutes** and everyone has special sector to develop
→ Our (Santasport institute) speciality is safety in physical education, travel industry and sports.

In Santasport Institute we have our own safety policy. We educate our staff and also all students learn safety attitude and also train it in different circumstances.



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- Safety at the Travel Industry – sector, 2007 SUOMEN PALOPÄÄLLYSTÖLIITTO/THE FINNISH ASSOCIATION OF FIRE CHIEFS
- Lapland's network of Safety– 2010 timanttitekopalkinto TURVALLISUUS- JA PUOLUSTUSASIAIN KOMITEA/THE SECURITY COMMITTEE
- Safety at Education sector 2011 SUOMEN PALOPÄÄLLYSTÖLIITTO/THE FINNISH ASSOCIATION OF FIRE CHIEFS



