

## Risk Analysis and Management System (RAMS)

NZET have Inbound Tour Operator Qualmark accreditation. As part of this accreditation we must use Qualmark Operators all of whom will have the relevant safety audits pertaining to their business. Not all operators have RAMS in a simple form because their operations are too complex for this type of presentation and they are audited by independent third parties.

### Tour Information

**Ratio:** There is a minimum of 1 adult to every 10-12 students on each tour.

These ratios are halved on guided activities around water where the NZET staff bolster the staff numbers of the Qualmark approved adventure tourism operator.

All staff are police vetted and the Tour Managers have a first aid certificate.

**Supervision:** Students are not allowed to swim without NZET staff members present

Free time: Students are not allowed to go into town alone. On the free night in Queenstown the NZET staff are in town to make sure students are safe. There is a curfew for all students to return (normally 9-10.00pm).

### The Civil Aviation Authority (CAA)

The CAA licenses all fixed and moving wing aircraft operations, such as helicopter flights and skydiving. Operators are subject to independent audit and have various codes of compliance. As their operations are highly technical, they have extensive operating procedures manuals which are confidential to each company. They do not as a matter of course provide simplified RAMS. Their CAA licence is proof that they have complied with the codes of compliance and have satisfactory operating procedures. If they don't have a licence, they can't operate.

### Maritime Transport Act

Water based activities are governed by the Maritime Transport Act which requires a maritime document (activities e.g. Interislander, jet-boating, rafting). Operators of this type must have Maritime Safety Management Systems which are audited by Maritime New Zealand. If they do not have a certificate, they cannot operate.

### Adventure Safety Audit / Amusement Devices Act

Adventure Activities are required to be registered with WorkSafe and have an independent safety audit. Tourism operators such as Ngai Tahu Tourism, Explore and Real Journeys (now Go Orange) have these because they have multiple and complicated activities. Companies cannot operate without this certificate and while they do not wish to hand over their operating procedures we do have copies of their safety audit certificates.

Many operators will not release their operating manuals as they are commercially sensitive, and rely on their certification by third parties such as the above. We do hold the certificates of all our suppliers. If you would like to view specific RAMS, safety certificates or any other documents please email [tours@nzet.com](mailto:tours@nzet.com) or message us through the website.



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