

MEV POLICY - VOL 006

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| Manchester Event Volunteers | Volunteer Services |
| Policy Number | VOL 006 |
| Policy Title | Attendance at Training |

POLICY DESCRIPTION

- All volunteer staff must attend Orientation Training / Event Briefing.
- All volunteer staff must attend Venue Orientation for their assigned venue.
- All volunteer managers, supervisors and team leaders must attend training.
- All volunteer staff must attend Job Specific Training for their particular job.

POLICY IMPLEMENTATION

- MEV will not be responsible for distributing invitations to Leadership Training, Orientation and Venue Orientation (where appropriate).
- Anyone not attending Leadership Training will not be permitted to lead volunteers.
- Anyone not attending Venue or Job Specific Training should attend a 'make up session'. This will be a condensed version of the main training session. This may take place prior to the event or may be arranged by the Volunteer Manager on the first day they report to the Venue for work.
- If a volunteer cannot attend a make up session to cover core information covering Health & Safety at the Venue and the information to allow them to carry out their job safely and competently, or it is not feasible to implement this at the venue the volunteer will be sent home.

POLICY RATIONALE

1. Orientation Training

Orientation Training provides information that all staff need to know about working at the venue: roles and responsibilities, customer relations, key people, their venues, and more.

It is essential that all paid and volunteer staff attend this training so that firstly, they understand the expectations of the workforce and secondly, each member of the workforce has the same level of information and the same expectations about what it means to work at the venue. This training is also being designed to be highly motivational to assist in minimising attrition.

2. Venue Orientation

Venue Orientation will cover details on the venue site and layout, the venue team, key roles and responsibilities, safety and emergency procedures and other general information about the venue; as well as the legal requirements to attend training in terms of Occupational Health and Safety. If staff does not know their venue, they will not be able to provide adequate service to our customers. All staff in a uniform will be expected to answer key questions such as directions within a venue. For these reasons, it is mandatory that all staff (paid and volunteer) attend venue orientation for their assigned venue.

If a member of the Workforce staff is working in more than one area, they will be encouraged to attend venue orientation sessions for every area in which they are working. If this is not possible, they must attend at least one venue orientation session and alternatives such as a venue tour and overview information on their first day of work at the venue.

Venue Orientation is the responsibility of the Venue Team, which will be coordinated by Volunteer Managers at venues, utilising templates and assistance from the Training Team.

3. Leadership Training

This training covers details on how to lead a team of staff in an event environment, which is quite different from a corporate environment. The course is based on a model for event leadership, and involves interactions and real life scenarios leaders at an event may be faced with. It is critical that all leaders understand the issues they will face relating to managing volunteers (as distinct from a purely paid workforce) and have a consistent approach to leading their teams. It is therefore mandatory that all managers, supervisors and team leaders attend this training.

Leadership training is the responsibility of the Training Team

4. Job Specific Training

If staff do not attend job specific training they may not be able to do their job to the expected standard. Moreover, from an Occupational Health and Safety perspective, job specific training is critical to ensure staff are trained to carry out their functions not only in a professional, but in a safe and efficient manner. Therefore, it is mandatory that all areas provide effective job specific training for their staff. Job specific training for contractors is the responsibility of contractor organisations.

Job specific training is the responsibility of Functional Areas, with tools, templates and assistance provided by the Training Team.

EXCLUSIONS

Existing Venue Staff will be encouraged to attend training – however this will be at the discretion of their employers.

- Training materials will be available in hard or soft copy for reproduction.
- Contractors are directly responsible for ensuring that their staff receives Venue Orientation. Information for each specific venue, including layout maps, will be made available for reproduction.
- In certain cases, key staff from Contractor Organisations may be invited to attend Venue Orientation in order to cascade this information to their own staff. This arrangement will be based on the nature of the service provided by the contractor.