

Student Stewards

Awards Ceremony Information Pack for Rochester Ceremonies

Thank you for agreeing to assist with the work of the Awards Ceremony Team. The University of Greenwich awards ceremonies are the highlight of the year and a unique and special opportunity for graduates and their friends and family to celebrate their academic achievement with University staff.

An enormous amount of planning and preparation is involved in ensuring that each ceremony runs smoothly and your role on the day is an integral part of this process.

This information pack has been designed to prepare you with details of activities that take place in ceremony locations at Rochester Cathedral.

Please take some time to read through this information pack prior to commencing work. If you have any questions to ask, please make a note in the back of this pack and ask a member of staff upon your arrival on your first day.

INDEX

GENERAL INFORMATION.....	1
TEAMS & LOCATIONS.....	4
KEY MEMBERS OF STAFF.....	8
FAQS.....	9
‘WHAT HAPPENS DURING THE CEREMONY.....	10
SAMPLE TICKETS.....	11
AREAS OF OPERATION MAPS.....	13
EMERGENCY EVACUATION PROCEDURES.....	17

GENERAL INFORMATION

Our awards ceremonies can be the first time that friends and family have visited the University of Greenwich so it is essential they receive a warm welcome. Our overall aim is to ensure they have an enjoyable day and leave with a positive impression of the University of Greenwich and its students.

a) Dress Code

As a student steward you will be required to wear casual/smart dress. . You will need to wear the ambassadors yellow t shirt that you have been issued with previously. This will allow you to be easily identifiable on site to graduates and their families, as well as to the rest of the student stewards and members of staff from the Awards Ceremony Team and the Vice-Chancellor's Office. You will also be issued with a name badge which must be worn at all times. We would advise you to wear comfortable shoes.

b) Arrival Times & Location

Rochester Cathedral: Tuesday 23 July 2019 (Set-up)

For those students who have agreed to work on 23 July, you should aim to arrive at the Rochester Cathedral by 1.30pm (finish time 5pm). On arrival you should make your way to the **North Door** of the Cathedral in the North Transept, where you will be required to sign in. You will then be given instructions about the set up locations and be given a full briefing and tour of the award ceremony areas.

Rochester Cathedral: Wednesday 24 and Thursday 25 July 2019

You will be required to arrive at 8.00am. You should report to the North Quire Transept, which is located at the rear of the Cathedral near the North Transept entrance, where you will be required to sign in and be advised where you can leave your belongings. You will then be assigned your area of work by a member of staff. There will be two ceremonies at 10.30am and 2.30pm on both Wednesday 24 and Thursday 25 July.

Please note that transport will be provided, if needed, to and from Rochester Cathedral. The coach will depart at 7.00 am from East Gate, Greenwich Campus and 7.30 am from the Gate House, Southwood Site, Avery Hill Campus. Coach departs from Rochester at 5.00pm on 24 and 6.00pm on 25 July.

Please note the coach will not wait for people who arrive late. You must allow ample travelling time to the Avery Hill and Greenwich Campus.

c) Things you should know

Throughout the day you may be asked questions from graduates and their guests about the Award Ceremony, most of the questions you could be asked are contained in the 'Frequently Asked Questions' section of this information pack. Please familiarise yourself with this section on page 9.

As a student of the University of Greenwich, and also as a student employee, we expect you to behave appropriately to everyone with co-operation and respect. There may be occasions when graduates and guests become agitated or annoyed with a situation or a response that you may have given. Should you find yourself in this situation, please remain calm and give the other person the opportunity to let off steam before you respond.

Remember, everyone gets a little agitated from time to time especially before a ceremony when people are nervous or running late, and you won't always be able to give the answer that someone wants to hear. However, the majority of people are reasonable and if you treat them as such, then they are more likely to respond in a positive manner.

Should the situation escalate and become too difficult for you to deal with, please radio for assistance (if you have been issued with a radio) or refer the person to a member of university staff in order to resolve the situation.

d) Lunch Allowance

At Rochester a packed lunch will be provided. Please let Julian Murphy know as soon as possible if you have any specific dietary requirements – mj44@gre.ac.uk.

e) Sickness or Other Problems

If for any reason you are unable to work on any of the agreed dates, you **must** let Julian Murphy know in advance by emailing mj44@gre.ac.uk or by telephoning 0208 331 9871 (on non-ceremony days). If for any reason you are unable to work on the morning of a ceremony day, please contact Julian Murphy on **07834 418579**.

f) Accident & Incident Reporting Procedures

You must report any accidents, incidents or near misses with which you have been involved or have witnessed at the earliest opportunity. Please report any such occurrences to a key member of staff (see p8) in the area in which the incident took place. The member of staff will provide you with the relevant report form and you will be required to complete the relevant sections.

TEAMS & LOCATIONS

Teams

You will be assigned by Julian Murphy to work within one of the teams detailed below. Julian will provide stewards working outside with a full briefing on their first day of work.

Within your team, you will:

- Co-operate with your team members regarding refreshment breaks
- Report any matters of serious concern to a key member of staff (see list on pg. 8)
- Ensure that you are in your designated areas and advising graduates and guests with correct information.

a) Corn Exchange Team

Student stewards are required to work in the Corn Exchange. In the Corn Exchange are:

- The Ticket Collection & Enquiries Desk – Princes Hall
- **Ede & Ravenscroft**, the company supplying graduate gowns – upstairs in the Queens Hall
- Photography studio, provided **Tempest** – upstairs in the bar area.

Upon arrival at the Corn Exchange, graduates should be directed to the clock entrance to the Princes Hall where they will collect a personalised envelope from the Ticket Collection & Enquiries Desk. This envelope contains the graduate's Cathedral entry ticket with numbered seat and any guest tickets.

Student stewards working in the Princes Hall should direct graduates upstairs to collect their academic gown from the Queens Hall. Photography is also located in this area, guests are to be directed into the Queens Hall to wait for graduates collecting their gowns.

Stewards working in this area must ensure:

- All guests know they are permitted to accompany the graduate whilst collecting their ticket and gown and visiting photography.
- You are available to assist Sunil Prasher and Mary Draper as and when required
- All queries from graduates and guests are dealt with appropriately
- Graduates and guests make their way to the Cathedral as soon as the Cathedral doors are open
- Late graduates and guests are dealt with as quickly as possible

Refreshment breaks must be made in consultation with your Team. Please report any matters of concern to Julian or Mary.

All Student stewards will be required to assist with marshalling of graduates and guests in the event of an incident which requires evacuation of the Corn Exchange. For further information please refer to the Emergency Evacuation Procedures section at the end of this pack.

b) Cathedral Inside Team

Student stewards are required to work in the Cathedral. There will be stewards working on the main entrance, in the entrance foyer and in the North Transept.

Student stewards on the Great West doors **must** ensure all graduates and guests have a ticket before they are permitted into the Cathedral and are required to direct the guests and graduates according to their ticket. Staff ushers and student stewards must ensure guests and graduates are directed to their seats.

All tickets are colour coded – see ‘**Sample Tickets**’ section on page 11.

Important information for the Cathedral Inside Team:

- Children under 5 years of age are **not** allowed in the Cathedral.
- Staff Ushers in the Cathedral will ensure that graduates are seated in the correct seat number and that guests are seated accordingly.
- All student stewards working in the Cathedral will be required to help resetting the Cathedral immediately after each ceremony has finished e.g. clearing away any rubbish, collecting boxes of programmes, placing programmes on seats etc.
- **All** student stewards working in the Cathedral will be required to assist with marshalling of graduates and guests in the event of an incident which requires evacuation. For further information please refer to the Evacuation Plan at the end of this pack.
- Refreshment breaks on ceremony days will take place at the same time as the university staff in the Cathedral under the direction of Dionne Glennon or Sarah Hills.

Security Personnel

Security personnel will be located on the main doors conducting bag searches, on the north door and in the Boley Hill car park

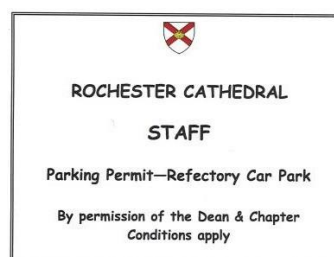
Dionne Glennon will provide stewards working in the Cathedral with a full briefing during set up or on their first day of work.

c) Outside Team

The outside team are to ensure that the traffic of graduates and their guests flows smoothly between the Corn Exchange and the Cathedral.

- Student stewards will be positioned in the outside area between the Corn Exchange and the Cathedral. Important information for the Outside team:
- You will be required to direct all graduates and guests to the appropriate location.
- Ensure all civic dignitaries are directed to the area outside the Chapter Room.
- Following each ceremony there will be an academic procession out of the Cathedral. The procession will go to the Rose Garden where a professional photograph will be taken.
- As soon as the procession has left the Cathedral, guests will exit through the Great West Doors turning LEFT towards the rear of the Cathedral through the Kings Orchard. You are responsible for ensuring all guests are directed through to the Marquee.
- After each ceremony reception you will be required to collect and dispose of all rubbish and glasses left in the Kings Orchard.
- You will assist with the marshalling of guests in the event of an incident which requires the evacuation of the Cathedral. For further information please refer to the Emergency Evacuation Procedures at the end of this pack.

Important Note - Allow cars with the following permits access to the cathedral car park near the tea rooms.



Park and ride

A free Park & Ride facility for graduates and their guests will be operating from our Medway Campus ME4 4TB (<https://www.gre.ac.uk/about-us/campus/medway>) direct to Rochester on the day of your ceremony.

Campus > Rochester	Rochester > Campus
8.00	14.00
8.30	15.00
12.00	17.00
12.30	18.00

Guests and graduates will make their way from the drop off point in Rochester to the Corn Exchange. Stewards should be aware of the times of arrival and departure and help direct towards the drop off / pick up point.

d) North Quire Transept

A student steward is required to work in this area with a UOG staff member. The North Quire Transept area is where the Chancellor, Vice-Chancellor and civic dignitaries meet prior to the ceremony to collect their robes and have refreshments. When an Honorary Graduate is attending a ceremony they should also be directed to this area with their guests. Members of academic staff attending from the faculty also meet here to collect their robes for the academic procession inside the Cathedral.

The duties in this area include:

- Ensuring all student stewards have signed in each morning
- Ensuring that radios, fleeces and jackets have been signed for
- Assisting staff collecting and returning their gowns
- Directing special guests to the refreshment area

Radio Protocol

Stewards will be in contact with each other and University of Greenwich staff via the use of two-way radios. Due to the numbers of student stewards working during the ceremonies, not all stewards will be equipped with a radio.

Appropriate language must always be used .

Team Leaders may give appropriate codenames to their team members if they find this useful e.g. car park team. Stewards must sign the radio log in the VIP area when collecting/returning a radio.

KEY MEMBERS OF STAFF

North Quire Transept:	TBC
Ticket Collection & Enquiries Desk: (located in the Corn Exchange)	Mary Draper Sunil Prasher
Cathedral	Dionne Glennon Sarah Hills Julian Murphy Colin Tolhurst (Cathedral Verger)
Responsible for Steward Teams 3 & 4:	Julian Murphy

INDIVIDUAL TEAM POSITIONS

Corn Exchange Team

UOG Staff: Mary Draper and Sunil Prasher

Cathedral Team

UOG Staff: Dionne Glennon and Sarah Hills

Cathedral Outside Team

UOG Staff: Julian Murphy and Dionne Glennon

Car Park Team

UOG Staff: Julian Murphy

North Quire Transept

UOG Staff: TBC

Although student stewards will be placed in set teams, the nature of Awards Ceremonies is that anything can happen, and as such students are expected to assist in various duties which may not be stated above.

Each day, upon arrival, student stewards should be available to assist in setting up the enquiries, gown collection and photography areas, signage and the Cathedral. At the end of the day all students stewards are expected to help tidy up the various activity locations and to assist with loading equipment onto university transport.

FREQUENTLY ASKED QUESTIONS

Where do graduates collect their tickets?

The Ticket Collection & Enquiries Desk which is in the Princes Hall in the Corn Exchange

Where can they leave their guest tickets for family to collect later?

The Ticket Collection & Enquiries Desk, in the Princes Hall in the Corn Exchange

Where do graduates collect their gown?

The Queens Hall in the Corn Exchange

Where are the photographs taken?

In the Queens Hall in the Corn Exchange

Where do graduates return their gown?

In the hampers provided on the ground floor of the Corn Exchange

Where is the first aid kit?

In the Cathedral and at the Ticket Collection & Enquiries Desk in the Corn Exchange

Where are the toilets?

Public toilets are located directly opposite the Corn Exchange.
There are also 8 'tardis' toilets available for use after the ceremony at the rear of the Cathedral grounds by the Marquee

Where are the nearest toilets with disabled access?

Directly opposite the Corn Exchange

Where is the nearest cashpoint and local shop?

In Rochester High Street

Where should VIP guests report to?

UOG Staff member in the North Quire Transept

Where should Processional party members (inc. mayors) report to?

The North Quire Transept in the Cathedral for gowning and refreshments

Where should mayoral parking take place?

In the Boley Hill car park adjacent to the Cathedral entrance, after dropping the Mayor at the Cathedral.

‘WHAT HAPPENS DURING THE CEREMONY’

The Ceremony will start promptly at the allotted time. Before commencement, the Master of Ceremonies will make a number of important house-keeping announcements. The Ceremony starts with the entry of the Academic, Civic and Chancellor’s/Pro Chancellor’s/Vice-Chancellor’s Processions.

The ceremony commences with a welcome speech followed by an address by a representative from the Students’ Union. The main ceremony address follows.

Each graduate seat is numbered. It is essential that all graduates seat in the seat that corresponds with their numbered ticket.

After the speeches a senior representative from the relevant faculty will be called to present the graduates. At the same time, members of the Awards Ceremonies Team will guide the first graduates up to be presented, checking names en route.

The faculty representative will announce the names of each graduate, they will walk across the dais where the Chancellor/Pro Chancellor/Vice Chancellor or Pro Vice Chancellor will congratulate them with a handshake. They will be presented with a certificate by a representative from the faculty. Student stewards will guide each graduate back to their seat.

The Ceremony will end with the departure of the Chancellor’s/Pro Chancellor’s and Vice-Chancellor’s, Civic and Academic Procession. Graduates will follow and process out to partake in a group photo. Following this they will make their way to the reception, where a celebratory drink will be offered and they will have the opportunity to meet friends, family, colleagues and guests.

SAMPLE TICKETS

Graduates



GUEST TICKET: 2.30pm Wed 25 July



GUEST TICKET: 10.30am Thurs 26 July



GUEST TICKET: 2.30pm Thurs 26 July



Special Guest ticket



SAMPLE TICKETS

Medway School of Pharmacy

Graduates

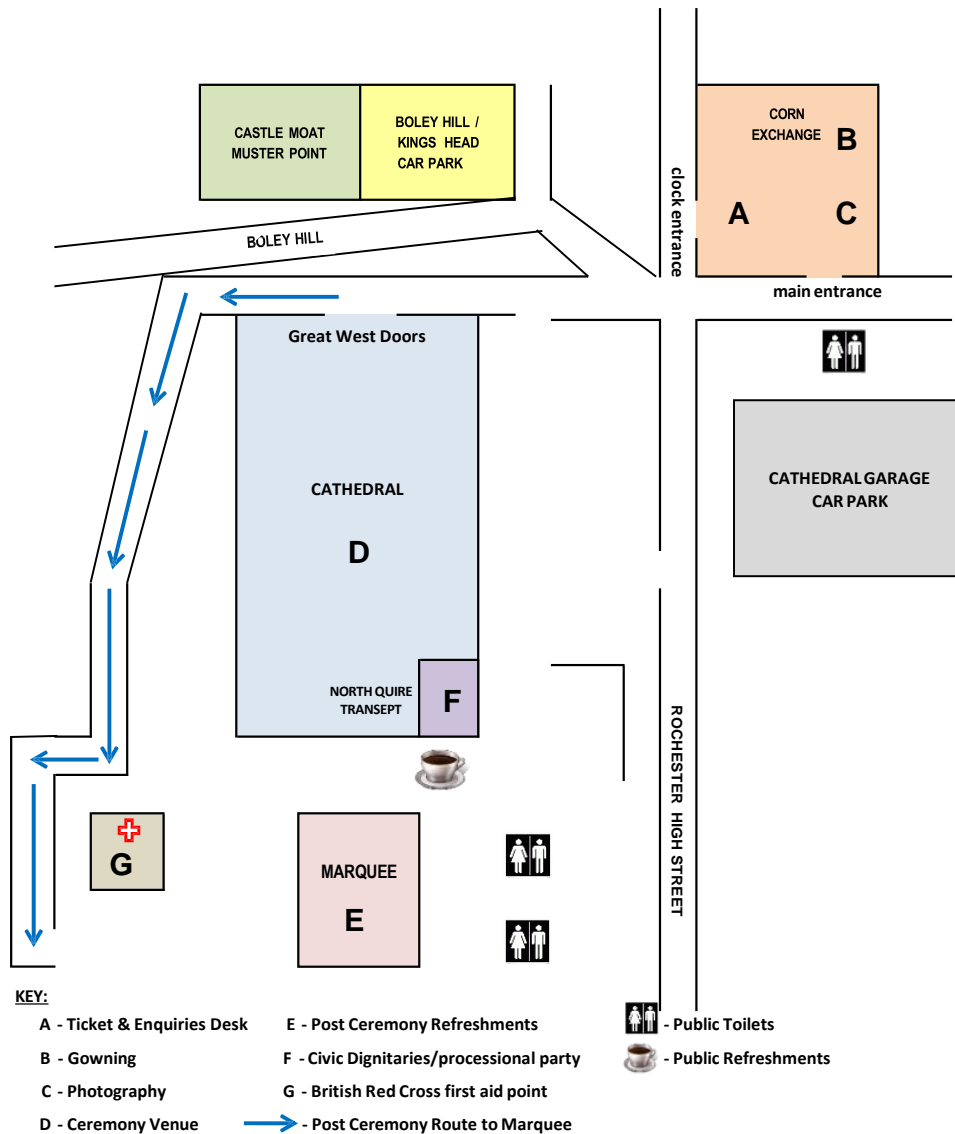
GUEST TICKET: 10.30am Wed 25 July



Special Guest ticket



GENERAL RESPONSIBILITIES AND AREAS OF OPERATION – ROCHESTER



Corn Exchange Team Duties:

- Responsible for directing students and guests through ticket collection, gowning, and photography
- Maintaining an effective queuing system
- Ensure that students and guests go straight to Cathedral

Cathedral Inside Team Duties:

- Check tickets, direct guests & graduates to correct seating area
- Replace programmes on Cathedral seating for each ceremony
- Assist in directing all guests to marquee after ceremony
- Tidy up Cathedral after each ceremony

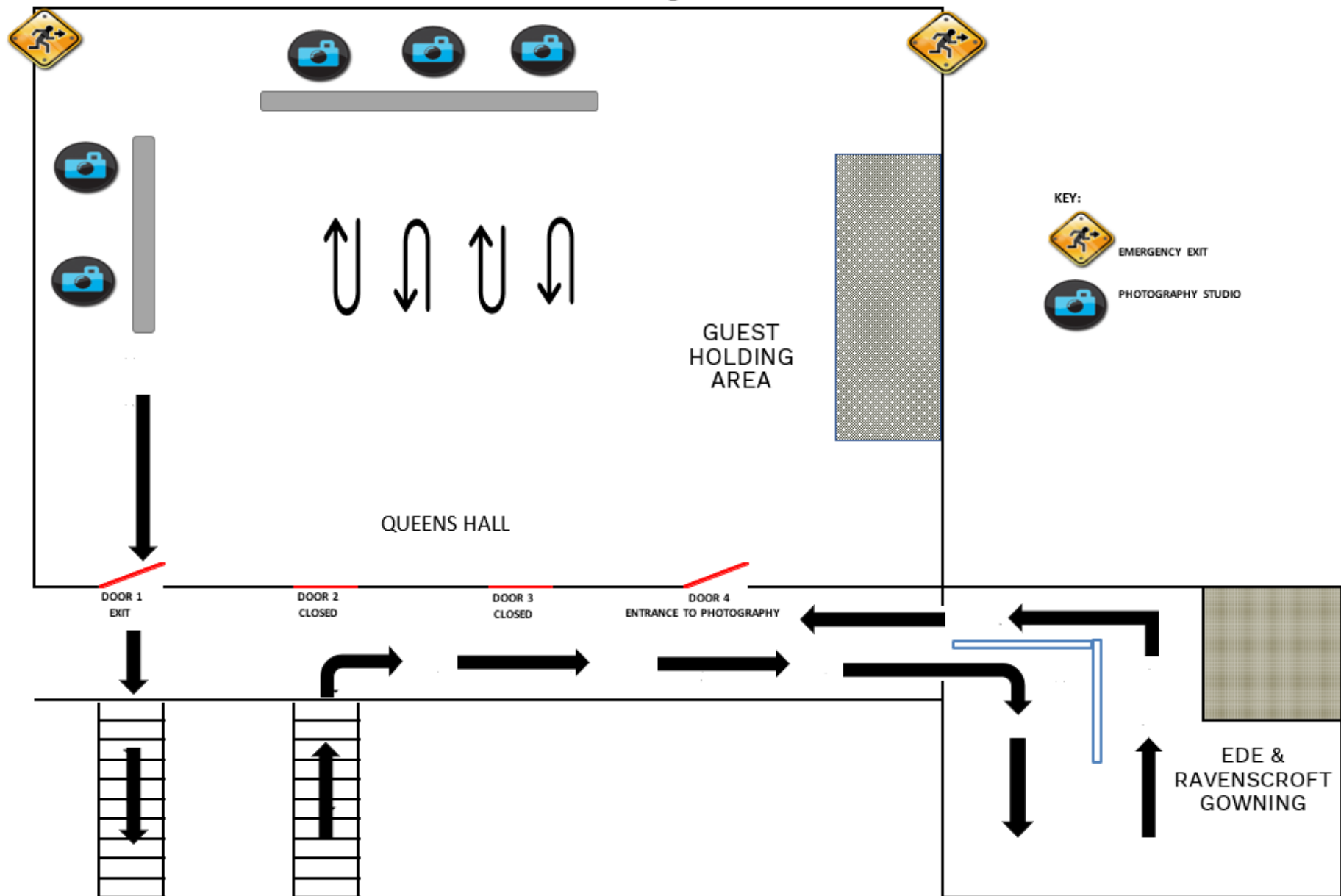
Cathedral Outside Team Duties:

- Responsible for directing graduates and guests to appropriate destination before ceremony
- Direct graduates & guests to marquee in Cathedral grounds after ceremony

North Quire Transept Team Duties:

- Ensuring all Student Stewards have signed in each morning
- Ensuring that radios have been signed for
- Assisting staff collecting and returning their gowns and robes
- Directing special guests to the refreshment area

GOWNING & PHOTOGRAPHY - CORN EXCHANGE, ROCHESTER



ROCHESTER EMERGENCY EVACUATION PROCEDURES INCLUDING STUDENT STEWARDS RESPONSIBILITIES

If the alarm in the Cathedral sounds, all university staff should be ready to move to their "evacuation location". The Duty Verger will co-ordinate the evacuation and an announcement will be made by the MC.

It is important **ALL STAFF MOVE TO THEIR EVACUATION LOCATION UPON HEARING THE ALARM.**

All guests and graduands should be moved out of the building IN AN ORDERLY MANNER. There are 6 main groups to take out:

- Graduands (south side) - exit via the South Door at the front right of the Cathedral
- Graduands (north side) - exit via the North Door at the front left of the Cathedral
- Academic staff and guests (platform party) - exit via the South and North Doors at the front of the Cathedral
- Guests (main pews) - exit via Great West Doors at the back of the Cathedral
- Guests (north transept) - exit via the North Door at the front left of the Cathedral
- Disabled guests – Julian Murphy via North Door

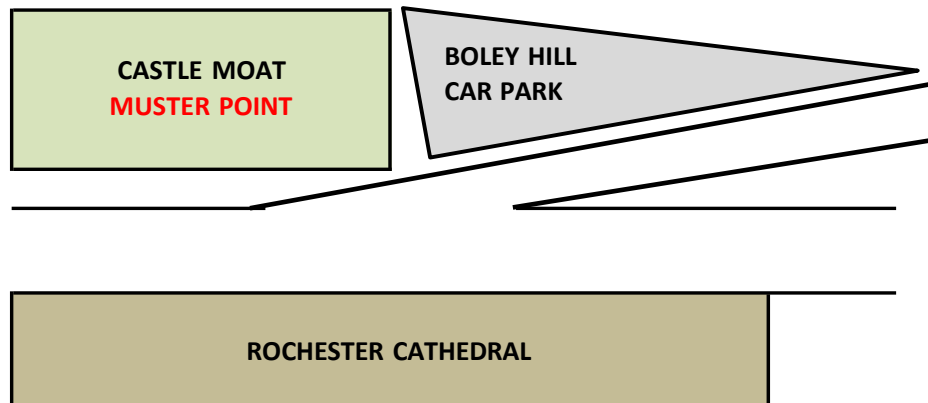
IT IS THE RESPONSIBILITY OF THE RELEVANT STAFF TO LEAD THEIR GROUP AND MAKE SURE PEOPLE ARE EVACUATED TO THE MUSTER POINT IN THE MOAT OF THE CASTLE OPPOSITE THE CATHEDRAL.

STAFF LOCATION

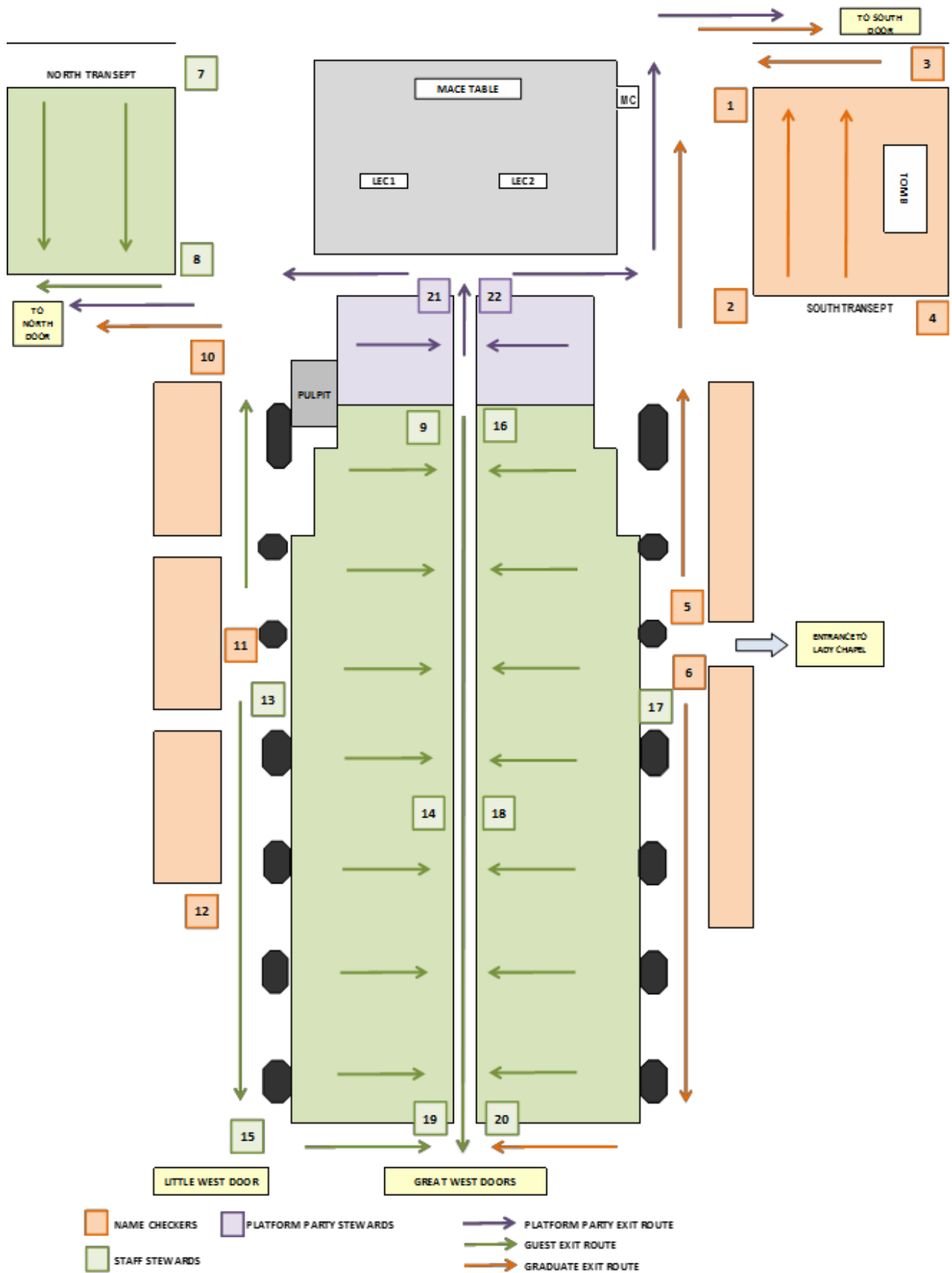
1	PROMPT	7	CERTIFICATE
2	NAME CHECKER	8	CERTIFICATE
3	NAME CHECKER	9 to 11	NAME
4	NAME CHECKER	12	CAMERA
5	NAME CHECKER	14 to	STAFF
6	LATE COMERS		
21	LEADER OF THE ACADEMIC PROCESSION		
22	MACE BEARER		

All people should be evacuated to the CASTLE MOAT OPPOSITE THE CATHEDRAL.

It is important that staff co-ordinating the graduates keep them in order, and re-order if necessary, once at the muster point, so that the ceremony can resume at its earliest.



POSITIONS FOR EVACUATION FROM CATHEDRAL



FIRE AND EMERGENCY EVACUATION PROCEDURES FOR THE CORN EXCHANGE

In an event of evacuation at the Corn Exchange the fire alarm will sound, this is a high pitched continuous sound.

Upon hearing the fire alarm you must:

1. Leave the building immediately by the nearest fire exit, which are all clearly marked, escorting and guiding guests.
2. Do not stop to collect any personal belongings
3. Do not use the lift
4. Make your way to the nearest Evacuation Assembly Point to the building, these are; Cathedral Garage Car Park – Northgate entrance (directly opposite the front entrance to the Corn Exchange) or the Kings Head Car Park – High Street Entrance (opposite the Princes Hall entrance)
5. It is an offence not to vacate the building when asked to do so. This may result in prosecution by the Fire Authority.
6. Do not, under any circumstances, re-enter the building until the Venue Manager has informed you that it is safe to do so. This will not be until the fire brigade or the relevant emergency services have released the building back to our control.

Action upon discovering a fire:

1. If you discover a fire, activate the alarm by smashing the glass in the break glass alarms.
2. Do not attempt to fight the fire
3. Follow the evacuation procedure shown above

Action by Venue Manager and Staff

1. When the fire alarm has been sounded NORSE control desk will have been automatically informed.
2. Norse will telephone to ensure that the alarm is genuine and arrange for emergency services to be called.
3. Conduct a sweep of the building to ensure it is fully evacuated, checking toilets, kitchen and hall – but only if safe to do so.
4. Wheelchair users and/or people with mobility issues will be evacuated by use of the EVAC Chairs after all other persons have been evacuated.
5. Attend the assembly point and undertake staff role call. If any member of staff is not accounted for then inform the fire brigade on their arrival.
6. Do not, under any circumstances, re-enter the building until the fire brigade or other relevant emergency service has informed you that it is safe to do so.

REMAIN CALM AT ALL TIMES – DO NOT RUN OR RUSH, AVOID PANIC TO ENSURE THAT EVACUATION IS SAFE AND EFFECTIVE