

Student Stewards

Awards Ceremony Information Pack for Greenwich 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 on the Greenwich Campus.

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.

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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

Greenwich Campus: Sunday 20 October (Set up)

For those students who have agreed to work on 20 October, you should arrive at the Greenwich Campus by 1.00pm (finish time 5pm). On arrival you should make your way to Queen Anne Court room 010 where you will be required to sign in. You will then be given instructions about the set-up locations, a full briefing and tour of the award ceremony areas.

Greenwich Campus: 21, 22, 24 and 25 October

You will be required to arrive at 8.00am on each day of work. You should report to Queen Anne room 015 (now an open computing area), where you will be required to sign in. You will be assigned your area of work by a member of staff on the morning. Please note that we anticipate a finish time of 6.30pm on 21, 22, 24 and 5pm on 25 October, finish times may be earlier. All personal belongings can be left in either QA010 or behind the screens in the Ticket Office QA077.

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, most 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

You will be given a £10 *Student Lunch Voucher* in £5 denominations, which can be redeemed in the University's coffee shop in Queen Mary Building and Dreadnought Café. Each voucher must be redeemed in full; you will not receive change.

All refreshment breaks must be made in consultation with your team and if in doubt, please consult with Julian Murphy, the Office Manager in the Awards Team.

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 07834418579.

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 Sunday afternoon during set up or 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) Queen Anne Team

Student stewards are required to work in the Queen Anne Court area. Located In Queen Anne Court are:

- The Ticket Collection & Enquiries Desk - room 077
- **Ede & Ravenscroft**, the company supplying graduate gowns – room 075
- Photography studio provided **Tempest** - rooms 063/038/039 & the 1st floor of Queen Anne Court.

Upon arrival at the Greenwich Campus, graduates will make their way to room QA077 where they will collect a personalised envelope from the Ticket Collection & Enquiries Desk. This envelope contains the graduate's Chapel entry ticket with numbered seat and any guest tickets.

Student stewards are required to direct graduates to collect their academic gown from QA075 and then to room QA063 to have any photographs taken.

Stewards working in this area must ensure:

- All guests remain outside while graduate collect their tickets and gown.
- Sensible management of the queue leading into QA077
- You are on hand 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 Chapel as soon as the Chapel doors are open
- Late graduates and guests are dealt with as quickly as possible

A non-ticketed area is available for guests and children to view the ceremony in the Undercroft – Directly underneath the Chapel.

Refreshment breaks must be made in consultation with your team. There will be quieter times during the cycle of the day, but please ensure there is adequate cover remaining when you take a break. 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. For further information please refer to the Emergency Evacuation Procedures section at the end of this pack.

Processional Party/Civic Dignitaries/Honorary Graduates QA010/020

1 x Student Steward is required to work in this area with a member of university staff. This area is where the Chancellor, Vice-Chancellor and Civic Dignitaries meet prior to the ceremony to collect their gowns and have refreshments.

When an Honorary Graduate is attending, they should also be directed to this area with their guests. Members of academic staff attending from the faculties also meet here to collect their gowns for the academic procession into the Chapel.

The duties in this area include:

- Ensuring all student stewards have signed in each morning
- Ensuring all radios, fleeces and jackets have been signed for
- Assisting staff collecting and returning their gowns
- Directing special guests to the refreshment area
- To be on hand to assist Julian when required

Security Personnel

Security personnel will be allocated to patrol the ground floor of Queen Anne Court.

b) Chapel Team

8 student stewards are required to work in the Chapel. 2 stewards will be working on the main entrance doors, 2 stewards will be in the entrance foyer and 4 stewards will be required in the galleries (2 in each gallery).

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

Student stewards on the main entrance doors **must** ensure all graduates and guests have a ticket before they are permitted into the Chapel. Ushers and other student stewards inside the Chapel will ensure that guests and graduates are directed to their seats.

All tickets are colour coded – see ‘**Sample Tickets**’ section on page 14.

Important information for the Chapel Team:

- Children under 5 years of age are **not** allowed in the Chapel.
- Stewards working in the main entrance foyer are required to direct guests with Gallery Tickets to either the left or right balcony according to their ticket.
- Stewards in the Galleries are required to seat guests and ensure guests do not place any belongings or lean on top of the balcony during the ceremony.
- At least one steward **must** be present in each Gallery throughout the ceremony.
- All Student Stewards working in the Chapel area will be required to help with resetting the Chapel 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 Chapel 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 section at the end of this pack.
- Refreshment breaks on ceremony days will take place at the same time as the university staff in the Chapel under the direction of **Dionne Glennon or Sarah Hills**.

Security Personnel

Security personnel will be located on the main doors of the Chapel conducting bag searches along with a supervisor overseeing all searches. Additionally, a member of the security team will be located at the rear doors of the Chapel

c) Grand Square Team and Marquee

This team will ensure:

- All graduates and guests are directed to the appropriate location
- All civic dignitaries are directed to QA010
- They assist with the ceremony photograph following each ceremony in Upper and Lower Grand Square
- They assist with the marshalling of guests in the event of an incident which requires the evacuation of the Chapel. For further information please refer to the Emergency Evacuation Procedures section at the end of this pack.

The Team is also required to direct graduates and guests to the Marquee located on the King William Lawn following each ceremony for

celebratory drinks. There are a number of steps between the Lower and Upper Grand Square, this team should be available to assist guests who may have difficulty with the steps or direct them via the disabled access route to the Chapel.

There will be student stewards and security staff on the Marquee entrance checking graduate and guest tickets for entry into the reception area. Only ticket holders are able to go into the reception drinks area. The maximum capacity of the marquee is the same as the chapel and we cannot exceed this amount for health and safety reasons.

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 be used at all times.

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 QA010 in the VIP area when collecting/returning a radio.

KEY MEMBERS OF STAFF

Ticket Collection & Enquiries Desk:	Mary Draper and Sunil Prasher
Chapel:	Dionne Glennon Sara Hills Julian Murphy (guest seating queries) Deborah Robson (Chapel Manager)
Grand Square:	Julian Murphy
Overall responsibility for student Stewards:	Julian Murphy

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

Upon arrival each day students should be available to assist in setting up the Ticket Collect & Enquiries Desk, gown collection and photography areas, signage and the Chapel. At the end of each day all students are expected to help tidy up the various activity locations. On the last ceremony day all students are expected to assist with loading equipment onto University transport.

FREQUENTLY ASKED QUESTIONS

What time will graduates arrive?

They should arrive at least one and a quarter hours before their ceremony begins.

Where can graduates and guest park?

There are public car parks in the vicinity of the campus but no on-site parking is available.

Where do they collect their tickets?

The Ticket Collection & Enquiries Desk, room 077, Queen Anne Court

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

The Ticket Collection & Enquiries Desk, room 077, Queen Anne Court or the door of the Chapel with a student steward

Where do they collect their gown?

Room 075, Queen Anne Court

Where are the photographs taken?

Council Room 063, Queen Anne Court

When should graduates and guest be seated?

All graduates and guests should be seated 20 minutes before their ceremony begins. Arrangements will be made to seat guests with mobility problems before the congregation is allowed to enter the Chapel.

Where will guests be seated?

Guests will be seated separately from the graduates in either the nave, transept or in the upstairs galleries.

How long does each ceremony last?

Each ceremony last for approximately one hour.

What happens if a graduate is late for their ceremony?

Latecomers will be admitted and slotted in to their ceremony where possible, they should be dealt with as quickly as possible.

Can guests use cameras, mobile phones and other recording devices?

Yes, the use of cameras and other recording devices is permitted during the ceremony, but consideration must be given to other guests and guest must remain seated at all times.

Where are gowns returned?

Room 075, Queen Anne Court

Where is the first aid kit?

One in each of the Chapel, the Ticket Collection & Enquiries Desk, Queen Anne 015 and at the East Gate

Where are the toilets?

In Queen Anne Court and the undercroft beneath the Chapel

Where are the nearest toilets with disabled access?

Ground floor of Queen Anne Court

Is there disabled access into the Chapel

Disabled access is available in the Chapel for wheelchair users via a motorised Stairmate.

Where is the nearest cashpoint/shop?

The BP garage on Trafalgar Road or Greenwich town centre

Where should VIP guests report to?

University staff in Queen Anne Court room 010

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

Room 010, Queen Anne Court for gowning and refreshments

Where should mayoral parking take place?

Queen Anne car park

‘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

Graduate
(same ticket for all ceremony start times)



Gallery Left & Right guest ticket
(same colour for all ceremony start times)



GREY: Main Chapel guest ticket
10.30am ceremony



PINK: Main Chapel guest ticket
12.15pm ceremony



GREEN: Main Chapel guest ticket
2.45pm ceremony



BLUE: Main Chapel guest
4.30pm ceremony



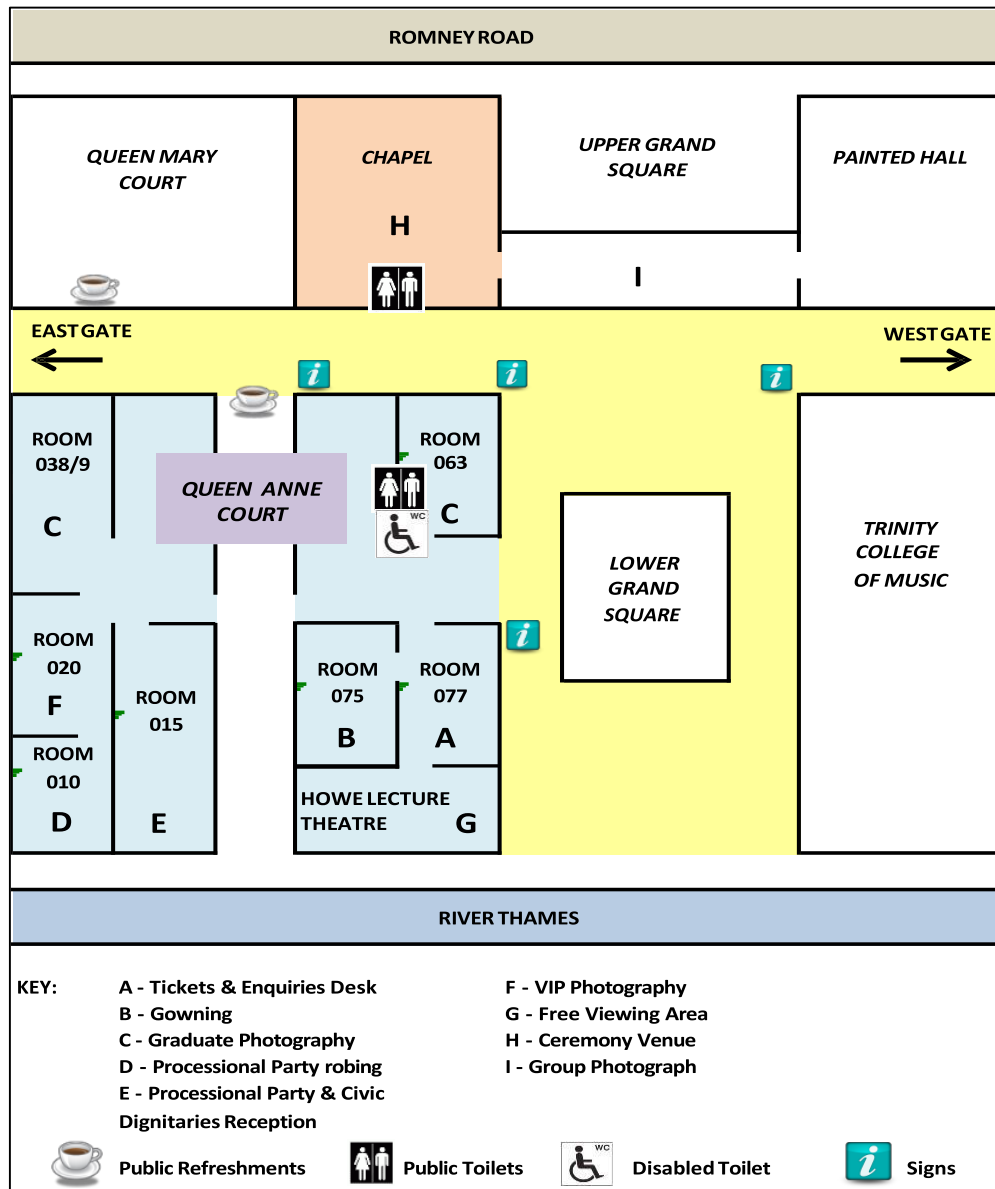
ORANGE: Main Chapel guest ticket
6.15pm ceremony



Special Guest Ticket



GENERAL RESPONSIBILITIES AND AREAS OF OPERATION - GREENWICH



Chapel Team

- Check tickets, direct guests / graduates to correct seating area
- Direct guests to Gallery seating areas
- Replace programmes and books on Chapel seating for each ceremony
- Assist in directing all guests to Reception Marquee after ceremony (see map on page 32)
- Tidy up Chapel after each ceremony

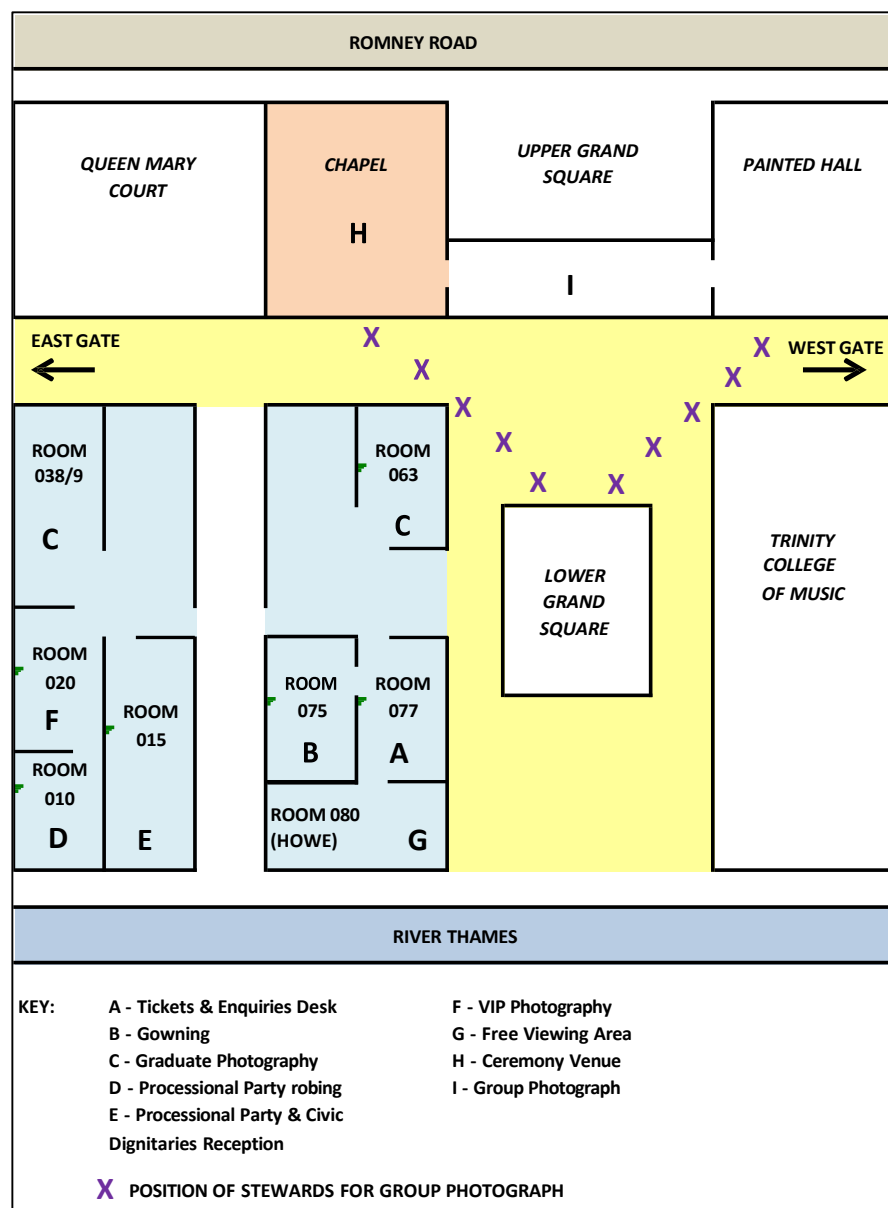
Grand Square Team Duties:

- Responsible for directing graduates and guests to appropriate destination
- Assist with group photo (after the ceremony)
- Man positions marked 1 and 2 on the map
- Stop guests from walking in front of camera during group photo
- Direct graduates to Reception Marquee

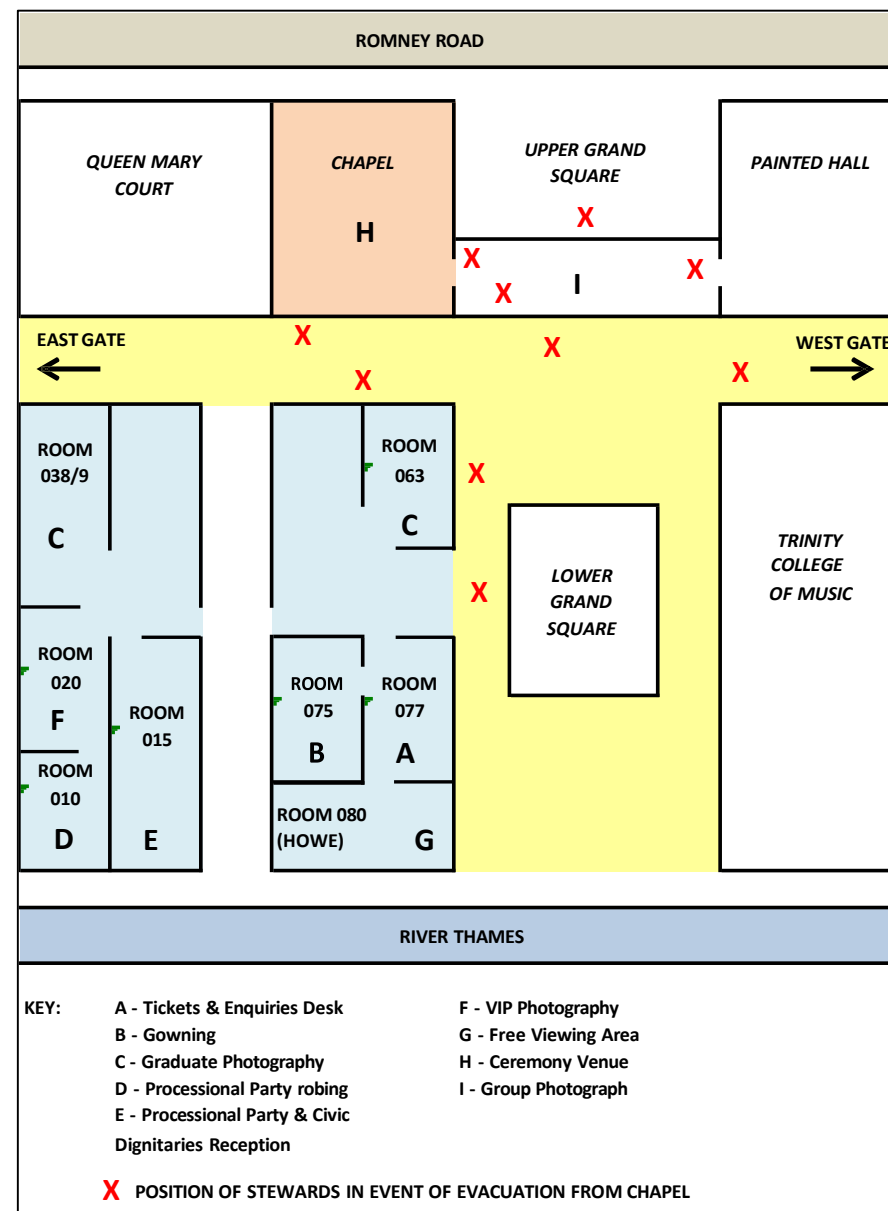
Queen Anne Team Duties:

- Responsible for directing students and guests through ticket collection, gowning, photography and refreshments
- Maintaining an effective queuing system
- 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

OUTSIDE TEAMS – POSITIONS FOR GROUP PHOTO



OUTSIDE TEAMS – POSITIONS FOR EVACUATION



GREENWICH EMERGENCY EVACUATION PROCEDURES INCLUDING STUDENT STEWARD RESPONSIBILITIES

If the alarm of the Chapel sounds, all university staff should be ready to move to their "evacuation location". The Chapel Manager will confirm we have to evacuate 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 5 main groups to take out:

- └ Graduands - exit via the emergency exit at the front right of the Chapel
- └ Platform party, Civic Party & Guests - exit via the emergency exit at the front right of the Chapel
- └ Guests (main Chapel) - exit via the double doors at the back of the Chapel through the main entrance
- └ Guests (Galleries) - exit via the stairs to the back of the Chapel and out through the main entrance
- └ Disabled guests – Julian Murphy from the right/back corner of the Chapel

IT IS THE RESPONSIBILITY OF THE PROMPT (1), THE LEADER OF THE ACADEMIC PROCESSION (21), PUSH & PULL STEWARD (14), GALLERY STUDENT STEWARDS TO LEAD THEIR GROUP AND MAKE SURE PEOPLE ARE EVACUATED TO LOWER GRAND SQUARE.

STAFF LOCATION

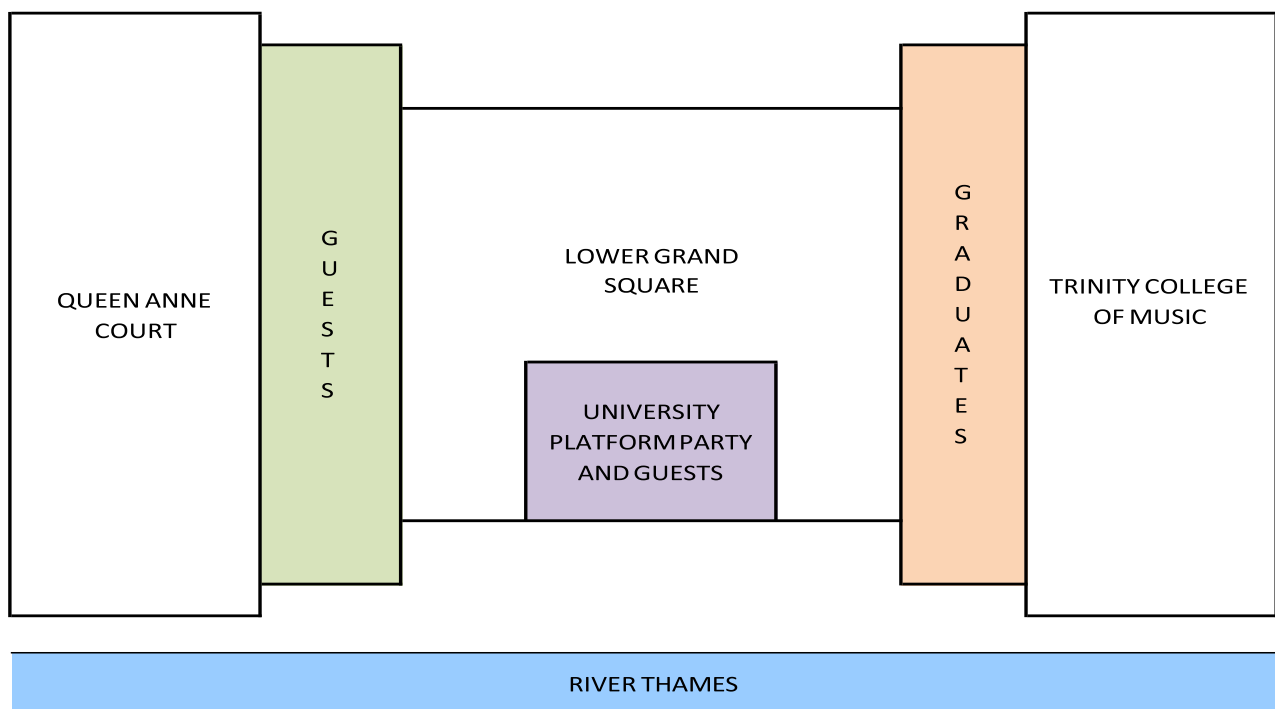
1 PROMPT
2-5 NAME CHECKERS
6-7 CERTIFICATES
8 CAMERA
9 to 13 STEWARDS

STUDENT STEWARDS

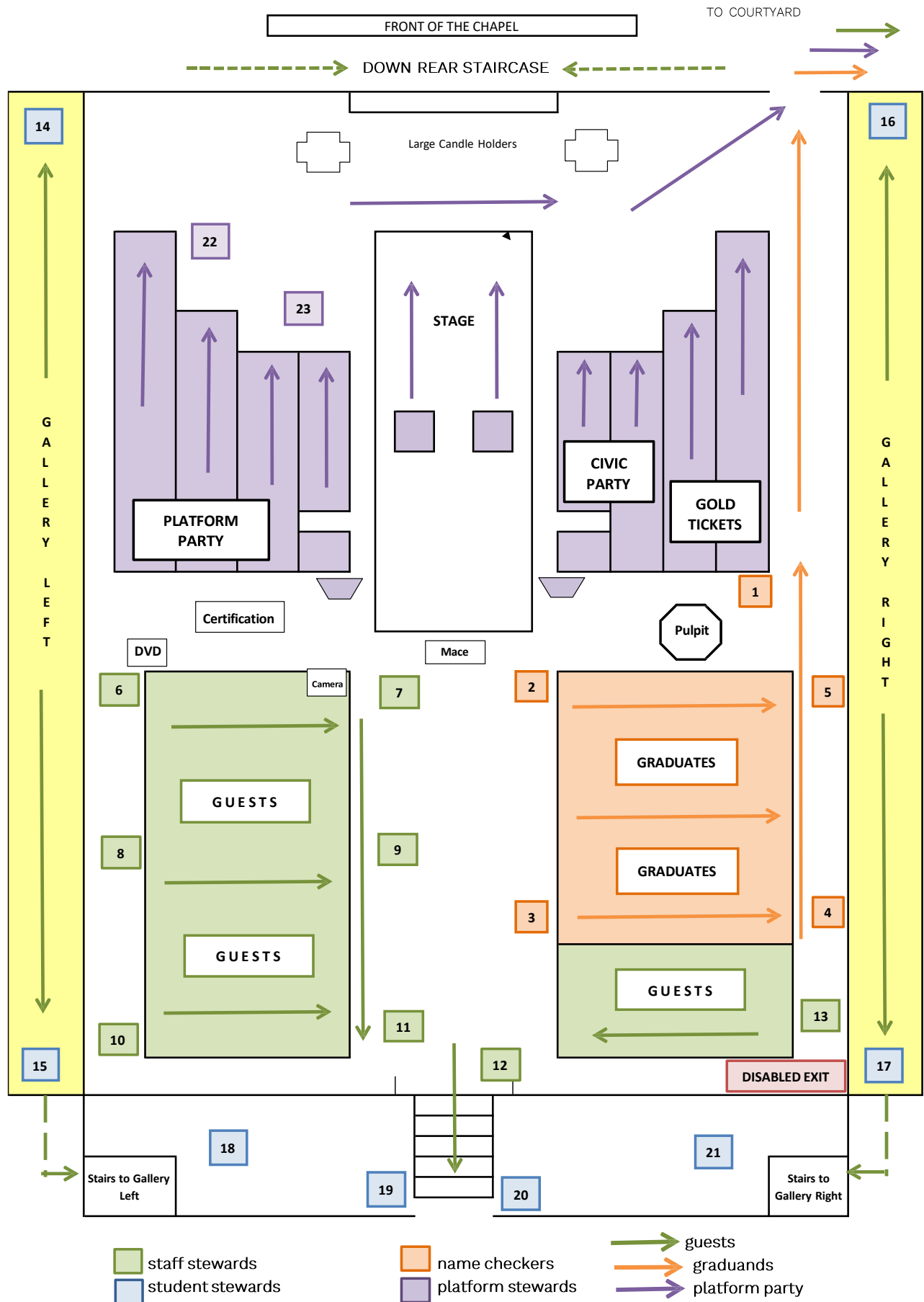
14-17 STEWARD - GALLERY
18-21 STEWARD - MAIN ENTRANCE
22 LEADER OF THE ACADEMIC
23 MACE BEARER

All people should be evacuated to LOWER GRAND SQUARE.

It is important staff keep people in order and re-order if necessary, once on Lower Grand Square, so that the ceremony can resume at its earliest.



POSITIONS FOR EVACUATION



Emergency procedure for graduation ceremonies at Greenwich

General

The University of Greenwich awards ceremonies are held in July and October. Following each ceremony a drinks reception takes place in a marquee erected on the King William Lawn. Around 450 people are expected to attend each ceremony which will last around an hour. The marquee itself is 30m x 12m and will be provided with 6 illuminated fire exits. There will be no seating. The marquee will be heated through the provision of external diesel fuelled heaters. There will be 3 stewards allocated to the event.

Action upon discovery of fire (stewarding staff).

Upon discovery of a fire, stewarding staff should operate the fire alarm at the main entrance point to the marquee. Security should then be contacted to summon the fire service and assist with the evacuation.

Action upon hearing the fire alarm (stewarding staff).

When the fire alarm is activated, stewarding staff should direct/assist occupants of the marquee to the nearest exit and from there to the assembly point.

Action upon being advised of a fire (security supervisors)

When a fire alarm is operated and the activation is followed up by confirmation from a steward that there is a fire, one security supervisor should ensure that the fire brigade is called in the usual manner. The other security supervisor should take charge of the evacuation, ensuring that all stewards on duty report to them at the assembly point to confirm that the structures have been cleared.

Disabled visitors

Stewards should be mindful that there may be disabled visitors attending and during an evacuation they should enquire if they need assistance (offering it as necessary).

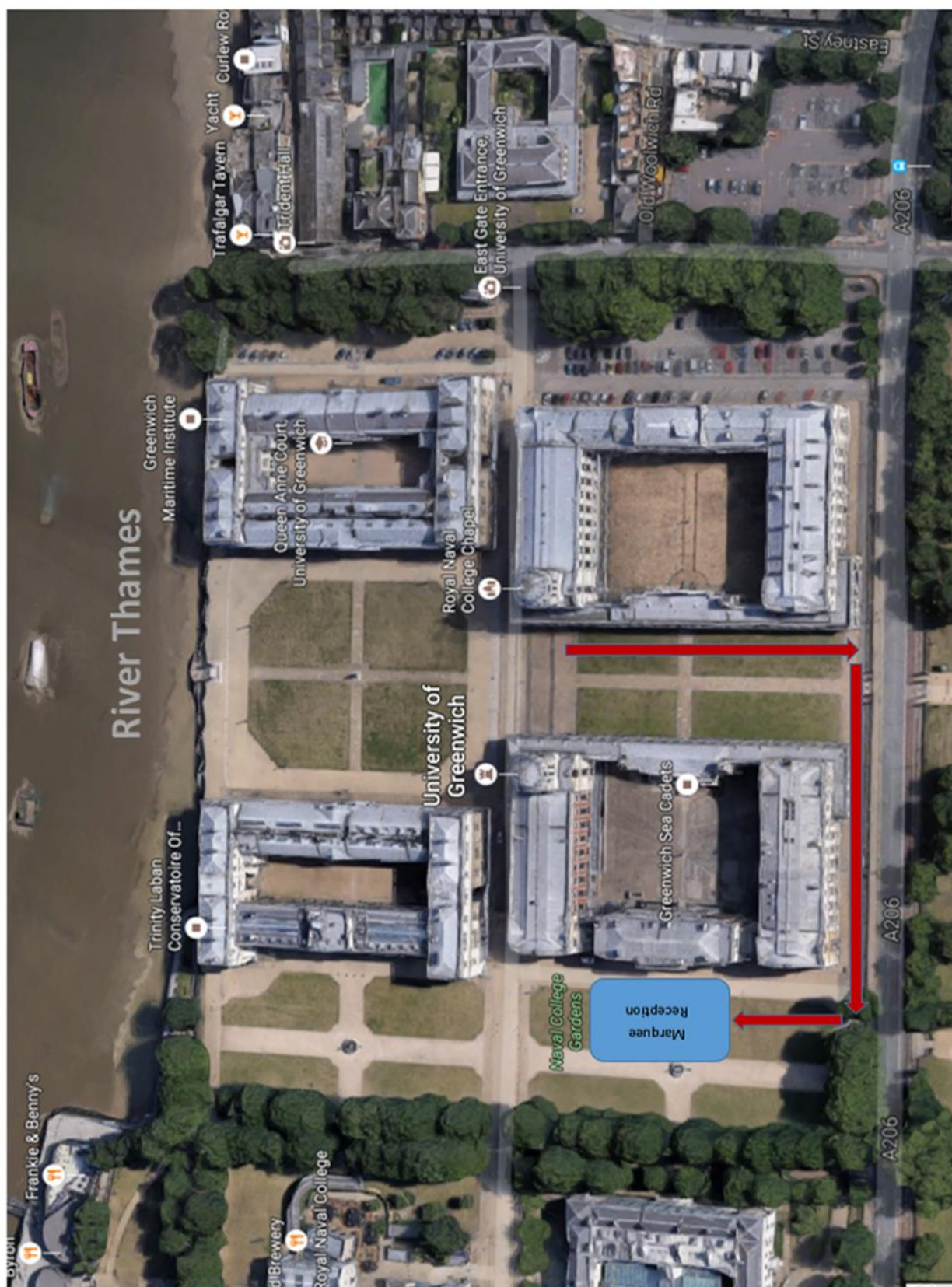
Firefighting

At the main entrance to the marquee there will be located two fire extinguishers, one water and one CO2. These are provided for use on very small fires. The water extinguisher can be used on solid fuel fires such as wood, paper and plastic. The CO2 extinguisher can be used on fires where an electrical current may be present.

NO ONE SHOULD EXPOSE THEMSELVES OR OTHERS TO RISK WHEN FIGHTING ANY FIRE. THE PRIMARY ROLE FOR STEWARDS IS THE EVACUATION OF THE MARQUEES.

Reoccupation

No one should be allowed to reoccupy the marquees prior to being given the all clear to do so by a security supervisor. Where a fire has occurred and the fire brigade has attended, the security supervisor will only give this direction after consulting with the officer in charge of the fire brigade attendance.



Guest post ceremony route to the reception area