

**QUEANBEYAN COMMUNITY RADIO
2 QBN FM 96.7 INC**

POLICIES AND PROCEDURES MANUAL

VERSION: 5 February 2009

This Manual sets out all the Station's policies and procedures in relation to members of the Association, covering all volunteers, including presenters. It will be updated, as policies need to be amended or added.



**Queanbeyan Community
Radio QBN FM Inc
261 Crawford Street Queanbeyan
PO Box 728 Queanbeyan NSW 2620**

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Welcome to 2 QBN FM 96.7

We are pleased that you have joined our team and trust that it will be a long and successful involvement in broadcasting and associated activities with us.

This manual outlines the Association's policies and procedures for running the operations of Radio 2 QBN FM. These set the conditions under which volunteers, both presenters and people undertaking roles to support the Station, are to operate. We believe it is important to understand the "job requirements" right from the start.

The Association operates under the auspices of the *Broadcasting Services Act 1992* ("the Act") as an incorporated association and is legally required to satisfy this. In addition, the Australian Communications and Media Authority (ACMA) registered the Community Radio Broadcasting Code of Practice ("the Code"), comprising 7 specific issues to which reference is made throughout this manual, on 23 October 2008. The Code was developed through a process coordinated by the Community Broadcasting Association of Australia (CBAA), of which 2 QBN FM 96.7 is a member, involving consultation with stakeholders and the public.

2 QBN FM 96.7 has been allocated a community broadcasting licence to serve the general community of the Queanbeyan RA1 licence area, covering the City of Queanbeyan and parts of the Palerang Shire.

People are our most valuable asset and as you read these policies and procedures, you will see that they all concern people. *People* include our listeners, our community organisations and our sponsors, as well as our own members, without whom the Association would not exist. We ask that you always remember that in any role associated with the Station, you are representing our Association - you are the voice and face of 2 QBN FM.

Volunteers are the lifeblood of the Association. There are responsibilities associated with being a volunteer that are covered in this manual, and are consistent with the rules in the Association's Memorandum and Articles. These policies and procedures are the *letter* of the law. Even more important, however, is the *spirit* behind them.

Your Committee of Management and Station Manager are here to support you in any way possible to have a great experience being involved in 2QBN FM 96.7 and to assist you to deliver great radio programming to our community.

Once again, welcome.

**Committee of Management
Queanbeyan Community Radio QBN FM Inc**

Our Vision Statement

2 QBN FM 96.7 is to be regarded as a professional medium, engaged with and providing the local community with information, news, music and sport broadcasting locally, twenty-four hours a day.

Our Mission Statement

2 QBN FM 96.7 is to

- ❖ be a pro-active dynamic broadcasting medium, successfully catering to the needs of those not adequately serviced by main stream media;
- ❖ provide a diverse range of programs that offer variety to the community, including promotion of indigenous, multicultural and specific demographic components of the local community; and
- ❖ deliver a quality product for all our sponsors to promote their goods and services within our licensed area.

Our Purpose

The purposes for which the Association is established, as set out in our Memorandum and Articles, are to:

- ❖ promote and further the community of the City of Queanbeyan and the surrounding regional districts by the provision of a radio station accessible to the community;
- ❖ operate a Community Radio Broadcasting Station in such a manner as to satisfy the needs of the community;
- ❖ provide access of Community Radio Broadcasting facilities in all its various forms to members of the Association;
- ❖ foster and encourage participation by all members of the community irrespective of their ethnicity, race, language, gender, sexuality, age, physical and mental ability, occupation, religious, cultural or political beliefs;
- ❖ facilitate access to, and/or provide full accredited training and facilities for members to enable their development as radio broadcasters, to foster and encourage participation by all members in the full operation of the service, and to ensure compliance with the Broadcasting Services Act; and

- ❖ ensure that the Community Radio Broadcasting Code of Practice is properly observed.

About 2 QBN FM 96.7

2 QBN FM 96.7 began operations in 1989 and received its Temporary Broadcasting Licence in 1993/94.. We have been broadcasting to the listening region in Queanbeyan and the surrounding area twenty-four hours a day, seven days a week since 1998.

2 QBN FM 96.7 expanded in 1999 and now broadcasts from 261 Crawford Street Queanbeyan. In April 2000, the Station was granted its Community Broadcasting Licence. The Station has constantly focussed on improving its quality of on air sound and its growth with new technology.

Presenters on-air come from our local community and reflect the diversity of backgrounds and interests in Queanbeyan and the listening area.

The station's slogan is: **QBN FM 96.7 – The best of everything!**
This reflects our Vision and Mission Statements, and our intention to be fully engaged with, and responsive to, our community.

About This Manual

This manual sets out the full set of policies and procedures that the Association has established to meet the requirements of the Act and the ACMA Codes of Practice. These are tailored to support and maintain the Association and the most effective on-air presentation. Two particular issues are highlighted in the manual:

Volunteer Guidelines – set out at **Attachment A**; and
Conflict Resolution policy and procedures – set out at **Attachment B**.

Areas for attention in 2009 that will be supported through the establishment of standing sub-committees reporting to the Committee of Management are:

- ❖ **Finance** – focus and sub-committee responsibilities/operations are set out at **Attachment C**;
- ❖ **Grants** – focus and sub-committee responsibilities/operations are set out at **Attachment D**;
- ❖ **Membership** – focus and sub-committee responsibilities/operations are set out at **Attachment E**;
- ❖ **Occupational Health and Safety** – focus and sub-committee responsibilities/operations are set out at **Attachment F**;
- ❖ **Programming** – focus and sub-committee responsibilities/operations are set out at **Attachment G**;
- ❖ **Sponsorship** - focus and sub-committee responsibilities/operations are set out at **Attachment H**;
- ❖ **Training** – focus and sub-committee responsibilities/operations are set out at **Attachment I**.

1. STATION GOVERNANCE

2 QBN FM 96.7 has a Committee of Management comprising the following positions:

- ❖ President
- ❖ Vice President
- ❖ Secretary
- ❖ Treasurer
- ❖ Ordinary members (2)
- ❖ Ordinary member - Presenters' Representative.

The Committee of Management is elected by Association members on an annual basis, at the Annual General Meeting held in December each year.

The Committee of Management has established the following standing sub-committees in 2009 to ensure that the Station's operations run effectively to meet the vision and mission:

- ❖ Finance
- ❖ Grants
- ❖ Membership
- ❖ Occupational Health and Safety
- ❖ Programming
- ❖ Sponsorship
- ❖ Training

The roles of each of these standing sub-committees are set out at **Attachments C - I**.

Additionally, volunteers who are presenters hold meetings every second month to get and give feedback on the work of the Committee of Management, and to raise issues of importance to them in relation to day-to-day Station operations. Volunteers run these meetings with Committee of Management members in attendance to assist.

In addition to the above named standing sub-committees, the Committee of Management may create, as the need arises, casual sub-committees for a specific function or task. Such casual sub-committees disband upon completion of that function or task.

2. MEMBERSHIP OF THE ASSOCIATION

Membership qualifications, applications processes, membership fees and associated issues are set out in the Association's Memorandum [s](#) and Articles, rules 4 – 10.

Membership is open to all individuals and community organisations, and the application and approval processes are oversighted by the Committee of Management. To present a program on-air, a member must be "financial", that is they have paid their annual membership fees (except for Gold or Life members) that

are due for the current financial year. Membership is linked to the financial year cycle, and members who are due to renew their membership are advised in writing ahead of the coming financial year.

The Association has a range of policies and procedures that set out requirements for the Station's operation. These are designed to ensure the Station meets its licensing responsibilities and that members at all times represent the Station with probity, in a fully accountable manner.

3. STATION OPERATIONS

3.1 MUSIC

Music that is broadcast is to reflect the diversity of the listening audience, and is not to contain lyrical content that would cause offence to either the entire community or groups within the community.

The Community Radio Broadcasting Code of Practice 5 requires that community radio stations are to develop Australian music and provide opportunities for performers to have their work regularly broadcast. The Code prescribes that in each calendar month, 25 per cent of all music broadcast by the Station is to be Australian music. This does not include music used in sponsorships or station promotions.

3.2 COPYING OF MUSIC

Under no circumstances is music to be copied. This is a breach of copyright law and anyone found to be doing this will be **immediately suspended and required to appear before the Committee of Management.**

Only music that is legally sourced is to be used.

3.3 MUSIC LIBRARY

Under no circumstances is music in compact disc format to be removed from the studio complex. This is a Station resource for all presenters. The station has moved to use approved music stored on its computers, and presenters are strongly encouraged to use this resource, which obviates the need to remove station resources.

3.4 PROGRAM ALLOCATION

Presenters are allocated specific program times that usually commences on the hour. It is Station policy that presenters are to be at the station **15 minutes** prior to their appointed on-air start time. Each presenter is required to fill in details of the date, name and time of program and their signature in the sign-in book.

On arrival, they are to check the notice board, their e-mail, read all the notices and check for any individual messages. They are also to check with the presenter of the program on air about any matters of which they should be aware – for example, urgent community information to be aired.

Presenters are expected to ensure that they are fully prepared before going to air so that programs are presented in the best possible way, in terms of program content

and style of presentation. At all times, presenters are literally the “voice” of 2QBN FM and are representing the Association.

3.5 PRESENTER AVAILABILITY

If a presenter is unable to present their program, it is their responsibility to notify the Station Manager or other approved person with as much advance notice as possible to facilitate alternate programming arrangements.

If a presenter is unable to do their program, except in an emergency, **3 days** notice should be given. In the case of an emergency, they should let the Station Manager know as soon as possible.

3.6 PHONE NUMBERS

The Station’s number is 02 6299 6899.

Contact numbers for key people, including the Station Manager, are in the studio to assist presenters. These are not to be broadcast. No private phone numbers are to be given out.

3.7 ON-AIR STATION IDENTIFICATION

The Station’s call sign is 2 QBN FM 96.7. On-air, the Station can be identified by using any of the following:

- ❖ QBN FM 96.7;
- ❖ QBN FM; or
- ❖ 96.7

3.8 STUDIO GUESTS

Presenters may have guests in the studio, noting that it is preferable to have the Station Manager’s prior approval. The guest book which is kept in the studio must be filled in to record the presence of guests. No guests are allowed in the *on-air* studio unless it is for an approved interview. Approval for interviews must be given by the Station Manager and/or President no less than 12 hours prior to the proposed time of broadcasting the interview. It is the presenter’s responsibility to initiate contact with the Station Manager and/or President to arrange this.

3.9 ON-AIR LANGUAGE AND PROGRAM CONTENT

Presenters are expected to speak clearly, using only language that reflects current community standards. Language that is clearly offensive such as gratuitous swearing, or using sexual or racial references is not permitted on-air. It should also not be used in conversations with fellow members or guests at any time.

The Community Radio Broadcasting Code of Practice 3 prohibits stations from broadcasting material that may:

- ❖ incite or encourage violence;
- ❖ mislead listeners regarding current events;
- ❖ promote the use of illegal drugs or other harmful substances, or the misuse of tobacco or alcohol;

- ❖ promote or encourage suicide.

The Code also prohibits broadcasting any material that stereotypes, vilifies or incites hatred to any person or group because of ethnicity, nationality, race, language, gender, sexuality, religion, age, physical or mental ability, occupation or political affiliation.

3.10 TELEPHONE CALLS

On-air presenters are to answer the phone if there is no one present to assist. They are to answer “Good morning/afternoon/evening – QBN FM” and are to be polite and courteous to all callers. Presenters are to ensure, however, that phone calls do not detract from the on-air presentation of their program.

3.11 HEADPHONES

Headphones **must** be used during your on-air shift. The only exception is when the presenter has to answer the phone while on-air.

3.12 STUDIO DOOR

The studio door should be kept closed at all times during your on air shift. If persons outside the studio (in the corridor or anteroom) are making noise (eg loud conversation) that will affect the on-air quality of the program, the presenter has the responsibility to get them to desist. Having the studio door closed should reduce this problem.

3.13 AIR CONDITIONING IN THE STUDIO

Air conditioning/heating is provided in the studio, and can be adjusted. If a presenter has difficulties in doing this, or experiences discomfort, they should immediately contact the Station Manager for assistance.

3.14 STATION SECURITY

The two doors in to the studio are to be kept locked at all times.

If a member/volunteer has a key to the doors (eg early morning presenters), **under no circumstances** are the keys to be given to any other person.

Closed circuit cameras are installed, enabling presenters to see people at the external door. Visitors are to be identified before being allowed to access the studio.

Lights in the studio corridor and externally must be left on at all times. Late night presenters must not turn off lights in the studio or around the Station, as these are required for security surveillance cameras to be effective.

3.15 PRESENTERS' PARTICIPATION IN OFF AIR ACTIVITIES

Presenters are actively encouraged to be involved in the range of off air activities required to ensure the Station operates effectively.

3.16 COMPLAINTS ABOUT PROGRAM PRESENTATION OR CONTENT

If a presenter receives a complaint from a listener, they are to listen and respond courteously. If the listener wishes to pursue their complaint, they are to be advised to put the complaint in writing (in a letter, fax or e-mail), addressed to the Station Manager. Presenters are not to debate or discuss the complaint with the caller, as the priority must be to ensure continuity of program presentation.

The Community Radio Broadcasting Code of Practice 7 requires that complaints are to be investigated with a response to the complainant within 60 days of receipt, as required by the Act. A full copy of the Community Radio Broadcasting Codes of Practice is also to be provided. In the response, complainants are to be advised that they have the right to refer their complaint in writing to the Australian Communications and Media Authority (ACMA) after they have received this response, or if no response is provided within 60 days.

Complaints can be made using a letter, or by fax or e-mail. The Association is required to maintain a record of complaints and responses for at least two years from the date of receipt, and this is to be made available to ACMA as requested.

Under no circumstances is any person associated with the Station to contact a presenter while on air to criticise program content or presentation, station policy, management, programming, sponsors, or other presenters. If you have an opinion, this is to be expressed through the processes offered by the Committee of Management and its sub-committees or through the Presenters' Meeting. If the issue is sensitive and cannot be aired in these forums, it should be raised directly with the Station Manager. **Any breach will result in immediate suspension, in line with the rules set out in the Association's Memorandum and Articles.**

3.17 INCIDENT BOOK

All incidents of an important nature such as an equipment failure, a listener complaint or a security breach are to be recorded in the incident book which is always kept in the studio. Comments recorded here are all followed up and feedback is provided.

3.18 ON AIR GIVEAWAYS AND COMPETITIONS

All staff, presenters, volunteers, and their families and friends, are **ineligible** to win any on-air giveaways and competitions that the Station may run. The Station Manager must approve all on-air giveaways.

All winners are to be recorded in the Competition Winners' Book. Arrangements for winners to collect prizes should be pre-arranged with the Station Manager.

3.19 OUTSIDE BROADCASTS

All requests for an outside broadcast of any program must be directed to the Station Manager for approval.

Presenters for outside broadcasts must be approved by the Station Manager, and only Station-approved equipment is to be used for any outside broadcast.

4. PRESENTERS' RESPONSIBILITIES AND CONDUCT

The following requirements are specific to those members/volunteers who are on air presenters.

4.1 REQUIREMENTS OF PRESENTERS

Apart from presenting their programs, presenters are required to comply with the following:

- ❖ attend approved training sessions.
- ❖ attend at least one approved Presenters' Meeting in each six months of the year, (1 January to 30 June and 1 July to 31 December).
- ❖ physically and/or financially support fund raising or other activities carried out by the Station in a calendar year.
- ❖ carry out cleaning duties and maintain the cleanliness of all the station's rooms including the studio and the kitchen.
- ❖ assist with an activity in relation to cataloguing CDs, Station maintenance, sub-committee support and/or involvement in any other activities that arise.

4.2 MEETING COPYRIGHT REQUIREMENTS

Copyright arises on the creation of a work, and does not need to be registered. Presenters are not to breach copyright in any way.

To qualify for protection, a work must be original, although the degree of originality need not be marked. Thus, a compilation of non-original material may qualify for protection if the compilation is sufficiently distinctive. In that case however, copyright subsists in the compilation and not in the component non-original parts.

Copyright law affects radio announcers in two ways:

- ❖ the writing and broadcasting of original work by and for the Station; and
- ❖ the use of records and other material already subject to copyright.

Original work broadcast on the station will include programs that are specifically written, produced, or prepared by, or for, the Station, including the ad-lib or scripted remarks of announcers.

The Station owns the copyright in its transmission. Individuals may make *off-air* copies for their private use, provided that copy does not include any music. Although the Station owns the copyright in its transmission, it does not necessarily have the copyright in the material transmitted. It does not have the copyright in any songs or other recorded material played.

The Station will not pay any copyright fee to volunteer members for material it transmits. However, if the Station wishes to sell the material to another organisation, or make copies of it for distribution, the question of copyright will be discussed with those people concerned.

The Station will take all necessary steps to obtain licences necessary to enable it to play recorded music on-air. The licence fees cover copyright payments to the writers, performers and record companies.

The Australian Performing Rights Association (APRA) may issue a *Restriction Notice* which prevents a particular work or performance from being broadcast. The current restricted list is available from the Station, and it is the presenter's responsibility to avoid playing records on this list.

Special permission from the copyright holder must be obtained before broadcasting for:

- ❖ an entire performance of any dramatic-musical work (ie., operas, operettas, musical plays, reviews, pantomimes etc);
- ❖ more than two vocal extracts from any one dramatic-musical work during any one hour of broadcasting. There is no limitation on the number of instrumental extracts that may be played, or on the number of vocal extracts from different works that may be played;
- ❖ the performance of ballet music, oratorios, or major choral works, (ie., those exceeding twenty minutes in duration) in their entirety, or an excerpt there from, if the excerpt exceeds twenty minutes;
- ❖ the performance of any music accompanied by words other than those, if any, published or otherwise associated therewith by the copyright owner;
- ❖ the performance of any music work in an adapted or re-arranged form, or in such manner as to burlesque or parody work; and/or
- ❖ the performance or reading of any play, poem, novel, or other non-musical work. Short excerpts from such works may be broadcast for the purpose of review. These restrictions do not apply to material on which the copyright has ceased. In general, copyright ceases fifty years after the author's death so that, for example, works by Gilbert and Sullivan and earlier writers are now out of copyright. However, the actual performance on record will be held by the artist or publishers.

In general, it is illegal to copy a recording without permission, even if the copy is for private use only;

Radio stations are however, permitted to make *ephemeral recordings* to permit the pre-recording of a program. All copies of such recordings, except copies logged with the National Library of Australia, must be destroyed within twelve months, and the recording must be broadcast only by the station which made it.

Simultaneous relays to another station is permitted, but a fee must be paid if the recording or a copy is supplied to another station.

4.3 DEFAMATION

Presenters must at all times, avoid making defamatory statements about any person or organisation, and should be aware that:

- ❖ program undertakings will make presenters responsible; and that
- ❖ any statement is prima facie defamatory of a person if it tends to make ordinary reasonable members of the community think worse of that person. A corporation may also be defamed. A defamed person or other entity may bring action to vindicate its reputation;

Liability for defamatory matter broadcast on the Station, would fall on Queanbeyan Community Radio QBN FM Inc, the speaker and the scriptwriter. Other people such as the Station Manager or producer might also be involved if they knew the content of the material and could have prevented it being broadcast.

Reasonable mistakes or a general lack in intention to defame are in general, no defence. Truth of the statement is not a defence, unless it can be established that it was published or broadcast for the public benefit.

Certain publications are absolutely privileged, that is they cannot be made the subject of legal action. The most important examples are the verbatim reports of parliamentary proceedings and papers printed by order of Parliament.

Qualified privilege attaches to a much wider range of publications, including fair and accurate summary reports of parliamentary, local government and judicial proceedings. The defence is lost if the publication is made in bad faith, or from motives of personal spite or ill will.

An important general defence is that of fair comment on a matter of public interest. This permits the publication of works containing vigorous comment on people or works of people who put themselves before the public for support or approval, such as politicians, writers of published books and performers in theatre, radio and television. Criticism does not have to be reasonable; it only needs to be honestly entertained. But criticism, must, so far as it depends on facts, be supported by true and relevant facts.

Defamation is a complex area of law. Even seemingly innocent remarks could give rise to legal action.

4.4 HARRASSMENT AND BULLYING

2 QBN FM 96.7 has a policy of zero tolerance towards bullying and harassment. It is the right of every individual to undertake their involvement with the Station in an environment which promotes personal satisfaction, maximises program performance and ensures that the reputation of the Station is upheld at all times. Such an environment is dependent on it being free from all forms of harassment and victimisation.

Harassment and bullying are forms of discrimination which contravene this policy and can be in breach of the law.

Bullying and Harassment are totally unacceptable:

- ❖ Bullying includes any behaviour intended to intimidate or embarrass another person.
- ❖ Harassment is any unwelcome offensive comment or action concerning a person's race, colour, language, ethnic origin, sex, marital status, pregnancy, disability, or political, or religious conviction.

It is the responsibility of all persons involved with the Station to ensure that proper standards of conduct are upheld in the workplace, and to ensure the work environment is free from all forms of harassment. Complaints of harassment will be considered seriously and sympathetically treated, and will be attended to promptly and confidentially.

Bullying is repeated unreasonable action directed toward a member, or group that creates a risk to health and safety. Examples of behaviour that could be bullying include:

- excluding someone from work place activities;
- giving someone the majority of unpleasant tasks;
- verbal abuse;
- humiliating someone through sarcasm or insults; or
- intimidation.

Confidentiality is especially important because, of the sensitive nature of the problem itself and the risk that someone's reputation might be publicly damaged. Incidents of harassment are discussed only with those authorised to deal with them. In all cases, the utmost care will be taken to investigate complaints impartially, recognising the rights of all parties. All complaints should be immediately reported to the Station Manager.

Queanbeyan Community Radio 2 QBN FM Inc expects its Committee of Management and all its members to treat each other with dignity and respect at all times.

We encourage anyone who experiences bullying to report it immediately to the Station Manager or another person nominated by the Committee of Management. When bullying is reported, it will be seen as a serious matter and will be investigated in a timely manner by an independent, competent person. A report on the investigation will be forwarded to the Committee of Management within seven days of the complaint being made.

4.5 PORNOGRAPHIC AND SEXUALLY EXPLICIT MATERIAL

Unauthorised use of Station computers, such as attempting to access areas not meant for volunteers' requirements, is not permitted. Presenters are not to access pornographic or offensive internet sites using Station equipment.

No sexually explicit material is allowed to be displayed through the Station. **Any breach of this policy will result in instant removal from programming and cancellation of station membership, in accordance with the rules in the Association's Memorandums and Articles.**

4.6 USE OF COMPUTERS AND OTHER EQUIPMENT

Presenters are expected to respect and responsibly use all station equipment. In particular, the station computer is only to be used to support or facilitate program presentation by members. If they receive an e-mail to their home or work computer, then the current policy on avoiding viruses must be adhered to. They are not to bring computer discs from home that may corrupt station hard drives.

4.7 CONFIDENTIAL INFORMATION AND PRIVACY

In the normal course of business, presenters may become aware of information which is of a sensitive nature, and in respect of which confidentiality must be maintained. It is imperative that such information is not divulged to any person outside the Station.

Due to Privacy Legislation, care must be taken to ensure all documents, which might contain sensitive information, are not left unattended.

4.8 PERSONAL INFORMATION OF MEMBERS/VOLUNTEERS

The Station requires an up-to-date address, phone number and/or e-mail address and contact name in case of an emergency. Please notify the Station Manager, or other delegated person, of any changes to this information as soon as possible. Privacy will be respected and this information will not be used for any other purpose.

4.9 REFERENCES

No personal references are to be issued to any staff or member about another staff member or volunteer in the Station's name or about their performance as a member of the Association. If a personal reference is required, all enquiries are to be directed to the Station Manager.

4.10 CONDUCT AND APPEARANCE AT STATION PREMISES

Our Station has a good reputation within the community. We rely on all members to further our good image and to maintain our Station's reputation as one with which we can all be proud to be associated. Volunteers, as noted previously, are to ensure that their personal conduct whilst in the Station, and particularly while on-air, is of the highest standard.

Again, members are reminded that the use of offensive language is unacceptable both on air and with fellow members. The Station's image depends on its volunteers.

The image projected by all members is very important and dress naturally comes under this category. Neatness and cleanliness are important as the studio is used constantly by many people each week, and personal hygiene and appearance is important. Apart from normal courtesy, this is an aspect of occupational health and safety that the Association takes very seriously.

4.11 ALCOHOL AND DRUGS

Staff and presenters are not to use alcohol, drugs or any intoxicating substance whilst on Station premises.

Any breach of this policy will result in instant removal from programming and cancellation of Station membership, in accordance with the rules set out in the Association's Memorandum and Articles.

4.12 SMOKING

Smoking is not permitted anywhere on the Station's premises.

4.13 FRAUD AND THEFT

Under no circumstances is the inappropriate use of the station's resources condoned. Fraud and theft will be dealt with using the full extent of the law.

4.14 HOUSEKEEPING & SAFETY

It is the responsibility of volunteers and members to assist in keeping the Station clean, tidy and efficient. Cleanliness and hygiene are important, for morale and general health and well-being.

It is also the responsibility of volunteers and members to report unsafe conditions or defective working tools, or equipment to the Station Manager, and ensure prompt attention to correcting same.

5. OCCUPATIONAL HEALTH AND SAFETY

5.1 WORKERS' COMPENSATION INJURIES

If members are injured at the Station, the provisions of the Workers' Compensation Act may apply. It is the member's responsibility to note any accidents in the Accident Report Book located in the Presenters' Area adjacent to the studio. If it is necessary for a claim to be made on their behalf, the Act requires that the relevant initial documentation be submitted to the Insurer within three days of the incident and your co-operation in this regard is essential. Focus on returning to work as soon as possible as this has been proven to assist in fast recovery.

Current legislation does not cover accidents which occur while travelling between home and the Station.

5.2 FIRST AID

A First Aid Kit is provided by the Station, located on the wall by the kitchen.

5.3 ACCIDENT REPORT BOOK

An Accident Report Book has been placed in the Presenters' Area for all incidents to be reported.

5.4 FIRE EXTINGUISHERS

Fire extinguishers are located throughout the building. Care and maintenance of these extinguishers is the responsibility of the Station Manager. Any damage to these extinguishers is to be reported immediately to the Station Manager. You should familiarise yourself with the location of fire extinguishers and the procedures to be followed.

5.5 EVACUATIONS

In the event of fire, the presence of a hazardous substance or an emergency situation, the evacuation point is the Front Street light pole. Volunteers are to immediately leave the building and go to the identified evacuation point. They are not to return to the building until emergency personnel have agreed to this. The presenter should make all reasonable efforts to advise the Station Manager of the situation, **AFTER** they have left the building.

5.6 SAFE MANUAL HANDLING

2 QBN FM 96.7 recommends and expects all personnel to follow safe handling techniques as recommended by the Department of Industrial Relations. It is everyone's responsibility to know and practise these techniques.

5.7 PARKING

There are two designated parking spaces on the West side of the building reserved for Station use.

If you have any queries please speak to the Station Manager, who will be able to help you, or direct you to someone who has the information you need.

If you have any suggestions for further matters that should be covered, please let the Station Manager or the Committee of Management (through the Presenters' Representative) know.

All of us at 2 QBN FM 96.7 trust that you will enjoy your time with us.

Attachment A: Volunteers' Policy

1. Introduction

A volunteer is a person who contributes to the operations of a station by working on a regular basis without a salary.

The CBAA requires community stations to recognise their reliance on volunteer workers for continued operation and to ensure that the rights and responsibilities regarding volunteering are addressed by individual stations. Guidance on the rights and responsibilities of volunteers is provided at Appendix 3 of the Community Radio Broadcasting Codes of Practice published in October 2008. The following policy has been prepared using this.

As a community broadcasting licensee, 2 QBN FM 96.7 must have guidelines in place that outline:

- ❖ the principles of volunteering; and
- ❖ the rights and responsibilities of volunteers within the organisation.

In addition, the Association is required to:

- ❖ have organisational mechanisms to provide for active participation by that community in its management, development and operations; and
- ❖ seek to widen the community's involvement in broadcasting and to encourage participation by those denied effective access to, and those not adequately served by, other media.

Issues that the Association is required to consider include:

- ❖ the jobs to be done by volunteers;
- ❖ how volunteers will be supervised;
- ❖ volunteer rights and responsibilities;
- ❖ orientation/induction processes;
- ❖ on-going training for volunteers; and
- ❖ how will all of these procedures be reviewed.

2. Volunteer Roles

At 2 QBN FM 96.7, the following sets out the key roles for volunteers:

Presenter (on-air role)

Time: Average of 3 hours per program

Skills: Completion of the Station's training course or equivalent. Good knowledge of chosen style(s) of music.

Description:

- ❖ Research and present a weekly program about music of interest.
- ❖ Research the latest news and information relevant to the genre.
- ❖ Give priority to local and live content as is possible.

Administrative/Support (in relation to off-air roles)

Time: Dependent on availability and role(s).

Skills: Completion of the Station's training course or equivalent. Good knowledge of administrative procedures.

Description:

- ❖ Undertake tasks such as answering phones, filing, minute taking, invoicing.
- ❖ Assist in Station activities such as membership drives, fund-raising, and station maintenance.
- ❖ Undertake specific roles in relation to AGMs and other special functions/events.

3. Volunteer Rights and Responsibilities

Both the volunteers and the Association have obligations to each other.

At 2 QBN FM 96.7, a volunteer has the **right** to:

- ❖ be treated as with dignity and respect as a colleague;
- ❖ suitable assignments of tasks and/or programs;
- ❖ know as much about the Association as possible, including transparency of the work of the Committee of Management and its sub-committees;
- ❖ appropriate orientation and training for roles at and around the Station;
- ❖ a safe place to undertake these roles;
- ❖ be heard and have issues addressed in a timely and open manner;
- ❖ clear and open communication from the Association's Committee of Management and Station Manager;
- ❖ have confidential information respected by the Association's Committee of Management and Station Manager;
- ❖ mediation or arbitration if a dispute occurs; and
- ❖ receive loyalty and support from the Association's Committee of Management and Station Manager;

At 2 QBN FM 96.7, a volunteer has the **responsibility** to:

- ❖ have adequate time to undertake their role and attend Station meetings;
- ❖ be dependable to undertake tasks and responsibilities as allocated;
- ❖ have a thorough understanding of what volunteer work involves;
- ❖ comply with Association rules, the requirements of the *Broadcasting Services Act 1992*, and the ACMA Codes of Practice;
- ❖ be loyal and supportive of the Association;
- ❖ be willing to learn and receive feedback;
- ❖ speak up and ask questions when unsure;
- ❖ respect confidential information;
- ❖ be a team player and respect the rights of others to communicate their point of view; and
- ❖ assist new volunteers by making them feel welcome and by passing on acquired skills.

4. Volunteer Contract

New volunteers are required to sign the Volunteer Contract between the Association and the volunteer, as set out on the following page.



**Queanbeyan Community
Radio QBN FM Inc**
261 Crawford Street Queanbeyan
PO Box 728 Queanbeyan NSW 2620
Telephone Studio: 02 6299 6899
Facsimile Studio: 02 6299 6804

**Queanbeyan Community Radio QBN FM Inc
Volunteer Contract**

- ❖ I accept the on-air or off-air duties as agreed with the Station Manager.
- ❖ I accept, unless otherwise specified, that Queanbeyan Community Radio QBN FM Inc (hereinafter referred to as 2 QBN FM 96.7) retains the ownership and copyright in all material produced at the Station.
- ❖ I accept 2 QBN FM 96.7's policies and procedures as set out in its Policies and Procedures Manual, and should disagreement arise, I acknowledge the grievance procedures set out therein as the appropriate avenue for conflict resolution.
- ❖ I will ensure that all programs I make will comply with all codes, regulations and legislation relevant to community broadcasting.
- ❖ I accept it is my responsibility to obtain a signed licence agreement from the appropriate copyright owner/s for use of material not already covered by existing 2 QBN FM 96.7 licence agreements.
- ❖ I accept that 2 QBN FM 96.7 reserves the right to censor, edit and amend any program material I present for broadcast.
- ❖ I will inform the Station Manager and/or Committee of Management, within 48 hours, of any complaint concerning my program or any incidents that might lead to a complaint.
- ❖ I will not, without the prior approval from the Committee of Management, comment publicly on the operation of 2 QBN FM 96.7 or of any member of the Association.
- ❖ I will treat other volunteers, guests of the station, staff and the Committee of Management with consideration and respect.
- ❖ I accept that 2 QBN FM 96.7 will take every care with recorded material left by me at the station but cannot accept any responsibility for loss or damage.
- ❖ I will treat Station equipment, facilities and property carefully.
- ❖ I will use Station equipment and facilities for the production and preparation of my program and for no other purpose without the prior consent of the Station Manager.
- ❖ I will not remove Station equipment or property on any occasion without first having obtained permission from the Station Manager.
- ❖ I will not make commercial representations on behalf of 2 QBN FM 96.7, to any person or organisation without prior written authority from the Committee of Management.
- ❖ I acknowledge that a breach of the any of the above listed conditions may result in the suspension or termination of my broadcast rights.
- ❖ I acknowledge 2 QBN FM 96.7's grievance procedures as the appropriate avenue for conflict resolution.
- ❖ I formally indemnify 2 QBN FM 96.7 and hold it indemnified against all actions, suits, claims, losses and/or damages arising out of and consequential upon anything recorded by or broadcast on my behalf.

Date _____

Volunteer (full name) _____

Address: _____

Tel (day): _____ Tel (ah): _____

Mob: _____ e-mail: _____

5. Presenters' Committee

Volunteers who are presenters run a bi-monthly Presenters' Committee, which is chaired by the Ordinary Member of the Committee of Management who has been elected as the Presenters' Representative. This is a good forum to discuss volunteer priorities and concerns, such as volunteer rights and responsibilities, program evaluation, staff relations, etc. The Presenters Committee can make recommendations to the Committee of Management and ask for information.

6. Membership Register

The Secretary of 2 QBN FM 96.7 is responsible for maintaining a Register of Financial Members. This can be used for mailing out information, contacting help in an emergency, and also keeping count of how many volunteers we have.

The database should include:

- ❖ Member's full name;
- ❖ Residential Address (as required by the Incorporated Associations Act);
- ❖ Postal Address (if different from the Residential Address);
- ❖ E-mail Address (if applicable);
- ❖ Telephone contact details;
- ❖ Class of Membership; and
- ❖ Date Membership commenced.

Where a member is also a volunteer working at the Station, the Station Manager will also maintain a personnel file relating to their station activities.

7. Feedback

During 2009 the Committee of Management and relevant sub-committees will explore how to most effectively gain volunteer feedback (beyond the continuous informal processes) on the Association.

Attachment B: Conflict Resolution Policy

1. What is conflict?

Conflict arises when the different ideas, values, interests, hopes, aspirations and opinions of individuals are questioned. Questioning can have positive or negative results and it depends on how it is handled that makes the difference.

Handled positively, questions can be seen as challenging opportunities for creative solutions to new and existing areas of difficulty.

Handled negatively, conflict arises which presents obstacles, reminding us of the history between the parties and causing us to focus on personality rather than the issue(s).

2. What is conflict resolution?

Conflict resolution is how we consider ways of understanding differences and using that understanding to build agreed ways to go forward. This usually involves compromise or “meeting in the middle”, and focusses on the issues to be resolved – not the personalities or other matters. It requires good will from all parties and a focus on the core priorities. In our case, this is to advance the Vision, Mission and Purpose of 2 QBN FM 96.7.

3. Policy

When disputes or conflict occur within the Association between members/volunteers, the first step is negotiation between the disputants with the aim of bringing about agreement, settlement of the opposing demands or attitudes, or a compromise that is acceptable to all parties.

In the first instance, it is the responsibility of members/volunteers to seek to achieve this themselves, and exhaust all reasonable options before seeking intervention. However, if the issue is very contentious and parties have strong personal views, where agreement is not going to be achieved, it is then their responsibility to seek assistance to mediate the matter.

Persons involved in any dispute resolution process need to be prepared to:

- ❖ remember that the interests of the Association and quality of on-air presentation to our community are the paramount concerns;
- ❖ deal with issues promptly, fairly and honestly;
- ❖ listen to others' views objectively and keep an open mind;
- ❖ avoid assumptions about motives and attitudes;
- ❖ develop options that everyone can own and agree will work;
- ❖ ensure everyone is committed to agreements reached.

If, having followed a reasonable resolution process as set out below, one party is still not satisfied, the Committee of Management reserves the right to make a final decision on the matter, keeping in mind the best interests of the Association and volunteers.

If the issue that has caused the conflict is one of behaviour and is of a relatively minor nature or could be considered accidental, a "three warnings" approach may be taken. However, if a volunteer has seriously breached the *Broadcast Services Act*, the Community Radio Broadcasting Codes of Practice, or a policy set out in the Association's Policies and Procedures Manual, immediate suspension from broadcast activities may be pursued (if this is the situation for that volunteer). Any suspension action will be followed up with a letter stating the seriousness of the breach and the processes for appeal. The appeal should be held as soon as practicable.

In the case where, having followed conflict resolution and grievance procedures, the Committee of Management believes that membership termination be pursued, action will occur strictly in line with the rules set out in the Association's Memorandums and Articles.

4. Internal Conflict Procedures

Every reasonable effort will be made to resolve disputes that arise within 2 QBN FM conscientiously and as soon as practicable. Disputes are to be notified by the parties concerned (if they cannot reach agreement) to the Station Manager and/or President, who will invite the disputants to discuss their differences openly between themselves. If appropriate, the Station Manager and/or President may meet with parties separately or together, and may engage the use of a mediation group (to be formed for the purpose of addressing the immediate dispute at the discretion of the Station Manager and/or President) or mediation organisation for assistance, as judged required. In this case, the disputants are to agree prior to the mediation to abide by the decision of the appointed mediator.

If the dispute still remains unresolved, the issue will be discussed by the Committee of Management and a solution proposed.

2 QBN FM will keep a record of the matter and the outcome in a register which will be maintained by the responsible officer for a minimum period of 2 years and ensuring its availability to ACMA if requested.

5. External Conflict Procedures

In line with the CBAA Code of Practice 7 requirements for the handling of complaints, 2 QBN FM 96.7 will ensure that complaints or advice of a conflict between an individual/organisation in the community and a member of the Association will be received by the responsible person (usually the Station Manager and/or President).

Complaints or advice of a conflict will be requested to be provided in writing (by letter, fax or e-mail) as Code 7 requires. The matters will be considered, investigated (if necessary) and responded to within 60 days of receipt, as required.

If appropriate, the Station Manager and/or President may meet with parties separately or together, and may engage the use of a mediation group (to be formed on the basis of addressing the immediate dispute at the discretion of the Station Manager or President) or mediation organisation for assistance, as judged required. In this case, the disputants are to agree prior to the mediation to abide by the decision of the appointed mediator.

The external parties to the issue will be responded to in writing, to which a copy of the Community Radio Broadcasting Codes of Practice will be attached. They will be advised in writing that they have the right to refer their complaint to the ACMA provided they have received a substantive response with which they are still dissatisfied.

Again, 2 QBN FM will keep a record of the matter and the outcome in a register which will be maintained by the responsible officer for a minimum period of 2 years and ensuring its availability to ACMA if requested.

Attachment C: Finance standing sub-committee

1. Arrangements

This is a standing sub-committee of the Committee of Management, addressing the Association's Finance policies and procedures for 2 QBN FM.

The Finance standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

2. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

3. Responsibilities

The Finance standing sub-committee is responsible for:

- ❖ Assisting the Treasurer to maintain the Association's financial records;
- ❖ Maintaining an inventory of all the Association's assets and making recommendations for write-offs and replacements of a non-technical nature;
- ❖ Following up quotations for the acquisition of equipment and other capital purchases and making financial recommendations to the Committee of Management;
- ❖ Assisting the Treasurer to prepare forward and operational budgets, and making recommendations for cost savings and efficiencies in the Association's operations;
- ❖ Investigating the financial aspects of any major development changes proposed by the Association, and making recommendations to the Committee of Management; and
- ❖ Assisting the Treasurer to collect any funds due to the Association in the form of membership fees, sponsorships or other sources.

The Finance standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment D: Grants standing sub-committee

4. Arrangements

This is a standing sub-committee of the Committee of Management, addressing Grants applications policies and procedures for 2 QBN FM.

The Grants standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

5. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

6. Responsibilities

The Grants standing sub-committee is responsible for:

- ❖ Making enquiries as the availability of grants for which the Association may apply, the conditions associated with such grants, and advising the Committee of Management accordingly;
- ❖ Taking appropriate follow up action on grants, as approved by the Committee of Management; and
- ❖ Preparing grant applications.

The Grants standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment E: Membership standing sub-committee

7. Arrangements

This is a standing sub-committee of the Committee of Management, addressing Membership policies and procedures for 2 QBN FM.

The Membership standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

8. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

9. Responsibilities

The Membership standing sub-committee is responsible for:

- ❖ Making recommendations to the Committee of Management to actively recruit community members and entities who have an interest in community radio;
- ❖ Raising general public awareness of 2 QBN FM's role and offer to the community, and to implement actions in relation to this as approved by the Committee of Management;
- ❖ Attending to the social needs of Association members and providing assistance in this regard as appropriate;
- ❖ Organising social events as approved by the Committee of Management for members and friends;
- ❖ Ensuring that Association members are fully aware of their rights and responsibilities, and referring any issues of concern to the Committee of Management;
- ❖ Maintaining the Association's web page; and
- ❖ Producing a regular membership newsletter.

The Membership standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment F: Occupational Health and Safety standing sub-committee

1. Arrangements

This is a standing sub-committee of the Committee of Management, addressing Programming policies and procedures for 2 QBN FM. The sub-committee assists with the development and monitoring of safe work practices and systems. It is the forum in which volunteers can discuss their views on issues that affect their health, safety and welfare.

The standing sub-committee will ensure that the Association provides:

- a safe work environment;
- safe systems and equipment with appropriate instructions for the safe operation of these systems and equipment; and
- appropriate amenities and the maintenance of these.

The sub-committee will also ensure that volunteers:

- take responsibility for their own safety and that of others in the work place;
- adhere to safe practices and to Association directions;
- report unsafe conditions and/or equipment; and
- be aware that a safe working environment is everybody's responsibility.

The Occupational Health and Safety standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

3. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

4. Responsibilities

The Occupational Health and Safety standing sub-committee is responsible for:

- ❖ implementing the Association's obligations under the *NSW Occupational Health and Safety Act 2000*;
- ❖ implementing a risk management approach that identifies tasks, situations and processes likely to cause injury or ill health at the station premises;
- ❖ identifying and promoting mitigation strategies and actions to address these risks;

- ❖ monitoring effectiveness or progress of controls put in place, and initiating further remedial action as required; and
- ❖ maintaining the Association's Hazards Register that sets out identified risks and remedial actions taken.

The Occupational Health and Safety standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment G: Programming standing sub-committee

1. Arrangements

This is a sub-committee of the Committee of Management, addressing Programming policies and procedures for 2 QBN FM.

The Programming standing sub-committee comprises:

- ❖ One member of the Committee of Management, or the Station Manager, who will chair the sub-committee; and
- ❖ Three other members of the Association.

2. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the standing sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

3. Responsibilities

The Programming standing sub-committee is responsible for:

- ❖ implementing the Station's 7 day block programming;
- ❖ ensuring that programs put to air reflect the diverse interests of the community in the listening area;
- ❖ facilitating flexible training blocks as required for newly trained volunteers who will be presenting programs;
- ❖ responding to complaints received by the Secretary, Station Manager or Committee of Management about program content from members of the community or of the Association;
- ❖ taking actions to assist not for profit organisations in the Queanbeyan community to access the Station; and
- ❖ monitoring the quality and content of sponsorship announcements and community announcements to ensure that the requirements of the Community Radio Broadcasting Codes 3, 4 5 and 6 are met at all times;

The Programming standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment H: Sponsorship standing sub-committee

1. Arrangements

This is a standing sub-committee of the Committee of Management, addressing Sponsorship policies and procedures for 2 QBN FM.

The Sponsorship standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

2. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the standing sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

3. Responsibilities

The Sponsorship standing sub-committee is responsible for:

- ❖ Preparing guidelines for the content, length, and frequency for a sponsorship for a sponsorship class or sponsorships in general, to maintain equity and diversity and meet the requirements of the *Broadcasting Services Act*;
- ❖ Making recommendations on the production of electronically recorded sponsorships and on formats for sponsorships to be read by presenters; and
- ❖ Recommending internal Association guidelines for differentiating community announcements and sponsorships, in line with the *Broadcasting Services Act*.

The Sponsorship standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.

Attachment I: Training standing sub-committee

4. Arrangements

This is a standing sub-committee of the Committee of Management, addressing Programming policies and procedures for 2 QBN FM.

The Training standing sub-committee comprises:

- ❖ One member of the Committee of Management who will chair the sub-committee; and
- ❖ Three other members of the Association.

5. Appointment

The three members of the Association will be appointed by the Committee of Management, after it has sought expressions of interest from the Association membership. The Committee of Management may choose people other than those who expressed interest.

The appointment to the standing sub-committee will operate for a period of 12 months from as soon as possible after an AGM until the following AGM.

6. Responsibilities

The Training standing sub-committee is responsible for:

- ❖ Preparing and implementing, in conjunction with any accredited trainers engaged by the Association, the training program for new presenters to enable them to achieve Level 2 qualifications;
- ❖ Preparing and implementing, in conjunction with any accredited trainers engaged by the Association, the training program for existing presenters to enable them to also achieve Level 2 qualifications as required, and to improve presentation skills;
- ❖ Preparing and implementing, in conjunction with any accredited trainers engaged by the Association, the training program for volunteers who assist in off-air/support/administrative roles associated with the station's operations;
- ❖ Scheduling training times for practical experience, in consultation with the Station Manager and the Programming sub-committee;
- ❖ Making recommendations to the Committee of Management in regard to training needs as required; and
- ❖ Reporting to the Committee of Management on the progress of the training programs.

The Training standing sub-committee is to meet regularly (no less than quarterly) and its meetings are to be recorded with minutes being provided to the Committee of Management. The sub-committee through its chair will also provide reports to the Committee of Management orally.