

### AGENDA

Start		
	A warm welcome, registration, introductions and housekeeping notes	<p>The aim of this training is:</p> <ul style="list-style-type: none"> <li>• to induct new coordinators and volunteers in different aspects of leading and operating the marketing stalls (including Health and Safety)</li> <li>• to update everyone on recent policy changes</li> <li>• to share best practice tips from experienced coordinators and volunteers</li> </ul>
	Introduction to The Students Association	Overview of The Students Association and some of the latest exciting developments. How the OU Students Shop fits within the organisation and how students can become more involved in their student community.
	Preparing for the ceremonies	<p>The aim of this session is to help the coordinators to:</p> <ul style="list-style-type: none"> <li>• Building a team</li> <li>• Communication with your team</li> <li>• GDPR UK/PSD2</li> <li>• Use advance information and plan</li> </ul>
	Setting up on the day and Operating the Stall	<p>A chance to discuss the best tips for setting up your stall with minimum fuss. An opportunity to get familiar with the new stock and equipment. A Demonstration stall (video).</p> <p>Payments, processors on the day, payment card industry compliance (PCI) and paperwork.</p>
	Closing down the stall	Taking in to account previous feedback, an overview to make closing down the stall and return of merchandise a smooth process for volunteers, porters, warehouse staff and the resources team.
	After the ceremony	<p>The aim of this session is to help the coordinators to understand the processes such as:</p> <ul style="list-style-type: none"> <li>• Handover notes</li> <li>• Formal feedback</li> <li>• Expenses</li> </ul>
	Q&A	<p>An opportunity for experienced coordinators to share best practice with new coordinators and each other.</p> <p>Training evaluation</p>