



Welcome
to the training for:

**Graduation Stall
Coordinators & Volunteers
August 2024.**



The Students Association and behind the scenes.

- The link between OUSA, OU Students Shop and OUSET.
- Representing your Students Association.
- Student Elections – Right to vote and becoming a Student Rep.
- Brand compliance.
- Stock selection.
- Preparation of the load lists.
- Liaison with the warehouse.
- Stock reconciliation/returns.
- Year-end stock take.



What you can expect from us.

- We will offer you support in your new role, as well as the opportunity to develop new skills.
- We will ensure your volunteering and representation activities bring real benefits to students and the OU community.
- We will listen to your views and feedback.
- We can represent your views and offer more volunteering opportunities. Please visit our website for more information www.oustudents.com.



Preparing for the ceremony.

Join our Slack Channels for Graduation
Stall Volunteers.

Complete your Online Training.

Slack Channels will be shared with you
once you fully complete your training.
You will receive an email with links.



Selecting teams and Data Protection.



- Recruit locally.
- Student Channels.
- Open University Alumni.
- WebForm via Website.
- Selection of the teams and completion of forms is done by the Office Team.
- Make sure you only use the personal data only for the purpose of communicating with your fellow volunteers in graduation matters.
- Don't share the volunteer data with anyone, if unsure what to do, please contact the office.
- The Office Team will delete all personal data once the applications have been processed and graduation ceremony took place. Please don't keep any data beyond its purpose.



Communicate as you plan.

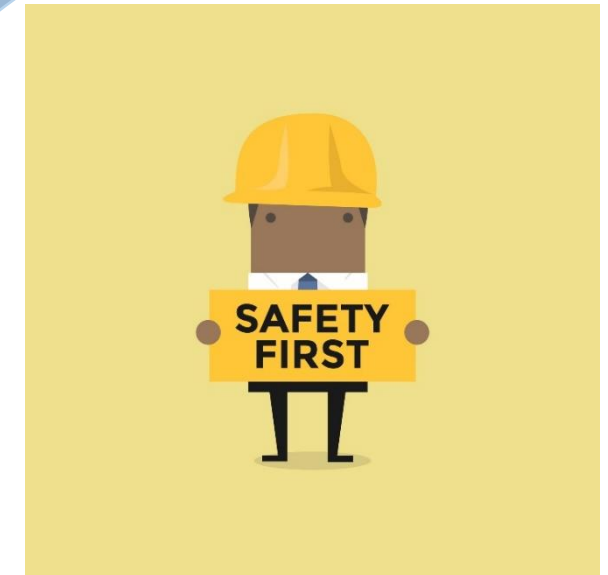
- Keep your Team engaged.
- Access General Slack to engage with other volunteers.
- Access your designated Ceremony Slack Channel for weekly update messages.
- If you are the Co-Ordinator, make sure you give deadlines to your volunteers to respond to your communication.
- If you are the Co-Ordinator, remind your team to complete online training.
- If you are the Co-Ordinator, liaise with the OU Regional Coordinator (contact details will be provided to you).
- Keep the Association Office updated on any changes e.g., drop-outs, timings, travel arrangements.



General Health and Safety



- Our admin boxes will include disposable face masks, hand sanitizers and antibacterial wipes.
- Feel free to use them on the day.
- We will use Slack Channels to communicate Health and Safety update messages.
- We will also follow closely the rules imposed by local venues (if any).
- Manual handling – look after yourself (plan your lift, assess the load, ensure a good position, ask for help).
- Manual handling risk assessments and principles of manual handling are now available through the main online training.
- If you are unwell, please let us know.



Setting up on the day.

- Location of the stall.
- Timings.
- Admin boxes (Red).
- Stock boxes and display boxes (usually green and brown).
- Layout of the merchandise stall.
- Health and Safety around your space.
- Equipment (display steps and display boxes and epos machines).
- Price tags



Operating the Stall.

- Organising the schedule for the day (Co-Ordinator's Brief).
- Processors and Breaks to be organized on the day, please liaise with the OU Co-Ordinator.
- How to use EPOS and process payments (instructions in the admin box).
- There are no Graduation T-shirt Top-us; T-shirts are only available on the day of the graduation.
- No cash transactions are allowed at the stall.
- Making sales records for every transaction, including refunds and records of contactless transactions.
- Record sizes on the Receipt Pad.
- Contactless – no receipt for the customer (except for the white carbonated receipt).





Receipt Pad 2024



2024 Degree Ceremony Receipt Sheet

Ceremony: Date:



STOCK NO	SHORT DESCRIPTION	Size	Sales Price £s	Quantity Sold	Total Value in £s
CLOTHING					
96399	T-shirt - Black Ceremony with Graduate Names	XL	£22.00		
91468	OU Tie		£17.00		
96376	T-shirt - OU Graduate White with Crest (S-XXL)	L	£18.00	1	£18.00
96374	Sweatshirt - Grey (S-XXL)		£25.00		
96216	Hoodie - Navy/Hawaiian Blue (S-XXL)	M	£36.00	1	£36.00
96315	Hoodie - Pink/Grey (S-XXL)		£36.00		
96217	Hoodie - Purple/Sun Yellow (S-XXL)		£36.00		
96337	Hoodie - Black/Grey (S-4XL)		£36.00		
96340	Zoodie - Navy (S-4XL)		£36.00		
94573	Scarf - Wool with Fleece Backing		£42.00		
DRINKWARE					
96395	Graduate Mug		£12.00	2	£24.00
96354	ECoffee Cup - Blue		£12.00		
SOFT TOYS					
94761	Baby Owl		£4.00		
91470	Graduation Teddy		£20.00		

Please remember to record sizes !!!





What's important to remember.

- Hand out OU Students Shop Leaflets, Business Cards, and TOTUM Postcards.
- New banner stands – if unsure about positioning, please ask the OU Co-Ordinator for help.
- Use papers bags but only when asked for one (for environmental purposes).
- Don't leave the stall unattended at any point.
- Jewelry procedures (as per leaflet).
- Get yourself organized and work in pairs when possible.
- Layout of the receipt pad where sizes must be recorded.



Shutting down the Stall.



- At the end of each Ceremony the EPOS end of the day report must be printed (on all used terminals) and attached to the sale receipts.
- All receipts should be sealed in the provided envelope (inc. end of the day reports)
- At the end of each Ceremony sales receipts, reports and stock must be packed away and ready for collection.
- Reconciliation of sales will be done each quarter for ceremonies.
- Please inform the office if any stock gets damaged/lost (these items will have to be written off).
- Collection of boxes at the end of they day must be supervised (times will be provided by the OU).

**AT
THE END
OF THE
DAY**





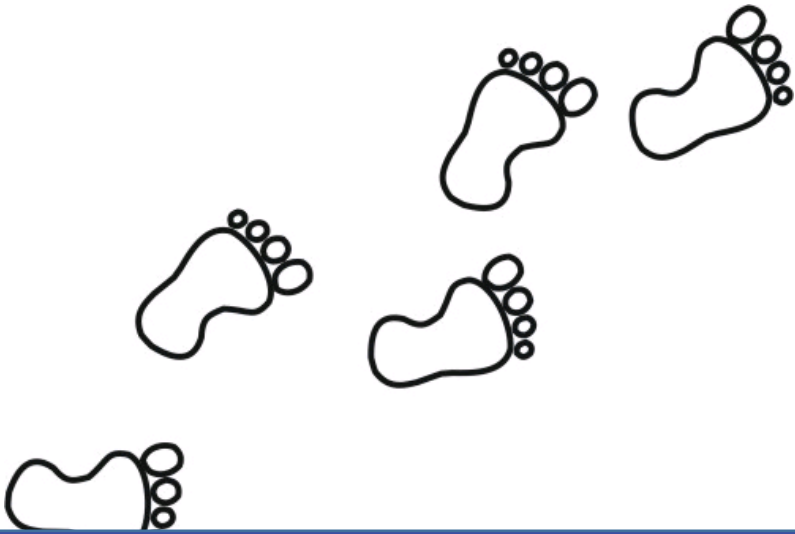
Next steps.

Before the event:

- **Please make sure you complete your online training prior to the event. This is mandatory for everyone.**

After the event:

- Prepare initial handover notes. There is a form in the admin box.
- If you are the Co-Ordinator, please submit formal feedback to the Office Team via email (ousa@open.ac.uk).
- Use Slack Channel after the events to share your experience with others.
- Please ensure you obtain itemised receipts for your expenses (i.e. coffee, water or sandwich), otherwise your claim might be rejected or delayed.
- Don't forget to claim your expenses (within 4 weeks).
- GDPR UK – all data including personal which is no longer required should be deleted (beyond purpose).



ASKING QUESTIONS



Question Time...



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