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## Procedure for Coordinating Special Events at CHEC

### Reference:

The "CHEC Facilities Access Policy" is to be read in conjunction with this document.

### Purpose:

Each year CHEC hosts a large number of special events. Whilst these events are often of great benefit to the campus and the community they need to be organised in a structured way to ensure they occur in a cohesive manner with other CHEC activities and are able to be supported by CHEC support staff where required. This process clarifies the steps required to ensure special events are conducted in a manner that takes into consideration all relevant CHEC stakeholders.

### Sector Events Managers Responsibility:

Each partner has nominated an Events Manager whose responsibility will be to act as the key contact and clearinghouse for all liaison and coordination of the event information prior to and during the special event. The Sector Events Manager must ensure that all requests for information are responded to a timely manner and that staff involved with organising the activity comply with this procedure.

### Sector Events Managers:

Deborah Hoiles (SCU), David Bateman (CHSC), Paul Taylor (NCTAFE), Manager (English Language Centre), Manager (Innovation Centre).

### Special Event Definition:

A Special Event is any activity proposed to be conducted or sponsored by one of more of the partners (including the partners business units and student associations) at CHEC that is **not** part of the standard timetable or a regular activity conducted by student association(s) or a casual booking (such as a meeting or short term course that only requires the use of a campus classroom, meeting room, lab or other specialist space and not requiring assistance of other CHEC resources). Special Events are typically one off activities which may involve the local community, dignitaries and/or a visit from outside organisations.

Events that require facilities assistance by CHEC staff are automatically categorised as special events.

## Procedure to be followed:

1. Potential special event identified by staff member/sector or student association member.
2. Staff member contacts their nominated Sector Events Manager(s) for initial discussion regarding nature of activity and seeking support to progress.
3. Staff member contacts Customer Relations Officer (CRO) to discuss date(s) and determine if any clashes exist and investigate alternatives dates if necessary.
4. If any clash of dates or facilities exists CRO refers to relevant Sector Events Manager(s) to determine way forward in consultation with staff member and other sectors/Executive Director if required. Any clash with a booking from an external organisation is to be identified by the CRO, who will inform the sector event managers.
5. Once date agreed CRO supplies staff member with booking form. Date for activity is not confirmed until booking form has been returned fully completed and CRO/Administration Manager has had the opportunity to assess any resource implications. Planning for event needs to ensure appropriate consultation with relevant stakeholders. Where events require campus facilities assistance (such as theatres, data projectors, security, video conferencing, catering and technical and general assistance, etc) relevant CHEC staff need to be included in planning from the outset.
6. If no issues raised CRO confirms event with staff member that the event may proceed. CRO will place activity on CHEC calendar of events.
7. If event cancelled the CRO and Sector Events Manager(s) are to be notified as soon as possible.
8. If a change of date is required the CRO is to be contacted to discuss alternate dates.
9. Where local dignitaries or personalities are to be invited the Sector Events Manager(s), Executive Director, CRO and Administration Manager need to be informed early in the process.
10. During the event and if appropriate opportunities to promote sectors and/or through CHEC through various media outlets should be explored. Media and publicity will remain the responsibility of the sector concerned. CRO can assist in this regard if requested.
11. Organisers are encouraged to evaluate activities so that feedback and improvement recommendations can be coordinated by Sector Events Manager(s) and the CRO.

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